

Contact Management User Guide

Network Edition

Version 4.0

Contents

- 1. Introduction
- 2. Log onto Contact Management
 - 2.1 Log onto the Contact Management system
 - 2.2 Contact Management Services Page
 - 2.3 Contact Management Home Page

3. Log a Contact

- 3.1 Log a Contact via screen
- 3.2 File Upload
- 3.3 Top 50 Contact

4. Contacts Queue

- 4.1 Overview User
- 4.2 Assigning a Contact User
- 4.3 Transferring Contacts User
- 4.4 Overview Supervisor
- 4.5 Assigning a Contact Supervisor
- 4.6 Transferring Contacts Supervisor

5. Correspondence

- 5.1 Receiving a Data Clarification Request
- 5.2 Responding to a Data Clarification Request
- 5.3 Auto Closure of a Data Clarification Request
- 5.4 Receiving a Site Visit Request
- 5.5 Responding to a Site Visit Request
- 5.6 Receiving an RFI request (Theft of Gas only)
- 5.7 Responding to an RFI request (Theft of Gas only)
- 5.8 Auto closure of an RFI request (Theft of Gas only)
- 6. Resolution of a Contact
 - 6.1 Contact Resolution

Contents Continued

- 7. Search Facilities
 - 7.1 Search Options
 - 7.2 Basic Search
 - 7.3 Advanced Search
 - 7.4 File Search
 - 7.5 Data Clarification Search
 - 7.6 Site Visit Search
 - 7.7 Download results
- 8. Previously Submitted Contact
 - 8.1 Raising a PSC
 - 8.2 Receiving a PSC response

1. Introduction

This User Guide is designed to provide a clear understanding of the Contact Management Service. This guide contains:

- How to log on to the system and accessing the Contact Management homepage
- Raising Contacts, managing the responses
- How to conduct searches
- File responses

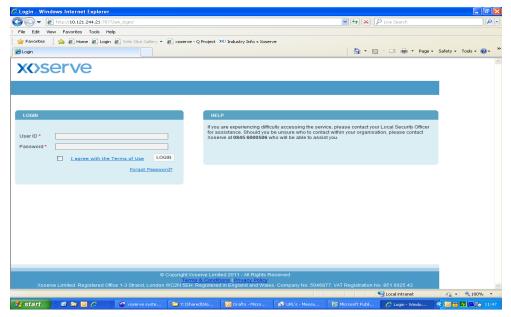
There are a number of symbols throughout this guide; the symbols and their meaning are included below:

	Information
	Warning
	Area of interest
<u>C</u>	Mouse click required
	Keyboard entry required

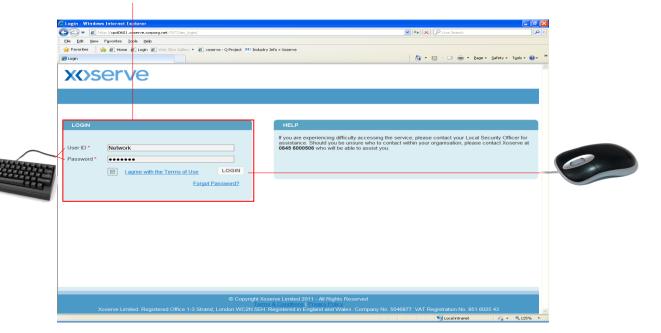
2. Log onto Contact Management

2.1 Log onto the Contact Management System

The portal Login Page looks as follows:



- Step 1 Enter your User ID
- Step 2 Enter your Password
- Step 3 Tick the box to agree to the Terms of Use
- Step 4 Click Login



The following Service Page will appear:

	0 - 0 4	A 11
S and the second	,	<i> Home</i>
File Edit View Favorites Tools Help	EAQ Welcome WZ002	LOG OUT
Contact Management System	Access Control	
Copyright Xoserve Limited 2012 - All Rojh Conserve Limited 2012 - All Rojh Yoseron Limited Sectionary And Linguage Section 2014 (1997)	Is Reserved 17 Daily 2019 - Consultation 10	10, 854 6075 43

There are two services on this page:

- Contact Management
- Access Controls

Click contact Management to take you to the Contact Management homepage. Clicking the Xoserve logo will take you to our website, Xoserve.com.

2.2 Contact Management Homepage

Data Amend Service Invoicing Service select- Invoicing Service select- Image: Service select- Image: Service Image: Ser	erviceselect V teselect V Upload File Upload File Search Options	ntact Management				
Data Amend Service select- Invoicing Service select- File Upload Upload File	erviceseect- Contacts Queues Contacts Queues Contacts Explained Contacts Explained	Contact G	enerator	My Tasks	Recent Activity	Contact Support
Invoicing Service select- File Upload Upload File	eeeeectv Upload File Upload File Search Options mber Find Advanced Search File Search	Data Amend Service	select			Contact Us
File Upload File	Upload File Search Options mber Find Xdvanced Search File Search	Invoicing Service	select			Contacts Queues
Search Onlines	mber Find Advanced Search File Search	File Upload	Upload File			Contacts Explained
Search Outlons	mber Find Advanced Search File Search	-				
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	Advanced Search File Search			Search Options		
act Reference Number Find Advanced Search File Search	Site Visit	act Reference Number		Find Advan	ced Search 🛛 🔀 File Search	
Data Clarification Site Visit		Data Clarification	Site Visit			

The Contact Management home page incorporates 5 different areas within the system, these are:

Zone 1

<u>Contact Generator</u> – This section holds a list of Contacts that can be raised via the Contact Management system. The Contacts are separated into two services – Data Amend Service and Invoicing Service.

Contacts can be raised as single Contacts selecting the relevant Contact code or in bulk via File Upload.

Zone 2

<u>My Tasks</u> – This section includes all tasks sent directly to you or you have assigned to yourself

Zone 3

<u>Recent Activity</u> – This section details the last 10 actions you have performed. For example, raising a Contact and responding to a Data Clarification (DC).

Zone 4

<u>Contact Support</u> – This area is made up of Contact Us, Contact Queues and Contacts Explained. Contact Us details useful contact details for some of the services that Xoserve provide. Contacts Queues takes you to an area that lists outstanding Contacts for your organisation that require resolution. Contacts Explained outlines each process, mandatory data and helpful information.

Zone 5

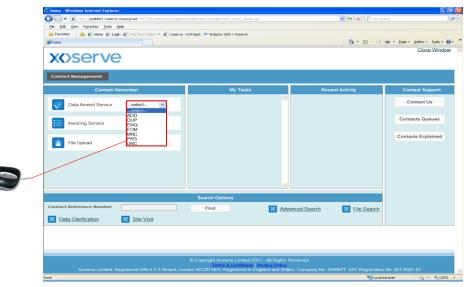
<u>Search Options</u> – This section includes a variety of search facilities. Contact Reference Number Search, Advanced Search and File Search will find contacts raised in The Contact Management system.

Data Clarification Search and Site Visit Search returns Contacts that are currently at DC or SV stage of the process.

3. Log a Contact

3.1 Log a Contact via Screen

Select the relevant Contact Code from Data Amend Service or Invoicing Service.



The Contact form is presented to you. Enter the mandatory and relevant data. All mandatory data is identified by *.



After entering some information, there may be a slight delay as the Contact Management system will be validating against our source systems. This will occur across a number of Contact Types.

Contact Management Contact Management>> Log ADD			Status: New	My Queues Ta
TYPE : ADD	ORIGINATOR : BRITISH02 GA		ADDRESS : BGas02@xoserve.c	
Meter Point Reference Number * Type of Site *	1113475601 ◎ Domestic ◎ Industrial	Confirmation Number * Type of Service *	186866537 ● Single ○ M	ulti
CURRENT ADDRESS		PROPOSED ADDRESS		
Building Number/Name * Delivery Point Alias	1	Building Number/Name * Delivery Point Alias	2	
Sub Building Name Principal Street Name *	Homer Road	Sub Building Name Principal Street Name *	Homer Road	
Dependent Street	Homer Road	Dependent Street	Tioniei Tioad	
Dependent Locality		Dependent Locality		
Post Town * Postcode *	Solihull B91 3LT	Post Town * Postcode *	Solihull B91 3LT	
Swapped Address -				
	Submit	Cancel		Тор 50 🔲



The system will tell you real time if you entered incorrect details into the form.

Close Window will take you to the Services Page. If you want to revert to the Contact Management homepage, click Cancel.

Once a Contact has been logged successfully, the following message will appear. It will show....

- A Confirmation that the Contact has been logged successfully
- The Contact Reference Number
- The date and time of your submission

🖉 ADD - Windows Internet Explorer				- 7 🔀
Ele Edit Yew Favorites Tools Help				
x <>serve				Close Window
Contact Management				
Contact Management>> Log ADD			Status: New	My Queues Task
TYPE : ADD	ORIGINATOR : BRITISH02 GA		MAIL ADDRESS : BGas02@xoserve.com relephone no :	
Meter Point Reference Number *	1113475601	Confirmation Number *	186866537	
Type of Site *	Omestic O Industrial	Type of Service *	Single O Multi	
CURRENT ADDRESS		PROPOSED ADDRESS		
Building Number/Name *	1 Contact Logged Successf	ully	2	
Delivery Point Alias	Contact Reference Number: 20	1003799		
Sub Building Name Principal Street Name *		Aug 02 2012 10:37	Homer Boad	B
Dependent Street	Home		Homer Road	
Dependent Locality				
Post Town *	Solihi		Solihull	
Postcode *	B913		B91 3LT	
Swapped Address -	Submit	Cancel		Тор 50 🔲
	© Copyright Xoserve Limite	d 2011 - All Rights Reserved		_
Xoserve Limited, Registered Office	e 1-3 Strand, London WC2N 5EH. Registered i	in England and Wales. Compar	y No. 5046877. VAT Registration No. 851 60	
Done			Scal intranet	🕋 🔹 🔍 125% 🔹 🏢



You may want to make a note of the Contact Reference Number, however you will see it appear in 'Recent Activity' on the Contact Management home page.

3.2 File Upload

This is a standard EFT template, the red fields highlight the mandatory data required for the Contact type. You can select multiple Contact types per template. This example is highlighting the ADD process.

	dicrosoft Exc	el - O FFT T	emplate - V1.) Xoserve - B	IIS									
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	A	в	U	U	E	F	G	Н		J	K	L	М	N
2	V1.0 Xoserve	QMP (M) [T3]	Stakeholder ID [M] [N10]	Originator Code [M] [T3]	Stakeholder Personnel's Name [M] (T60)	Stakeholder Reference Identifier [0] [T30]	User ID [M] [T20]	Contact Code (M) (T3)	Top 50 flag (0) [T1]	Domestic vs Industrial Indicator [CM] [T1]	Contact Explanation [CM] (T2000)	Confirmation Number [CM] [N9]	Meter Point Reference Number [CM] [N10]	Meter Point AQ [CM] [N12]
3	Check	QMP	434	BUS	Mr Smith		JS125		•	found found	ferrit (r.2000)	found freel	four freed	four form
4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19														

Once the EFT template has been completed successfully and all mandatory information has been entered Column A will change from red to green. You can then upload your template to the system using the file upload shown on the Contact Management home page.

C home - Windows Internet Explorer			
Ele Edt Yew Fevorites Iods Holp			Close Window
Contact Management			
Contact Generator	My Tasks	Recent Activity	Contact Support
Data Amend Serviceselect 💌	<u>~</u>		Contact Us
Invoicing Service			Contacts Queues
File Upload Upload File			Contacts Explained
			r -
	v		
Contact Reference Number	Search Options		
Data Clarification Site Visit	Find Adva	inced Search 🔀 File Search	
Xoserve Limited. Registered Office 1-3 Strand, Lon	© Copyright Xoserve Limited 2011 - All Rights R Terms & Conditions Privacy Policy don WC2N 5EH, Registered in England and Wale		n No. 851 6025 43
ione		S Local i	

The File Type will be showing as QMP, this is the format required to submit your file to Xoserve.

🖉 File Upload Download - Windows I	nternet Explorer			×
Elle Edit Yew Favorites Lools E	ielp			
x serve	•		Close Window	î
Contact Management				
Contact Management>> File Up	load		Queues	
TYPE :	ORIGINATOR : BRITISH05 GASE ssc : BUS	EMAIL ADDRESS : BGas05@xoserve.com TELEPHONE NO :		
File Type QMP 👻	Upload File Cancel			
				п
	© Copyright Xoserve Limited 2011 - All Righ Terms & Conditions Privacy Poli	ns Reserved		
Xoserve Limited. R	egistered Office 1-3 Strand, London WC2N 5EH. Registered in England and V	Wales. Company No. 5046877. VAT Registration No. 851 6025	43 • • • • • • •	~
		G could find the		

Send File Upload and the File Upload screen will appear...

🌈 File Upload Download - Windows Internet Explore				
Ele Edit Vew Favores Iools Help			Close Window	
Contact Management				
Contact Management>> File Upload			Queues	
TYPE :	ORIGINATOR : BRITISH05 GASE SSC : BUS	EMAIL ADDRESS : BGas05@xoserve.com TELEPHONE NO :		
File Type	Upload File Cancel			
	Upload File Upload Cancel			0
	© Copyright Xoserve Limited 2011 - All Righ	Its Reserved		
Xoserve Limited. Registered Office	Terms & Conditions Privacy Pol 1-3 Strand, London WC2N 5EH. Registered in England and \	icy	5 43	×
Done		Scal intranet	👍 🔹 🔍 125% 🔹	

Select browse and you will be taken to a relevant area where your files are saved. Select the file and Open, this will appear in the box next to Browse.

Be bit yee Close.Window Close.Window Close.Window Contract Management> File Upload Contract Management> File Upload Contract Management> File Upload TYPE : ORIGINATIOR : BRITISHOS GASE EMAIL ADDRESS : BGas05@xoserve.com Bit Type Upload File Cancel Upload File Cancel Upload Upload File Cancel Upload Upload Cancel Upload Cancel		d - Windows Internet Explo	er	
Contact Management> File Upload Queues TYPE: OLIGINATOR: BRITISH05 GASE SSC: BUS EMAIL ADDRESS: BGas05@xoserve.com TELEPHONE NO: File Type Upload File Cancel Upload File Dipload File Cancel Upload File Cancel Upload File Upload File Cancel Upload File Upload File Cancel Upload File Upload File Cancel Upload Cancel Upload File Cancel Upload File Cancel Upload Cancel Upload Cancel				Close Window
TYPE: ORIGINATOR: BRITISH05 GASE SSC: BUS EMAIL ADDRESS: BGas05@xoserve.com TELEPHIONE NO: File Type Upload File Cancel Upload File Ogene Upload File Cancel Upload File Ogene	Contact Managen	nent		
SSC: BUS TELEPHONE NO: File Type Upload File Upload File Upload File Upload File Upload File Upload File Upload Cancel Upload Cancel Upload Cancel Upload Secret Limited 2011: All Rights Reserved Erms: & Construct Immed 2011: All Rights Reserved	Contact Managemen	<u>t>></u> File Upload		Queues
Vpload Flie pp(SSC01.PN000001.Q Browse Upload Cancel Upload Cancel Converted Control Concel Converted Magnits Reserved Interna & Control Control Phone Magnits Reserved Interna & Control Control Phone Magnits (Section 10) (Section	TYPE :			we.com
Terms & Conditions Pracy Policy Xoserve Limited. Registered Office 1-3 Strand, London WC2VI 5EH. Registered in England and Wales. Company No. 5046877. VAT Registration No. 851 6025 43	File Type	CMP 💌	Upload File op/SSC01.PN000001.Q Browse	
😼 Local intranet 🛷 🔹 🔩 125%	Xoserv	ve Limited. Registered Offi	Terms & Conditions Privacy Policy ce 1-3 Strand, London WC2N 5EH. Registered in England and Wales. Company No. 5046877. VAT Registration N	

Select Upload, and the file is submitted.

You will receive a message at this point stating whether the submission has successfully loaded or rejected.

A successfully submitted file will show as follows...

🏉 File Upload Do	ownload - Windows	Internet Explorer		
G - E	http://xpol0601.xoserve	.corporg.net:7877/QSystem/Faces/pages/FileUploader.jsp		🖌 🛃 🔁
File Edit View	Favorites Tools	Help		
🚖 Favorites	🊕 🎐 SAP BusinessO	bjects InfoView 🔁 Suggested Sites 👻 🙋 Web Slice Gallery 👻 🙋	Login	
🥖 File Upload Dowr	nload			📩 • 📾
				Close Window
XX>Se	erve			
Contact Mana	gement			
Contact Manage	ment>> File Upload			My Queues Task
TYPE :		ORIGINATOR : BRITISH04 GASD SSC : BUS	EMAIL ADDRESS : BGas04@xoserve TELEPHONE NO :	e.com
File Type:	QMP 🗸	Upload File Cancel		
		BUS01.PN860019.QMP is uploaded	Successfully	
		© Copyright Xoserve Limited 2011 - All Terms & Conditions Privac	Rights Reserved	
Xoserve	Limited. Registered C	Office 1-3 Strand, London WC2N 5EH. Registered in England :	and Wales. Company No. 5046877. VAT Registration N	
Dama				

An unsuccessfully submitted file will show as follows...

File Upload Download - Windows Interne	it Explorer	
File Edit View Favorites Tools Help		
x<>serve		Close Window
Contact Management		
Contact Management>> File Upload		My Queues Task
TYPE :	ORIGINATOR : BRITISH04 GASD SSC : BUS	EMAIL ADDRESS : BGas04@xoserve.com TELEPHONE NO :
Pile Type: OldP 💌	Uptood File Cancel File Uptood Header Record not p	rovided Close
	Copyright Xoserve Limited 2011 - All R Terms & Conditions Privacy	
	3 Strand, London WC2N 5EH. Registered in England an	Honcy ad Wales. Company No. 5046877. VAT Registration No. 851 6025 43
ne		

There are a number of reasons why a file might reject. There are held under the Contacts Explained Guide.

3.3 Top 50 Contact

When raising a Contact to Xoserve, you can select 'Top 50'. This would denote to Xoserve that the Contact raised is one of your priorities for the month.

Z= ADD - Windows Internet Explorer					
Ele Edit View Favorites Tools Help					
x<>serve				<u>Close Window</u>	
Contact Management					
Contact Management>> Log ADD			Status: New	My Queues Task	
TYPE : ADD	ORIGINATOR : BRITISH02 GA		AIL ADDRESS : BGas02@xoserve.com LEPHONE NO :	1	
Meter Point Reference Number * Type of Site *	1113475601 Domestic Industrial	Confirmation Number * Type of Service *	186866537 Single Mult	i	
CURRENT ADDRESS		PROPOSED ADDRESS			
Building Number/Name *	1	Building Number/Name *	2	1	
Delivery Point Alias		Delivery Point Alias		-	
Sub Building Name		Sub Building Name			-
Principal Street Name *	Homer Road	Principal Street Name	Homer Road		
Dependent Street		Dependent Street			
Dependent Locality		Dependent Locality			
Post Town	Solihull	Post Town	Solihull		
Postcode *	B91 3LT	Postcode *	B91 3LT		
Swapped Address -	Submit	Cancel			0./
	Submit	Gancer		Тор 50 🔲	
	© Copyright Xoserve Limite	ed 2011 - All Rights Reserved			
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Xoserve Limited. Registered Offi	ice 1-3 Strand, London WC2N 5EH. Registered	In England and Wales. Company	-		×
			Second Se	A • B 125% •	

Each organisation can raise a maximum of 50 'Top 50' Contacts per month. You will see the following message once it is submitted showing that it is a Top 50 Contact and will also show your organisation's remaining balance for the month.

C DUP - Windows Internet Explorer					a 🗙
Ele Edit View Favorites Tools Help					
x< >serve				<u>Close Windo</u>	× ^
Contact Management					
Contact Management>> Log DUP		s	itatus: New	My Queues Task	
TYPE: DUP	ORIGINATOR : BRITISH02 GA	EMAIL ADDRE TELEPHONE I	ss : BGas02@xoserve.com NO :		
Classification of Site * Meter Point Reference Number to Retain* Type of Site *	UKLDUP 9178595705 © Domestic O Industrial	Confirmation Number * Meter Point Reference Number to Rem End User Contract *	162890443 9153205706 ○ Yes ⊙	No	
	Contact Logged Success	fully			
Contact Explanation	Flagged as Top 50: YE	nu Aug 02 2012 08:51 E8 E8	r contact)	Top 50	
	Close			100 00	
	Terms & Conditio	d 2011 - All Rights Reserved ons <u> Privacy Policy</u> in England and Wales, Company No. 504687			~
			S I and interest		

4. Contacts Queue

4.1 Contact Queue Overview - User

When selecting Contacts Queue in the Contact Support section on the Contact Management home page, you are taken to the Contact Queues and work outstanding. This will show as follows....

	Windows Internet Exp	lorer					
	Favorites <u>T</u> ools <u>H</u> elp						Close Window
X	erve						
Contact Mana	gement						
Work Allocation >	💌 TGT						
TGT - WORK QUE	UE						
My Tasks C	ontacts Queue	Actions Queue					
Contact code	All	~	LDZ		All	Туре	All
Status	VIE	W NOT ALLOCATED)				
							Refine
Actions Queu	e						
SELEC	T TYPE	CONTACT	CRN-ID	LDZ	REQUEST DATE	RESPONSE DATE	ALLOCATED TO
	Site Visit	ISO	20004433-SV1	NT	29/08/2012 14:33:13	12/09/2012 14:37:52	Not Allocated
Assign T	o Me						Exit
Assign	o me						EAR
			© Copyright 3	Xoserve Lim	ited 2011 - All Rights Reserved		
			nd, London WC2N 5E	H. Registere	itions Privacy Policy ed in England and Wales. Comp		ion No. 851 6025 43
Done							aliptranet 🐽 x 🕮 125% x

The area is made up of three queues. This view illustrates that you have selected the Action Queue.

My Tasks

This table is linked to the My Tasks zone on the Contact Management home page. It provides additional information in order to help you prioritise.

Contacts Queue

This is a queue that is visible to all Users. This queue includes all Contacts raised by your organisation.

Action Queue

This is a general queue holding a number of Contacts that have been investigated by Xoserve and require further attention from yourselves. The Contacts within this Queue may be the result of a Contact raised by a Shipper.



If you are seeking a specific Contact, the Actions Queue has filters to help identify this Contact.

4.2 Assigning a Contact - User

The Contacts Queue details the Contacts currently outstanding with your organisation. The Contacts within this Queue may be as a result of a Contact raised by a Shipper, e.g. Data Clarification or Site Visit.

Assign a Contact

Step 1 - Find the Contact in the queue

Step 2 - Click the box in the 'SELECT' Column. Once a tick is showing in the box,

Step 3 – Click Assign To Me.

This Contact will then be moved to your 'My Task' queue and can be worked upon.



When assigning a Contact, you can select one or multiple Contacts at a time.

4.3 Transferring Contacts - User

My Tasks

Transfer a Contact to the Action Queue

Step 1 – Find your Contact via the Contacts queue

Step 2 - Click the box for this Contact

Step 3 – Click Transfer to Queue

	🖉 My Tasks - Windows Internet Explorer
	Elle Edit Yeev Figuentes Icols Help
	Close Window
	Contact Management
	Work Allocation >> TGT TGT - WORK QUEUE
/	- My Tasks - Contacts Queue - Actions Queue
	SELECT ELEMENT CONTACT CRN-ID SSC REQUEST DATE RESPONSE by DATE LOGGED DATE ALLOCATED TO
	Site Visit ISO 20004433-SV1 TCG 29/08/2012 14:37:52 12/09/2012 14:37:52 29/08/2012 14:33:13 TGT05
	Transfer To Queue
	Exit
	Copyright Xoserve Limited 2011 - All Rights Reserved Terms X Conditions Privacy Policy Xoserve Limited, Registered Office 1-3 Strand, London W029 KEH, Registered in England and Wales. Company No. 5048877, VAT Registration No. 851 6025 43
	Xoserve Limited Registered Office 1-3 Strand, London WC2N 6EH Registered in England and Wales. Company No. 50468/77 VAT Registration No. 851 0025 43

This will then appear in the Action Queue and can be worked upon by another person.



When transferring a Contact, you can select one or multiple Contacts at a time.

4.4 Contact Queue Overview - Supervisor

When selecting Contacts Queue in the Contact Support section on the Contact Management home page you are taken to the Contacts Queue.

🖉 Users Work Queue - Windows Internet Explorer				. . .
C C C v ktp://xpol0601.xoserve.corporg.net:7877/QSystem/faces/pages/workallocation/workalloc_		🖌 🛃	• 🔀 🔎 Live Search	[P]•]
Elle Edit Yew Favorites Lools Help				
👷 Favorites 🛛 🍰 🙋 Home 🙋 Login 🙋 Web Sice Gallery 🔹 🔊 xoserve - Q Project XO Industry	Info « Xoserve			
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x serve				Close Window
Contact Management				
Work Allocation >> CRG				
CRG - WORK QUEUE				
Contacts Queue Actions Queue User Work Queue				
SSC All Y Role ALL Y	User ID			
			Refine	
USER ID FIRST NAME LAST NAME	1E EMAIL	ORG	ROLE PH	IONE
No data available				
				Exit
© Copyright Xos Term Xoserve Limited. Registered Office 1-3 Strand, London WC2N SEH	erve Limited 2011 - All Rights Res <u>B. Conditions</u> Privacy Policy Registered in England and Wales		AT Registration No. 851 60	25 43
Done				

The area is made up of three queues. This view illustrates that you have selected the User Work Queue.

<u>Contacts Queue</u> – This is a queue that is visible to all Users. This queue includes all Contacts raised by your organisation.

<u>Actions Queue</u> – This is a general queue holding a number of Contacts that have been investigated by Xoserve and require further attention from yourselves. The Contacts within this Queue may be the result of a Contact raised by a Shipper

<u>Users Work Queue</u> – This queue lists the Users within the organisation and information relating to the User. Once a team member is selected, the current work they have in their 'My Tasks' becomes visible.



If you are seeking a specific Users Work Queue, enter the User ID into the field and this will bring back the relevant User only.

4.5 Transferring Contacts - User

Actions Queue

A Supervisor can allocate a Contact to themselves or to another colleague within the organisation. Contacts can be allocated from the Actions Queue.

Assigning a Contact

Step 1 – Find the Contact in the queue

Step 2 – Select the box for this Contact. Once a tick is visible in the box

Step 3 – Assign to a User by clicking 'Allocate to User'.

Step 4 – A drop down menu will appear including all Users in the organisation. Choose a User

Step 5 – Click Assign to the Above User; this contact will then be moved into the User's My Task queue and can be worked upon.

The drop down list will include yourself as a Supervisor. Allocation of a Contact will work exactly the same, select the User ID and then Assign to Above User.

Once a Contact has been assigned the Contact will also update in the chosen person's Work Queue.

4.6 Transferring Contacts - Supervisor

As a Supervisor you have the ability to retrieve a Contact from a team member's My Tasks and place into the Action Queue so another team member can work on the Contact.

Step 1 - Select Contacts Queues on the Contact Management home page

Step 2 – Select User's Work Queue

Step 3 – Select the relevant User

Step 4 - Click the box for the Contact you want to transfer

Step 5 – Select Transfer to Queue

User Work Queue	Windows Interne	it Explorer						
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								Close Window
XX>SE	erve							
Contact Manage	ment							
Work Allocation >>	TGT							
TGT05 - WORK Q	UEUE							
UserId	TG	T05	F	irst Nam	e TGT05	Las	t Name	TGTE
Organization	TG	т	R	ole	Not Availa	ble		
SELECT	ELEMENT	CONTACT	CRN	SSC	REQUESTED DATE	RESPONSE DATE	LOGGED DATE	ALLOCATED TO
v	Site Visit	ISO	20004433	TCG	29/08/2012 14:37:52		29/08/2012 14:33:13	TGT05
				∋ Copyrig	ht Xoserve Limited 2011 - All	Rights Reserved		
	rve Limited, Reg	istered Office 1-3		n WC2N	Terms & Conditions Privacy 5EH, Registered in England a	Policy ind Wales, Company No. 50		
ne							S Local intra	
							- Cocumier	44 · 412010

This Contact will then appear in the Actions Queue ready for a team member to work on.



When transferring a Contact, you can select one or multiple Contacts at a time.

5. Correspondence

5.1 Receiving a Data Clarification Request

Original Contact and Third Party Data Clarification Request

This will appear in the Contact Queue under the support section on the Contact Management home page.

Select the Action Queue and the following will appear...

You can refine your search by using combinations of search criteria.

		lows Internet Explorer						
Ele Edit	View Favori	tes <u>T</u> ools <u>H</u> elp						
X	se	rve						Close Window
Contact	t Managem	ient						
	<u>cation >></u> ⊺ RK QUEUE	гөт						
My Task	s — Conta	acts Queue — Actions G	ueue					
Contac	t code:	All		DZ		All	Туре	All
Status		VIEW NOT A	LLOCATED					Refine
Actions	s Queue							
S	ELECT	TYPE	CONTACT	CRN-ID		REQUEST DATE	RESPONSE DATE	ALLOCATED TO
E		Site Visit	ISO	20000865-SV2	WM	10/05/2012 15:21:29	20/09/2012 17:46:47	Not Allocated
0		Site Visit	ISO	20004857-SV2	EA	10/09/2012 11:17:23	24/09/2012 11:48:22	Not Allocated
0		Data Clarification	ADD	20004972-DC1		11/09/2012 14:25:02	13/09/2012 14:27:17	Not Allocated
As	sign To M	•						Exit
	Xoserv	e Limited Registered Offic				11 - All Rights Reserved Privacy Policy poland and Wales, Compan	y No. 5046877. VAT Registration	No. 851 6025 43
	203010	e Einikea. Hegisterea Olik	to i o ottaila, cona	on trochoch. Rogis		igitanta anta ritales. Compan	y No. 5040017. VAI recgistration	

Step 1 – Select the box for the relevant Contact Step 2 – Click Assign to me

	nent						
ork Allocation >>							
F - WORK QUEUE							
ly Tasks — Cont	acts Queue Actions Q	ueue					
Contact code	All		DZ		All	Туре	All
Status	VIEW NOT AL	LOCATED					Refine
							Kenne
Actions Queue							
SELECT	TYPE	CONTACT	CRN-ID	LDZ	REQUEST DATE	RESPONSE DATE	ALLOCATED TO
	Site Visit	ISO	20000865-SV2	WM	10/05/2012 15:21:29	20/09/2012 17:46:47	Not Allocated
	Site Visit	ISO	20004857-SV2	EA	10/09/2012 11:17:23	24/09/2012 11:48:22	Not Allocated
V	Data Clarification	ADD	20004972-DC1		11/09/2012 14:25:02	13/09/2012 14:27:17	Not Allocated
Assign To N	le						Exit

The Contact will become visible in your My Tasks.

tact Management Contact Ge	enerator	Мут	asks	Rec	ent Activity	Contact Support
Data Amend Service	select	ADD 20004972-DC1	A	ISO-20004853 AL ADD-20004972 A	WQ	Contact Us
Invoicing Service	select			UNC-20004971 C		Contacts Queues
File Upload	Upload File		×	MNC-20004748 C ADD-20004679 A ISO-20003488 NE ISO-20004523 C ADD-20004676 C ADD-20004521 C	LWQ ETR .RD .LRD	Contacts Explained
		Search Options				
oct Reference Number	Site Visit	Find	X Adva	anced Search	File Search	

When the DC is selected, the message below will appear stating the DC number and when a response is due by.

🖉 home - Windows Internet Explorer			
Ele Edit yeav Figurates Tools Help			Close Window
Contact Management			
Contact Generator	My Tasks	Recent Activity	Contact Support
Data Amend Serviceselect	ADD 20004972-DC1	ISO-20004853 ALWQ ADD-20004972 ALWQ	Contact Us
Invoicing Serviceselect		UNC-20004971 CLRD UNC-20004970 CLRD	Contacts Queues
File Upload Upload File		MNC-20004748 CRNG ADD-20004679 ALWQ	Contacts Explained
The Da	20004972-DC1 Response by 13/4 ins Clarification for the above Contact Reference pipe in 3 days	ence Number isRD _	
Xoserve Limited. Registered Office 1-3 Strand, Lor			No. 851 6025 43
Done		😪 Local i	

Click OK and you will be taken into the Data Clarification form.

🧟 DataClarifation Response - Windows					1
Elle Edit View Figvorites Icols Help				Close Window	
Contact Management					
Contact Management>> Data Cla	ification		Status: ALWQ	Queues	
TYPE : ADD CRN : 20004972	ORIGINATOR : TGT05 TGTE SSC : BUS		EMAIL ADDRESS : TGT05@xoserve.co TELEPHONE NO :	m	You can see the original
DC ID	20004972-DC1			View Contact Details >	Contact by clicking on this hyperlink.
Building Name Building Number	SITE	Locality			uns hypennik.
Sub Building Name Principal Street Dependent Street	HALIFAX CLOSE	Post Town Postcode Delivery Point Alias	KENT ME57QR		
	SUPPLY P	OINT DETAILS		-	
Meter Point Reference Number Meter Serial Number	8898280004	Confirmation Number Datalogger Id (AIS)	177408702		
Continue				Cancel	
Xoserve Limited. Reg	© Copyright Xoserve Limi Terms & Cond istered Office 1-3 Strand, London WC2N 5EH. Registere	ted 2011 - All Rights Reserved tions Privacy Policy d in England and Wales. Comp		51 6025 43	
one			Second Intranet	• • • 125% •	-

Click Continue and the details of the DC request will appear...

	🖉 Data Clarification Response Configuration - Wi	ndows Internet Explorer		🗖 🗗 🔁	
	Ele Edit Yeaw Figvorites Iools Help			Close Window	
	Contact Management				
OC ID is an identifier for the original	Contact Management>> Data Clarification TYPE : ADD CRN : 20004972	ORIGINATOR : TGT05 TGTE SSC : BUS	Status: ALWQ EMAIL ADDRESS : TGT05@xoserve.com TELEPHONE NO :	Queues	
Contact.	DC ID 20004972-DC1	REQUEST	RESPONSE		This is when the Doneeds to be
Dispatch Date is the day Xoserve sent it to you.	I am unable to process your contact for the Contact Details Please provide the following information in Site contact name and telephone number Additional Information		omments	2	responded by.
'Request by' will identify the Xoserve Contact Handler.	Request by UATSCO1	R	ssponse by TGT05 TGTE Submit Cancel		
	Xose d. Registered O	© Copyright Xoserve Limited 201 Terms & Conditions P ffice 1-3 Strand, London WC2N 5EH. Registered in Eng		025 43 ≪≦ • € 126% •;	



Up to two DC's can be sent per Contact. These will show as DC1 and DC2 on the system.

5.2 Responding to a Data Clarification Request



In the response section please provide us with the information we require in the free format comments field and select submit to return to us.

You can write up to 2000 characters in the Comments box.

Ele Edit Yew Favorites Iools Help	
x<>serve	Close Window
Contact Management	
Contact Management>> Data Clarification	Status: ALWQ Queues
TYPE: ADD ORIGINATOR: TGT05 TGTE CRN: 20004972 SSC: BUS	EMAIL ADDRESS : TGT05@xoserve.com TELEPHONE NO :
DC ID 20004972-DC1	
REQUEST Dispatch Date 11/09/2012 I am unable to process your contact for the following reason Contact Details Please provide the following information in order for me to proceed Site contact name and telephone number Additional Information	RESPONSE Due Date 13/09/2012 Comments Mr Smith 0121 711 5648
Request by UATSC01	Response by TGT05 TGTE Submit Cancel
	Limited 2011 - All Rights Reserved anditions Privacy Policy
Xoserve Limited. Registered Office 1-3 Strand, London WC2N 5EH. Regis	tered in England and Wales. Company No. 5046877. VAT Registration No. 851 6025 43
ne	Succel intranet 🖓 💌 🔍 125% 👻

The DC will be directed back to the Contact Handler at Xoserve.



Your name is populated in the 'Response by' field when you click submit.

A Data Clarification Request effectively places your original Contact on hold; 'the clock has stopped'. Only when it is returned does the 'clock start' again.

5.3 Auto closure of a Data Clarification Request

A Data Clarification will remain open for 20 business days. Each time the Contact is opened you are prompted as to how many days are left on the DC before it is due to expire.

Edit Yew Favorites Iools Help			Close Window
«>serve			
ntact Management			
Contact Generator	My Tasks	Recent Activity	Contact Support
Data Amend Serviceselect	ADD 20004972-DC1	 ISO-20004853 ALWQ ADD-20004972 ALWQ 	Contact Us
Invoicing Serviceselect		UNC-20004971 CLRD UNC-20004970 CLRD	Contacts Queues
File Upload Upload File		MNG-20004748 CRNG ADD-20004679 ALWQ	Contacts Explained
ADD :	20004972-DC1 Response by 1	3/09/2012 RD	
The Dat	ta Clarification for the above Contact Re expire in 3 days		
tact Reference Number	Ok	File Search	
Data Clarification Site Visit			
	© Copyright Xoserve Limited 2011 - All Rigl	hts Reserved	

If you do not respond during the 20 days, the Contact will auto close on the system. For the Contact to be resolved a new Contact will need to be raised including the information requested in the DC.



The maximum elapsed time for a Data Clarification stage is 20 business days. In this respect if a second Data Clarification is sent at any point within this time then it will remain valid for the remaining portion of the 20 days.

E.g. DC1 responded after 15 days since it was sent

DC2 sent on day 16 therefore 4 business days will remain

5.4 Receiving a Site Visit Request

A Sit Visit Request will appear in the Contact Queue under the support section on the Contact Management home page. Select the Action Queue and the following will appear...



You can refine your search by using combinations of search criteria.

Allocation >> WORK QUEUE							
asks Con	tacts Queue	Actions Queue					
ntact code	All	~	LDZ		All	Туре	All
itus		W NOT ALLOCATE				.,,	
							Refine
tions Queue							
SELECT	TYPE	CONTACT	CRN-ID	LDZ	REQUEST DATE	RESPONSE DATE	ALLOCATED TO
	Site Visit	ISO	20000865-SV2	WM	10/05/2012 15:21:29	20/09/2012 17:46:47	Not Allocated
	Site Visit	ISO	20004853-SV1	EA	10/09/2012 10:46:05	17/09/2012 10:51:59	Not Allocated
	Site Visit	ISO	20004857-SV2	EA	10/09/2012 11:17:23	24/09/2012 11:48:22	Not Allocated
Assign To N	te						Exit

Step 1 – Select the box for the relevant Contact Step 2 – Click Assign to me

Contact Managem	ient					
Nork Allocation >> 1	IGT					
GT - WORK QUEUE						
My Tasks Conta	acts Queue Actions Queue					
	All			All	_	All
Contact code Status	VIEW NOT ALLOCA			All	Туре	All
atatus	NEW NOT ALLOOP					Refine
Actions Queue						
SELECT	TYPE CONTACT	CRN-ID	LDZ	REQUEST DATE	RESPONSE DATE	ALLOCATED TO
	Site Visit ISO	20000865-SV2	WM	10/05/2012 15:21:29	20/09/2012 17:46:47	Not Allocated
v	Site Visit ISO	20004853-SV1	EA	10/09/2012 10:46:05	17/09/2012 10:51:59	Not Allocated
	Site Visit ISO	20004857-SV2	EA	10/09/2012 11:17:23	24/09/2012 11:48:22	Not Allocated
Assign To Me	0					Exit

The Contact will become visible in your My Tasks

	-select 👻	My Tasks <u>ISO 20004853-SV1</u>	ISO-20004853	ecent Activity ALWQ	Contact Support
	-select 💙	ISO 20004853-SV1	ISO-20004853	ALWQ	Contact Us
			MNC-20004748	CRNG	o on materies
			ADD-20004679		Contacts Queues
Invoicing Service	-select 💙		ISO-20003488		
File Upload	Upload File		ISO-20004523 ADD-20004676		Contacts Explained
Pile Opload	Opload File		ADD-20004521		
			MNC-20004673		
			ISO-20004433 ADD-20004527		
		Search Options			
act Reference Number		Find	Advanced Search	File Search	
Data Clarification	Site Visit				

When the SV is selected the message below will appear stating the SV number.

Contact Management	My Tasks	Recent Activity	Contact Support
Data Amend Serviceselect- Invoicing Serviceselect- File Upload Upload File	ISO 20004853-SV1	ISO-20004853 ALWQ MNC-20004748 CRNG ADD-20004679 ALWQ ISO-2000488 NETR ISO-20004523 CLRD ADD-20004676 CLRD ADD-20004676 CLRD 9/2012 RD	Contact support

Click OK and you will be taken into the Site Visit Request form.

Elle Edit Yew Favorites	<u>[ools Help</u>			Class Mindau
X()serv	v e			<u>Close Window</u>
Contact Management				
Contact Management>>	ISO CRN 20004853		Status: ALWQ	Queues
SV ID Site Visit Priority	20004853-SV1 SV-Urgent	Network - LDZ	TGT - EA	
		SITE DETAILS		
Building Name				
Building Number	2	Locality		
Sub Building Name		Post Town	HITCHIN	
Principal Street	TILEHOUSE STREET	Postcode	SG52DW	
Dependent Street		Delivery Point Alias		
		SUPPLY POINT DETAILS		
Site Contact Name		Availability Information	test case 2 urgent SV	
Site Contact Number		Access Instructions		
MPRN	20875604	Datalogger (AIS) Number		
				Cancel
Continue				

Click Continue and the details of the SV request will appear.

The request from Xoserve will appear on the left side of the screen and the response area for yourselves will be on the right side of the screen.

	🌈 Site Visit - Window	ws Internet Explore	21					
			•					Close Window
	Contact Managen	nent						
	Contact Management	>> ISC CRN 200044	853			Statu	IS: ALWQ	Queues
SV ID is an identifier for	the original Conta	act.	ORIGINATOR : SSC :	SCOTTISH01 POWER	A	EMAIL ADDRESS TELEPHONE NO	: ScotPow01@xoserve.co	om
	SVID 20004853-8		Urgent EQUEST			RES	SPONSE	
	MPRN1 MPRN	12 MPRN3 MI	PRN4		MPRN1 MPR	N2 MPRN3 MF	PRN4	
Priority is stating the urg	of the SV. Heter Serial Humber Humber Hodel Hawfacturer Year of Tear of Heter Read Read Date Additional Informa Testfor Urgent SV	20875604 U6 WLN 1299	Meter Location Meter Status Meter Link Code Corrector Serial Ned Read Uncorrected Read Request Reason Confirm the status of t		METER MRBN Heter Seriel Number Manufacturer Year of Manufacturer Year of Near Dials Meter Read Read Date Additional Inform	-select	Heter Location Heter Status Corrector Strain for the second secon	
'Request by' will identify	the Xoserve Con Request by MATT			<u>×</u>	Submit	GT05	Visit2	Add MPRN
	Xoserve Lim Error on page.	nited. Registered Offic		opyright Xoserve Limited Terms & Conditio C2N SEH. Registered in	ns Privacy Policy		. VAT Registration No. 851	6025 43



There is no limit to the number of SV's that can be sent per Contact.

Please note more than one MPRN can be included in the request section from Xoserve. The MPRNs can be seen by selecting MPRN 2 Tab etc.

5.5 Responding to a Site Visit Request

The information identified following a Site Visit can be entered into the response screen manually or select the box Copy Fields From Request; this will pull the information entered into the Request section to the Response section.

C Site Visit - Windows Internet Ex	cplorer	
Eile Edit View Favorites Tools	Help	
xx>serve		Close Window
Contact Management		
Contact Management>> ISO CRN 2	20004853	Status: ALWQ Queues
TYPE : ISO CRN : 20004853	ORIGINATOR : SCOTTISH01 POWERA SSC : SCP	EMAIL ADDRESS : ScotPow01@xoserve.com TELEPHONE NO :
SV ID 20004853-SV1 Priority	sV-Urgent	
	REQUEST	RESPONSE
MPRN1 MPRN2 MPRN3	MPRN4	MPRN1 MPRN2 MPRN3 MPRN4
HETER HIPRN 20875604 HIPRN 20875604 Houte Houte Houte U6 Manufacturer WLN Vear of Vear of No.of Diats 4 Heter Read 1209 Read Date Additional Information Test for Urgent SV	Meter Location 0 Meter Status Live Meter Link Code Free Standing Corrector Corrector Corrector Corrected Read 0 Request Reason Confirm the status of the service	HETER HETER HURN 20875604 Heter Status Hodel U6 V Heter Link Code Free Standing V CORRECTOR Vear of No.of Dials Read Date 0 Corrector Read Heter Link Code Corrector No.of Dials Heter Link Code Code Code No.of Dials Heter Link Code Code Corrector No.of Dials Heter Link Code Code Corrector No.of Dials Heter Link Code Code Corrector No.of Dials Heter Link Code Code Corrector No.of Dials Heter Link Code Code Code Code Code Code Code Code Code Code Code Code Code Code
	3	Visit1 Visit2 Add MPRN
Request By MATT TAYLOR		Response By TGT05 Submit Save Cancel
Xoserve Limited. Registere	© Copyright Xoserve Limited : Terms & Condition d Office 1-3 Strand, London WC2N 5EH. Registered in	011 - All Rights Reserved Privacy Felicy Ingland and Wales. Company No. 5046877: VAT Registration No. 851 6025 43

If the information found following the Site Visit is different to the information provided, this can be changed manually and will show in green.

🏉 Site Visit - Win	dows Internet Expl	orer					
Elle Edit View	Favorites <u>T</u> ools <u>E</u>	Help					
XX>SE	erve						Close Window
Contact Manag	jement						
Contact Managem	ent>> ISO CRN 200	04853			Statu	s: ALWQ	Queues
TYPE: ISO CRN: 20004853		ORIGINATOR : SSC :	SCOTTISH01 POWER	λA.	EMAIL ADDRESS	ScotPow01@xoserve	.com
SV ID 2000485	3-SV1 Priority S	SV-Urgent					
		REQUEST			RES	PONSE	
MPRN1 MP	RN2 MPRN3 -	MPRN4		MPRN1 MPF	RN2 MPRN3 MP	RN4	
METER MPRN Meter Serial Number Manufacturer Year of Manufacture No.of Dials Meter Read Read Date Additional Infor Test for Urgent SV		Meter Location Meter Status CORRECTOR CORRECTOR Corrector Serial Number Corrected Read Uncorracted Read Request Reason Confirm the status of t	0 Live Free Standing 0 0 0 0 0 0	METER MPRN Matter Serial Number Manufacture Vaar of Manufacture No.of Dials Meter Read Read Date Additional Inform Testfor Urgent St		Meter Location Meter Status Neter Link Code CORRECTOR Corrector Serial Number Corrected Read Uncorrected Read	Live V Free Standing V
Request By MA	IT TAYLOR			Visit1 Visit3 Response By Submit	rgto5	Visit2	Add MPRN
				Submit	0.000		
			pyright Xoserve Limited Terms & Conditio	ons Privacy Policy			54 5005 40
Xoserve I Done	Limited, Règistered C	Office 1-3 Strand, London Wo	32N 5EH. Registered in	h England and Wales.	. Company No. 5046877	VAL Registration No. 8	51 6025 43



Please note more than one MPRN can be included in the response section depending on the information found at site.

You can write up to 2000 characters in the Additional Details box.

The Site Visit template includes 3 Visit boxes, this allows you to enter the date the site visit was completed.

🌈 Site Visit - Windo	ws Internet Expl	orer					
Ele Edit Vjew P	avorites <u>T</u> ools E	jelp					
XX>Sel	rve						Close Window
Contact Manager	nent						
Contact Managemen	ISO CRN 200	04853			State	us: ALWQ	Queues
TYPE: ISO CRN: 20004853		ORIGINATOR : SSC :	SCOTTISH01 POWER/ SCP	A	EMAIL ADDRESS TELEPHONE NO	: ScotPow01@xoserve :	.com
SV ID 20004853-	SV1 Priority S	3V-Urgent					
		REQUEST			RE	SPONSE	
	12 - MPRN3 -	MPRN4		MPRN1 MPRN		PRN4	
METER MPRN	20875604	Meter Location	0	METER	20875604	Meter Location	~
Meter Serial	20070604	Meter Location	0 Live	Meter Serial	20075004	Meter Location Meter Status	Live ~
Number Model	U6	Meter Link Code	Free Standing	Number Model	004	Meter Link Code	Free Standing ~
Manufacturer	WLN	CORRECTOR	Free standing	Manufacturer	004	CORRECTOR	Free standing
Year of		Corrector		Year of		Corrector	
Manufacture No.of Dials	4	Serial Number Corrected Read	0	Manufacture No.of Dials	r	Serial Number Corrected Read	0
Meter Read	1299	Uncorrected Read		Meter Read	15637	Uncorrected Read	
Read Date		Request Reason	•	Read Date	13037	Response Reason	v
Read Date		Confirm the status of t	a serice	read pade	(mo	Response Reason	~
Additional Inform	ation	Commit the status of t	te service	Additional Inform	ation		×
Test for Urgent SV			8	The service is still I			X X
				Visit1 Visit3		Visit2	Add MPRN
Request By MATT	TAYLOR			Response By TO	3T05		
				Submit	Save	Cancel	
			pyright Xoserve Limited Terms & Conditior	ns Privacy Policy			
Xoserve Lin	nited. Registered O	office 1-3 Strand, London Wo	22N 5EH. Registered in	England and Wales. C	Company No. 5046871	7. VAT Registration No. 8	351 6025 43

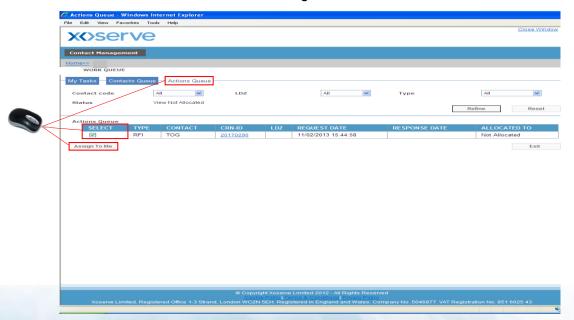
More than one MPRN can be included in the Response section. This information can be entered by selecting Add MPRN or MPRN 2 tab.

Your name is populated in the 'Response by' field.

Once the relevant information is updated, click Submit. The SV will be directed back to the Contact Handler at Xoserve.

5.6 Receiving an RFI Request (Theft of Gas Only)

In response to your original Contact or a Contact raised by another Shipper or Network, where more information is required regarding a Theft, a Request for Information (RFI) will be sent. These will appear in the Contact queue under the support section on the Contact Management home page. Tick the box next to the relevant **ToG** contact, then click 'Assign To Me'



Contact Management				
Contact Ge	nerator	My Tasks	Recent Activity	Contact Su
Data Amend Service	select V Vpload File	L - <u>TOG 20170286</u>	ISO-20170305 AL WQ ISO-20170305 AL WQ ISO-20170305 AL WQ TOG-20170409 OL RD TOG-20170409 OL RD TOG-20170409 CL RD TOG-20170409 CR RD TOG-20170409 CR RIS TOG-20170409 CL RD	Contacts Qu Contacts Exp Invoices
Contact Reference Number	Site Viait	Find 💽 Adv	anced Search 💽 File Search	

The contact will appear in your 'My Tasks' area. Click on the CRN hyperlink.

The following screen appears, detailing the RFI that requires your attention. To view the contact itself, you can click 'View Contact Details'.

C TOG - Windows Internet Explorer			
Elle Edit View Favorites Iools Help			
x<>serve			<u>Close Window</u>
Contact Management			
Home>> TOG - RFI		Status: RFIN	Queues
TYPE : TOG CRN : 20170296	ORIGINATOR : TGT10 TGTA SSC : TGT	EMAIL ADDRESS : TGT10@ TELEPHONE NO :	xoserve.com
TOG Investigation Outcome * Type of Theft TOG End Date Estimated Calculation of Gas [kWh] Heter Model Heter Read Heter Reading Year of Hanufacture Engineer's Report	Select-	Name of Informant Informant Phone Number Name of Engineer who attended Engineer Phone Number Is Photographic evidence available? Have Police been informed? Police Officar's Name Police Officar's Phone Number Crime Reference Number Police Station	View Contact Details
	Submit	Cancel	
	© Copyright Xoserve Limited		
Xoserve Limited, Registered Office 1		onditions Privacy Policy England and Wales, Company No. 5046877, VAT Regi	
Done			•

Once 'View Contact Details' has been clicked you will see the Contact as below:

Contact Details - Windows Internet E	xplorer					
File Edit View Favorites Tools Help						
x<>serve					Close Window	
Contact Management						
Home>> TOG - RFI			Status: R	FIN	Queues	
TYPE: CRN: 2	ORIGINATOR : SSC :		ADDRESS : HONE NO :			
Contact Information - TOG Investig	ation	1				
4eter Point Reference Number		Required Emergency Job?	O Yes	No		
leter Point Reference Number leter Serial Number		Job Number	adsdsads			
Building Number/Name	DFDSFSD	Type of Theft (Allegation)	Tampered Met	ter Index 😪		
elivery Point Alias					~	
ub Building Name						
rincipal Street Name	FDFSDF					
ependent Street		TOG Allegation Description				
ependent Locality						
ost Town	FSDDSF					
Postcode	B90 2WW				~	
Ok						
	Copyright Xoserve Limiter	d 2012 - All Rights Reserved				
	Office 1-3 Strand, London WC2N 5EH. Registered in		. 5046877. VAT			
ne					Sucal intranet	- 🖓 🕶 🔍 110% 💌

5.6 Receiving an RFI Request (Theft of Gas Only)

In response to the Request for Information a TOG Investigation Outcome will need to be provided. Dependent on the outcome of the investigation the system will require mandatory information before user can Submit the Contact.

Valid TOG

Where a Theft has been investigated and proven against a Large or Small Supply Point. User will need to record the following:

Type of Theft Theft Start Date Theft End Date Estimated Calculation of Gas [kWh] If Police have been informed and if they have, Police data provided Engineers report

Valid TOG-Not Pursuing Where a Theft has been investigated and proven against a Large or Small Supply Point but is not pursued.

Invalid TOG Where a Theft has been investigated and determined as Invalid TOG Contact raised.

Once all necessary information has been provided, click 'Submit' to send the RFI back to Xoserve.

x<>serve			
Contact Management			
Home>> TOG - RFI		Status: RFIN	Queues
TYPE: TOG CRN: 20170296	ORIGINATOR : TGT10 TGTA SSC : TGT	EMAIL ADDRESS : TGT1 TELEPHONE NO :	-
TOG Investigation Outcome * Type of Theft TOG Start Date TOG End Date Estimated Calculation of Gas [kV Meter Model Meter Model Meter Reading Year of Manufacture Engineer's Report	Select > Invalid TOG Valid TOG Valid TOG	Name of Informant Informant Phone Number Name of Engineer who attended Engineer Phone Number Is Photographic evidence available? Have Police been informed? Police Officer's Name Police Officer's Phone Number Crime Reference Number Police Station	View Contact Details

A Request for Information will remain open for 80 business days. If you do not respond within the 80 day period, the Contact will auto close on the system.

For the contact to be resolved a new contact will need to be raised including the information to complete the RFI.

C SearchViewForm - Windows Inte	ernet Explorer					
<u>Eile E</u> dit ⊻iew F <u>a</u> vorites <u>T</u> ools	Help					
x serve			<u>Close Window</u>			
Contact Management						
Home>> TOG CRN 20168939		Status	: CLRD Queues			
TYPE: TOG CRN: 20168939	ORIGINATOR: EAMONN DARCY SSC: BUS	EMAIL ADDRESS : TELEPHONE NO :	Eamonn.Darcy@Nationalgrid.com			
Contact Information TOG Invest	igation	1				
Meter Point Reference Number Meter Serial Number Building Number/Name Delivery Point Alias Sub Building Name Principal Street Name Dependent Street Dependent Locality Post Town Postcode	8897388300 THE FARM BUSHCOMBE LANE CHELTENHAM GL52 3PN	Required Emergency Job? Yes Job Number Type of Theft (Allegation) TOG Allegation Description	No			
Resolution Comments						
	Cookie Policyl Terms & C	1 2012 - All Rights Reserved				
Xoserve Limited. Registered	d Office 1-3 Strand, London WC2N 5EH. Registered in		VAT Registration No. 851 6025 43			

6. Resolution of a Contact

6.1 Contact Resolution

There are two outcomes to a Contact once it has been worked upon by Xoserve; Valid and Invalid.

Valid Resolution is when your Contact has been actioned as requested by Xoserve and Invalid Resolution is when Xoserve have not been able to complete the Contact due to validation failures or missing information.

<u>Valid resolution</u> of a Contact looks as follows including a standard top and tail message and the confirmation as to how your Contact has been processed....

🖉 SearchViewForm - Windows Internet Explorer	
Efe Edit Yew Fayorites Iools Help	
X Serve	<u>Close Window</u>
Contact Management	
Contact Management>> MNC CRN 20003472 Status	CLRD Queues
TYPE : NNC ORIGINATOR : TOTO! TGTA EMAIL ADDRESS : CRN : 20003472 SSC : BUS TELEPHONE NO :	TGT01@xoserve.com
Meter Point AQ (in kWh)* 20600 Type of Service* © Single Multi ADDRESS	
Building Number/Name 1 Dolivery Point Allas PLOT 1 Sub Building Name 5	
Principal Street Name * PRINSTED LANE Dependent Street JUBILEE MEWS Dependent tocality	
Post Town EMSWORTH Postcode PO100EA Top 50	
With reference to your contact, I am pleased to inform you that your request has been actioner Contact Resolved	
Resolution Comments With reference to your contact, I am pleased to inform you that your request has been actioned Thank you for raising this contact and I hope it is resolved to your satisfaction	d
Ok	
Copyright Xoserve Limited 2011 - All Rights Reserved	
	Succel intrenet 🖓 + 🔍 125% +

<u>Invalid resolution</u> of a Contact looks as follows including a standard opening paragraph and the reason why the Contact was not upheld....

C SearchViewForm - Windows Internet Ex	plorer			
Ele Edit Yew Favorites Tools Help				
x< >serve				Close Window
Contact Management				
Contact Management>> UNC CRN 2	0004457		Status: CLRD	Queues
TYPE: UNC CRN: 20004457	ORIGINATOR : TGT03 TGTC SSC : TGT		MAIL ADDRESS : TGT03@xoserve.com TELEPHONE NO :	
Meter Point Reference Number	9137357109			
Type of Site	Domestic Industrial	Type of Service	Single O Multi	
CURRENT ADDRESS		PROPOSED ADDRESS		
Building Number/Name	64	Building Number/Name	64A	
Delivery Point Alias		Delivery Point Alias		
Sub Building Name		Sub Building Name		
Principal Street Name	THE DRIVE	Principal Street Name	THE DRIVE	
Dependent Street		Dependent Street		
Dependent Locality		Dependent Locality		
Post Town	POWICK	Post Town	POWICK	
Postcode	WR24SA	Postcode	WR24SA	
Swapped Address -				
Тор 50				
	With reference to your contact, unfortuna	tely I am unable to process your r	request for the reason outlined below	
	The site requested has had a Shipper his			
	The site requested has had a Shipper his	tory		
Resolution Comments				
Resolution Comments				
			×	
Ok			Challenge	Resolution
lone			Second Second Second Second Second	🐔 🔹 🔍 125% 🔹

7. Search Facilities

7.1 Search Options

In order to find a Contact on the system there are a number of searches available.

Search options are located on the Contact Management home page.

me - Windows Internet Explore				
				Close Window
ontact Management	-			
Contact G	enerator	My Tasks	Recent Activity	Contact Support
Data Amend Service	select 💌			Contact Us
Invoicing Service	select			Contacts Queues
File Upload	Upload File			Contacts Explained
		×		
		Search Options		
ntact Reference Number	Site Visit	Find Adva	nced Search 🛛 🔛 File Search	
		/		
Vacana Limitad R	Posistered Office 1.2 Strand Law	© Copyright Xoserve Limited 2011 - All Rights R Terms & Conditions Privacy Policy ndon WC/N 5EH. Registered in England and Wale		- No. 954 8025 42
Aoserve Limited, R	registered Office 1-3 Strand, Lor	ndon WC2N SEH. Registered in England and Wale		n No. 851 6025 43 intranet 🦓 🔹 🔍 125%
			- Cocdi	

There are 5 search options, these are:-

Basic Search – Pinpointing a Contact by Contact Reference Number

Advanced Search - Searching for a single or multiple Contacts using a combination of search filters

File Search - Locating a file submitted to Xoserve

Data Clarification Search – Searching for a Contact currently at DC status or has passed through the DC status.

Site Visit Search – Searching for a Contact currently at SV status or has passed through the SV status.

7.2 Basic Search

To retrieve information on a specific Contact, enter your CRN number into the field and click find.

	Chome - Windows Internet Explorer Effe Edit Yew Favorites Tools telp			
	xoserve			Close Window
	Contact Management			
	Contact Generator	My Tasks	Recent Activity	Contact Support
	Data Amend Service	<u>ISO 20004523-SV1</u>	ISO-20004433 ALWQ ISO-20004523 ALWQ	Contact Us
	Invoicing Serviceselect 💌		ADD-20004527 ADCT ADD-20004521 ADCT	Contacts Queues
	File Upload Upload File			Contacts Explained
	_			
		Search Options		
	Contact Reference Number 20003802		Inced Search Search	
P	Data Clarification Site Visit			
	Xoserve Limited. Registered Office 1-3 Strand, Lor	© Copyright Xoserve Limited 2011 - All Rights F Terms & Conditions Privacy Policy Idea W/C2N/ SEH Registered in England and W/C		No. 954 6025 42
	Done	addit troch och registered in England and Wal	es. Company No. 3040677. VAI Registration	

The following results will appear presenting the details of the Contact....

	System/faces/contactManagement.jsp;jsessionid-Q	OywQgR - Windows Internet Explorer	
Ele Edit View Figvorites Icols Help			Close Window
Contact Management			
Contact Management>> ISO CRN 20003	302	Status:	CLRD My Queues Task
TYPE : ISO CRN : 20003802	ORIGINATOR : BRITISH04 GASD SSC : BUS	EMAIL ADDRESS : TELEPHONE NO :	BGas04@xoserve.com
Meter Point Reference Number Type of Site Meter Serial Number	9308050106	Type of Service	ⓒ Single $ ightarrow$ Multi
CURRENT ADDRESS Building Number/Name * Principal Street Name *	3 HOMER ROAD	Is the site Demolished/Refurbished? * Is New Supply Installed? *	⊕ Yes ○ No ○ Yes ⊕ No
Post Town * Postcode * Site Contact Name	SOLIHULL B913LT	Meter Point Status From Meter Point Status To	Live Dead
Site Contact Number Contact Explanation		< y	
Resolution Comments	With reference to your contact, I am please your request has been actioned I have updated the meter point status on o Thank you for raising this contact and I hop your satisfaction	ur source systems	Тор 50 🛛
Exit			Challenge Resolution
Done			Second intranet 🛛 🖓 👻 🔍 125% 🔹



You cannot edit this Contact; it is read only.

7.3 Advanced Search

To retrieve information on Contacts, click Advanced Search.

Contact Gamerator My Tasks Recent Activity Contact Support Image: Data Amend Serviceselect Image: Data Amend Se	Contact Generator My Tasks Recent Activity Contact Support Image: Description of the second sec				Close Window	
V Data Amend Service -select. Image: Contacts Queues Image: Prior Pri	Nata Amend Service		My Tasks	Recent Activity	Contact Support	
E Invoicing Serviceselect Contacts Explained File Upload Tile Contacts Explained Contacts Explained Contacts Explained Contacts Explained Contacts Explained Contacts Explained Contacts Explained Contacts Explained Contacts Explained Contacts Explained	E Invoicing Serviceselect_ ✓ File Upload Tile Contacts Explained Contacts Explained Contact Reprint Contact Reprint Con	Data Amend Serviceselect 💌			Contact Us	
Fie Upload Upload File Contacts Explained Image: Contact Representation of the second sec	Note: Search Options Contacts Explained Contacts Explained Image: Search Options	Invoicing Service			Contacts Queues	
Search Options Find Markanced Search Search	Search Options Search Options Find Advanced Search Search				Contacts Explained	
Search Options Contact Reference Number Find Advanced Search Search	Search Options Find Advanced Search File Search File Search	File Upload Upload File				
Search Options Contact Reference Number Find Advanced Search Search	Search Options Find Advanced Search File Search File Search					0
Search Options Contact Reference Number Find Advanced Search	Search Options Find Advanced Search File Search File Search					
Advanced Search	Advanced Search is File Search		Search Options			
🖬 Data Clarification 📓 Site Visit	Data Clarification Site Visit	ontact Reference Number	Find Adva	nced Search		
		Data Clarification Site Visit				
			@ Convright Yacona Limited 2011 - All Pichte P	loconvod		
© Copyright Xoserve Limited 2011 - All Rights Reserved	Convoided Xosepue Limited 2011. All Richts Reserved	Yosania Limitad, Registered Office 1.3 Strand L	ondon WC2N 5EH. Registered in England and Wale		No. 851 6025 43	

You will be taken to this screen where you can search by various filters. The first filter is Contact Filter, where you are required to select Contact Category and Contact Code, then click Search.

Advanced Search - Windows Inter	net Explorer	
Elle Edit Yew Favorites Iools E	ep	
x<>serve	2	<u>Close Window</u>
Contact Management		
ADVANCED SEARCH		
CONTACT FILTERS		
Contact Category *	select Contact Code select Data Amend Service h Reset Exit	
Xoserve Limited R	© Copyright Xoserve Limited 2011 - All Rights Reserved Terms & Conditions Privacy Policy egistered Office 1-3 Strand, London WC2N 56H. Registered in England and Wales. Company No. 5046877. VAT Regi	stration No. 851 6025 43
		Level block

The following screen will appear and you can filter the search further by choosing data from either Status Filters and Stakeholder Filters....

	🧭 Advanced Search - Windows Internet Explorer	
	i Efe Edit Yew Fgvortes Tools Holp	Close Window
	XC>serve	
	Contact Management	
	ADVANCED SEARCH	
	CONTACT FILTERS	
	Contact Category * Data Amend Service V Contact Code * ADD V	
	Priority O Top 50 O PSC O All	
You have selected	STATUS FILTERS	
CLRD	Case Event Description CLRD V	
	Contact Status ALL Date From Date To	
	O All SoS Days	
	SOS DAYS	
	STAKEHOLDER FILTERS	
	SSC	
	Meter Point Reference Number Postcode Confirmation Number	
	Search Reset Exit	
	Copyright Xoserve Limited 2011 - All Rights Reserved Limited Xoserve Limited Registered Office 1-3 Strand, London WC24 Schemboling Provide Providers Xoserve Limited, Registered Office 1-3 Strand, London WC24 Schemboling Provider Schemboling Xoserve Limited Registered Office 1-3 Strand, London WC24 Schemboling Provider Schemboling Xoserve Limited Registered Office 1-3 Strand, London WC24 Schemboling Xoserve Limited Registered Office 1-3 Strand, London WC24 Schemboling Xoserve Limited Registered Office 1-3 Strand, London WC24 Schemboling Xoserve Limited Registered Office 1-3 Strand, London WC24 Schemboling Xoserve Limited Registered Office 1-3 Strand, London WC24 Schemboling Xoserve Limited Registered Office 1-3 Strand, London WC24 Schemboling Xoserve Limited Registered Office 1-3 Strand, London WC24 Schemboling Xoserve Limited Registered Office 1-3 Strand, London WC24 Schemboling Xoserve Limited Registered Office 1-3 Strand, London WC24 Schemboling Xoserve Limited Registered Office 1-3 Strand, London WC24 Schemboling Xoserve Limited Registered Office 1-3 Strand, London WC24 Schemboling Xoserve Limited Registered Office 1-3 Strand, London WC24 Schemboling Xoserve Limited Registered Register	42
		43 ♥ √a • ♥ 125% •

Enter the necessary data, in the above example you have selected CLRD and click Search. The following results will appear presenting the CRN's relating to the search.

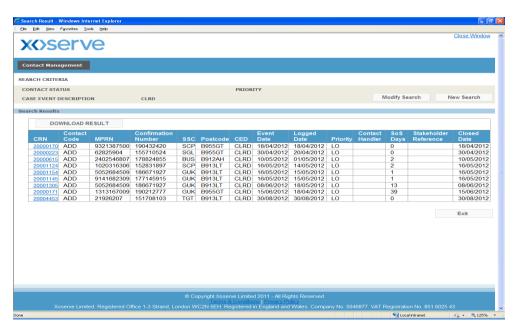
Did you notice that three radio buttons appeared in the Contact Filter section?

ARCH CRITE	RIA												
CONTACT STATUS			PRIORITY							Modify Search New Search			lew Search
ASE EVENT	DESCRIPTIC	л	CLRD								iouny oc		iew bearon
arch Results	5												
DO		RESULT											
CRN	Contact Code	MPRN	Confirmation Number	SSC	Postcode	CED	Event Date	Logged Date	Priority	Contact Handler	SoS Days	Stakeholder Reference	Closed Date
20000170		9321387500		SCP	B955GT	CLRD		18/04/2012	LO		0		18/04/2012
20000223		62825904	155710524	SGL	B955GT	CLRD	30/04/2012	20/04/2012	LO		0		30/04/2013
20000615		2402546807		BUS	B912AH	CLRD	10/05/2012	01/05/2012	LO		2		10/05/2012
20001124		1020316306	152831897	SCP	B913LT	CLRD	16/05/2012	14/05/2012	LO		2		16/05/2012
20001154		5052684509	186671927		B913LT	CLRD	16/05/2012	15/05/2012	LO		1		16/05/2012
20001145 20001305		9141682309 5052684509		GUK GUK	B913LT B913LT	CLRD		15/05/2012 18/05/2012			1		16/05/2012
20001305		1313167009		GUK	B955GT	CLRD		18/04/2012	LO		39		15/06/2012
20004453		21926207	151708103	TGT	B913LT	CLRD		30/08/2012			0		30/08/2012
20001100	100	LIDEOLOI	101100100	101	DUTOET	OLIND	00/00/2012	00/00/2012	20		0		00/00/2011
													Exit

Select the relevant CRN you require and the Contact will appear showing the Contact details and the resolution for the Contact.

Modify Search

On the results returned through Advanced search there is an option to Modify Search or conduct a New Search.

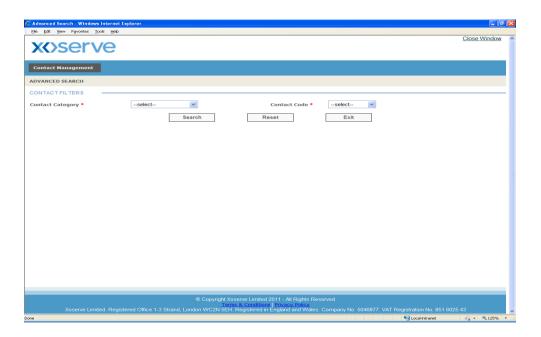


Modify Search will take you back to the initial search you have entered. From here the search criteria can be amended.

Advanced Search - Windows Internet Exp	lorer		×
Ele Edit Yew Favorites Tools Help		lose Window	
xx>serve	<u>م</u>	iose window	
Contact Management			
ADVANCED SEARCH			
CONTACT FILTERS			
Contact Category *	Data Amend Service V Contact Code * ADD V		
Priority	© Top 50 © PSC ◎ All		
STATUS FILTERS			
Case Event Description	CLRD		
Contact Status	ALL Date From Date To		
SoS Days			
STAKEHOLDER FILTERS			
SSC	select V Logged By		
Meter Point Reference Number	Postcode Confirmation Number		
	Search Reset Exit		
	© Copyright Xoserve Limited 2011 - All Rights Reserved Terms & Conditions Privacy Policy		
Xoserve Limited, Register	ed Office 1-3 Strand, London WC2N 5EH. Registered in England and Wales. Company No. 5046877. VAT Registration No. 851 6025 43		
Done	Secol Intranet of	🔹 🕶 🔍 125% -	•

New Search

New Search takes you to the original search screen to complete a brand new search with new data.



You will need to repeat the selection step demonstrated on page 40. To pick a Contact Category and the Contact Code you require.

7.4 File Search

To retrieve information on files you have submitted to Xoserve, click on 'File Search'.

heme: Windows Internet Explorer E6 Edt yew Favortes Icols Help XSSERVE			Close Window	
Contact Management Contact Generator	My Tasks	Recent Activity	Contact Support	
Data Amend Serviceselect-			Contact Us Contacts Queues	
File Upload Upload File			Contacts Explained	
			5	0.
	Search Options			
Contact Reference Number	Find Adva	nced Search File Search		
Xoserve Limited. Registered Office 1-3 Strand, Lor	© Copyright Xoserve Limited 2011 - All Rights R Terms & Conditions Privacy Policy don WC2N 5EH. Registered in England and Wald		1 No. 851 6025 43	

The following screen will appear allowing specific information to be entered for the search.

The screen will detail the information of the last 10 QMP files submitted to Xoserve.

Contact Management						
FILE SEARCH						
File Name	SS	All	V Uple	oaded By		
Date From		te To	Inp	ut Channe	al All	~
Date From			in the second se	at channe	74	
File Status	ACCEPTED PROCESS	ING 🗹 REJECTED				
		Refine E	×it			
Search Results						
Download F	Result			P	revious 1-10 of	17 🖌 Next
Date Uploaded	File Reference Number	File Name	Input Channel	SSC	Uploaded By	Status
03/09/2012	File Reference Number 721	File Name GT201.PN009901.QMP	WEB	GT2	Uploaded By GT201	Status ACCEPTED
03/09/2012	721	GT201.PN009901.QMP	WEB	GT2	GT201	ACCEPTED
03/09/2012 22/08/2012	721 656	GT201.PN009901.QMP GT201.PN089531.QMP	WEB WEB	GT2 GT2	GT201 GT201	ACCEPTED ACCEPTED
03/09/2012 22/08/2012 31/05/2012	721 656 345	GT201.PN009901.QMP GT201.PN089531.QMP GT201.PN001736.QMP	WEB WEB WEB	GT2 GT2 GT2	GT201 GT201 UATDE01	ACCEPTED ACCEPTED ACCEPTED
03/09/2012 22/08/2012 31/05/2012 31/05/2012	721 656 345 352	GT201.PN009901.QMP GT201.PN089531.QMP GT201.PN001736.QMP GT201.PN009000.QMP	WEB WEB WEB WEB	GT2 GT2 GT2 GT2	GT201 GT201 UATDE01 UATDE01	ACCEPTED ACCEPTED ACCEPTED ACCEPTED
03/09/2012 22/08/2012 31/05/2012 31/05/2012 31/05/2012	721 656 345 352 348	GT201.PN009901.QMP GT201.PN089531.QMP GT201.PN001736.QMP GT201.PN009000.QMP GT201.PN002879.QMP	WEB WEB WEB WEB WEB	GT2 GT2 GT2 GT2 GT2 GT2	GT201 GT201 UATDE01 UATDE01 UATDE01	ACCEPTED ACCEPTED ACCEPTED ACCEPTED REJECTED
03/09/2012 22/08/2012 31/05/2012 31/05/2012 31/05/2012 31/05/2012	721 656 345 352 348 341	GT201.PN009901.OMP GT201.PN089531.OMP GT201.PN001736.OMP GT201.PN009000.OMP GT201.PN002879.OMP GT201.PN002879.OMP	WEB WEB WEB WEB WEB	GT2 GT2 GT2 GT2 GT2 GT2 GT2	GT201 GT201 UATDE01 UATDE01 UATDE01 UATDE01	ACCEPTED ACCEPTED ACCEPTED ACCEPTED REJECTED ACCEPTED
03/09/2012 22/08/2012 31/05/2012 31/05/2012 31/05/2012 31/05/2012 30/05/2012	721 056 245 352 348 341 329	GT201.PN009901.QMP GT201.PN089531.QMP GT201.PN001736.QMP GT201.PN009000.QMP GT201.PN002879.QMP GT201.PN001735.QMP GT201.PN008502.QMP	WEB WEB WEB WEB WEB WEB WEB	GT2 GT2	GT201 GT201 UATDE01 UATDE01 UATDE01 UATDE01 UATDE01	ACCEPTED ACCEPTED ACCEPTED ACCEPTED REJECTED ACCEPTED ACCEPTED



The initial screen will have all File status selected, depending on your search, these can be deselected as necessary. **ACCEPTED:** Means that each record has been through validation checks, however some of these records may have failed those checks. You will be able to identify these if you open up the file.

PROCESSING: Denotes that the file format checks have passed validation and that the records within the file are undergoing formatting and completeness checks.

REJECTED: This is a very rare occurrence and due to unforeseen circumstances you will need to resend a file with a different file name.

You will only be able to see the status of the files that have been sent by your organisation.

	igement						
FILE SEARCH							
File Name		55	All	<u>۲</u> U	ploaded By		
Date From		Di	ate To	iii) Ir	put Channe	al All	~
File Status		ACCEPTED PROCES					
File Status		ACCEPTED D PROCES	SING E REJECTED				
			Refine	Exit			
Search Results							
Do	wnload Result				F	revious 1-10 o	17 V Next
Date U	oloaded F	- ile Reference Number	File Name	Input Channel	SSC	Uploaded By	Status
03/09/2	012 7	7 <u>21</u>	GT201.PN009901.QMP	WEB	GT2	GT201	ACCEPTED
22/08/2	012 6	356	GT201.PN089531.QMP	WEB	GT2	GT201	ACCEPTED
31/05/2	012 3	345	GT201.PN001736.QMP	WEB	GT2	UATDE01	ACCEPTED
31/05/2	012 3	352	GT201.PN009000.QMP	WEB	GT2	UATDE01	ACCEPTED
	012 3	348	GT201.PN002879.QMP	WEB	GT2	UATDE01	REJECTED
31/05/2			GT201.PN001735.QMP	WEB	GT2	UATDE01	ACCEPTED
31/05/2 31/05/2	012 3	941					
		3 <u>41</u> 3 <u>29</u>	GT201.PN008502.QMP	WEB	GT2	UATDE01	ACCEPTED
31/05/2	012 3			WEB WEB	GT2 GT2	UATDE01 UATDE01	ACCEPTED ACCEPTED
31/05/2 30/05/2	012 <u>3</u> 012 <u>3</u>	329	GT201.PN008502.QMP				

For the criteria selected above in the above screen the results show all files at 'Accepted' status. The next page illustrates what will appear.

Any files that failed to Load when sent via Web Upload will not appear here. An appropriate failure message will have appeared at the time the file was attempted to be sent.

Ele Edi	arch WindowsInterno t Yew Favorites <u>T</u> ool						
X	serv	(e					
		<u> </u>					
Conta	ct Management						
FILE S	SEARCH						
File N	ame	SSC	All	V Uple	oaded By		
Date	From	Date	то	Inp:	ut Channe	el All	~
File S	tatus	ACCEPTED PROCESSIN		_			
File o	tatus	C ACCEPTED D PROCESSIF	NG C REJECTED				
			Refine E	<it .<="" td=""><td></td><td></td><td></td></it>			
Search	Results						
Search	Results Download Res	ult			P	Previous 1-10 g	f 14 👻 Nevt 4
	Download Res		File Name	Input Channel	_		f 14 <u>Next 4</u>
	Download Res Date Uploaded	File Reference Number	File Name GT201.PN009901.QMP	Input Channel WEB	SSC	Previous 1-10 o Uploaded By GT201	Status
	Download Res		File Name GT201.PN009901.QMP GT201.PN089531.QMP		_	Uploaded By	
	Download Res Date Uploaded 03/09/2012	File Reference Number 721 656	GT201.PN009901.QMP	WEB	SSC GT2	Uploaded By GT201	Status ACCEPTED
	Download Res Date Uploaded 03/09/2012 22/08/2012	File Reference Number 721	GT201.PN009901.QMP GT201.PN089531.QMP	WEB WEB	SSC GT2 GT2	Uploaded By GT201 GT201	Status ACCEPTED ACCEPTED
	Download Res Date Uploaded 03/09/2012 22/08/2012 31/05/2012	File Reference Number 721 656 345	GT201.PN009901.QMP GT201.PN089531.QMP GT201.PN001736.QMP	WEB WEB WEB	SSC GT2 GT2 GT2	Uploaded By GT201 GT201 UATDE01	Status ACCEPTED ACCEPTED ACCEPTED ACCEPTED
	Download Res Date Uploaded 03/09/2012 22/08/2012 31/05/2012 31/05/2012	File Reference Number 721 656 345 352	GT201.PN009901.QMP GT201.PN089531.QMP GT201.PN001736.QMP GT201.PN009000.QMP	WEB WEB WEB WEB	SSC GT2 GT2 GT2 GT2 GT2	Uploaded By GT201 GT201 UATDE01 UATDE01	Status ACCEPTED ACCEPTED ACCEPTED ACCEPTED ACCEPTED
	Download Res Date Uploaded 03/09/2012 22/08/2012 31/05/2012 31/05/2012 31/05/2012	File Reference Number 721 656 345 352 341	GT201.PN009901.QMP GT201.PN089531.QMP GT201.PN001736.QMP GT201.PN009000.QMP GT201.PN001735.QMP	WEB WEB WEB WEB WEB	SSC GT2 GT2 GT2 GT2 GT2 GT2	Uploaded By GT201 GT201 UATDE01 UATDE01 UATDE01 UATDE01	Status ACCEPTED ACCEPTED ACCEPTED ACCEPTED ACCEPTED
	Download Res Date Uploaded 03/09/2012 22/08/2012 31/05/2012 31/05/2012 31/05/2012 30/05/2012	File Reference Number 721 656 345 352 341 329	GT201.PN009901.QMP GT201.PN089531.QMP GT201.PN001736.QMP GT201.PN009000.QMP GT201.PN001735.QMP GT201.PN001735.QMP	WEB WEB WEB WEB WEB WEB	SSC GT2 GT2 GT2 GT2 GT2 GT2 GT2	Uploaded By GT201 GT201 UATDE01 UATDE01 UATDE01 UATDE01	Status ACCEPTED ACCEPTED ACCEPTED ACCEPTED ACCEPTED ACCEPTED ACCEPTED ACCEPTED
	Download Res Date Uploaded 03/09/2012 22/08/2012 31/05/2012 31/05/2012 33/05/2012 30/05/2012	File Reference Number 721 666 345 352 341 322 329 322 327	GT201.PN009901.QMP GT201.PN089531.QMP GT201.PN001736.QMP GT201.PN009000.QMP GT201.PN001735.QMP GT201.PN008502.QMP GT201.PN008502.QMP	WEB WEB WEB WEB WEB WEB WEB	SSC GT2 GT2 GT2 GT2 GT2 GT2 GT2 GT2	Uploaded By GT201 GT201 UATDE01 UATDE01 UATDE01 UATDE01 UATDE01	Status ACCEPTED ACCEPTED

Click on the File Reference Number and the recorded results become available for each CRN in the file.

					$\langle \rangle$		
	🖉 SearchResult - Windows Intern	et Explorer					
	Ele Edit Yew Favorites Tools	Help					
	xx>serv	е					Close Window
	Contact Management						
File Reference	FILE SEARCH						
selected.	File Reference Number	278	C	ontacts Logged On	23/05/2012		
001001001	Status	ACCEPTE	D S	tatus Description	ACCEPTED	Modify Search	New Search
	Search Results						
	By Contact Code	All	By Contact Status	Accepted	i 🗹 Rejected	\backslash	Refine
	Download Resu	lt					
	CRN/Record ID	MPRN	Invoice Number	Contact Code	Short Code	Logged By	Status
	20001545	7		FOM	GT2	GT201	ACCEPTED
	20001546	9322017707		FOM	GT2	GT201	ACCEPTED
	<u>20001547</u>	9322017909		FOM	GT2	GT201	ACCEPTED
	20001548			MNC	GT2	GT201	ACCEPTED
his number relates to	3						REJECTED
ne row that this	4						REJECTED
	5						REJECTED
cord features in	6						REJECTED
our file.	8						REJECTED
	10						REJECTED
]							Exit
	Xoserve Limited	I. Registered Office 1-3 Stran	Terms & Co	Limited 2011 - All Rights F anditions Privacy Policy tered in England and Wal		7 VAT Registration N	0 851 6025 43
	A COURT ENTITE	State of the state	, control in the second s			S Local intra	

To determine why records have been rejected, select the CRN / Record ID column. A pop up message will display to show the reject code and reject reason.

Contact Management						
FILE SEARCH						
ile Reference Number	278		Contacts Logged O			
itatus	ACCEF	TED	Status Description	ACCEPTED	Modify Search	New Search
arch Results						
By Contact Code	All 🗸	By Contact	t Status 🗹 Acce	epted 🗹 Rejected		Refine
Download Result		Contact Rejected				
CRN/Record ID	MPRN	Contact rejected			Logged By	Status
20001545	7	CNO00123 - Conta	act is an exact double of an e	xisting contact	GT201	ACCEPTED
20001546	9322017707	0.1.400120 00111			GT201	ACCEPTED
20001547	9322017909				GT201	ACCEPTED
20001548					GT201	ACCEPTED
3						REJECTED
4				~		REJECTED
5			Ok			REJECTED
<u>6</u>						REJECTED
<u>8</u>						REJECTED
<u>10</u>						REJECTED
						Exit
						LAN.

Click Ok and the screen behind comes back into full view.

To complete a search using a specific file name...

- Step 1 Enter the File Name
- Step 2 Click Accepted, Processing or Rejected
- Step 3 Click Refine

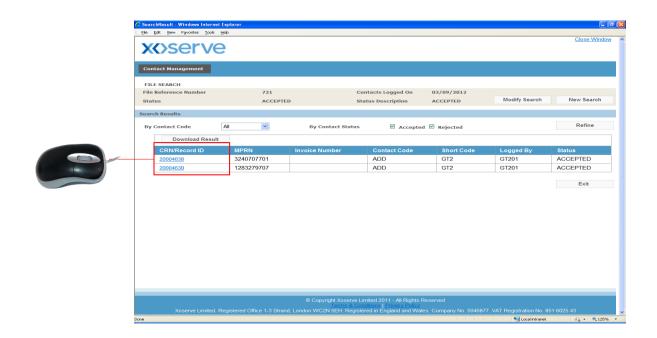
The results returned are shown as follows.

	🖉 File S	Search - Windows Interne	t Explorer									- 6	
	Ele	Edit <u>V</u> iew Favorites <u>T</u> ool	s <u>H</u> elp									Close Window	
	X	⊘serv	e									<u>Close Window</u>	Î
	Con	tact Management											
	FIL	E SEARCH		_									
	File	Name	GT201.PN009901.Q	ssc		All	*	Uploaded E	Y				
LAND T	Dat	e From		Date	То			Input Chan	nel	All	*		
2017年1月	File	Status	🗹 ACCEPTED 🔲 PRO	CESSIN	G 🔲 REJECTED								
SHE OF					Refine	Exit							
au	Searc	h Results											
		Download Res	ult									1	
		Date Uploaded	File Reference Numb	er	File Name		Input Chan	nel SSC	Uploade	ed By	Status		
		03/09/2012	721		GT201.PN00990	1.QMP	WEB	GT2	GT201		ACCEPTED		=
	Done	Xoserve Limiter	d. Registered Office 1-3 Str	and, Lond	Ion WC2N 5EH. Re	gistered in Engl	and and Wale:	s. Company No	. 5046877. VA			43 🕋 + 🔍 125% -	
										30		10 10 10 10	

P One of the File Status's must be selected in order for the search to bring back the appropriate results.

Select the File Reference Number and the records within the file will appear.

To drill down further, click on a specific Contact.

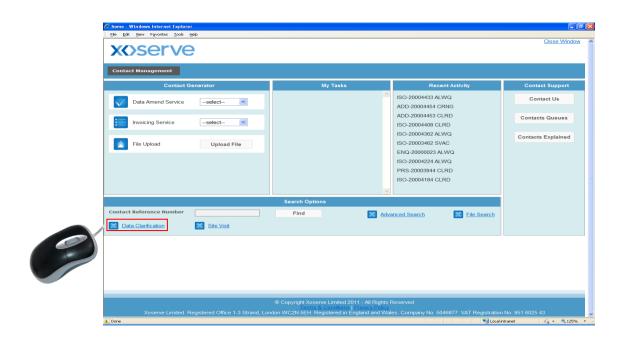


The Accepted Contact will appear as follows....

Ele Edit View Favorites Tools Help				
XOSERVE		2	Close Window	1
Contact Management				
Contact Management>> FOM CRN 20001545	Status	WFAL	Queues	
TYPE: FOM ORIGINATOR: GT201 MARK GT2A CRN: 20001545 ssc: GT2	EMAIL ADDRESS : TELEPHONE NO :	Katrina.C.Stait@xoserve.com 1211111111		
Meter Point Reference Number * 7 Meter Point AQ (in k Type of Service * © Single O Multi ADDRESS	(Wh) *	25000		
Building Number/Name 105 Delivery Point Allas Sub Building Name				
Principal Street Hame* HOMER STREET Dependent Street Dependent Locality				
Post Town * LONDON Postcode * B902YY				
0k				
© Copyright Xoserve Limited 2011 - All Rights Reserve Terms & Condition - J Protect 2010 Xoserve Limited. Registered Office 1-3 Strand, London WC2N EEH, Registered in England and Wales. Cor		T Registration No. 851 6025 43		

7.5 Data Clarification Search

To complete a Data Clarification search, click on Data Clarification on the Contact Management home page.



The following filters will appear to complete the search. Two levels of searching can be performed here.

🖉 Data Clarification Search - Windows Internet Explorer 📰 🔲	\mathbf{X}
Elle Edit Yew Favorites Tools Holp	
Contact Management	
DATA CLARIFICATION SEARCH	This search buttor
Contact Reference Number * Search	is for the basic search.
CONTACT FILTERS	ocaron.
Contact Code -select-	
Case Event Description* -select- V Date From Date To Date To	
STAKEHOLDER FILTERS	
SSCselect-	
Meter Point Reference Number Post Code	
Search Reset Exit	2
Copyright Xoserve Limited 2011 - All Rights Reserved	
Terms & Conditions Privacy Policy	

Search can be completed via CRN or various Filters . A CRN search will bring back the specific record. Contact Filters will bring back single or multiple results. Stakeholders Filters are available to refine the search further.

Basic Search

Step 1 - Enter your CRN into the Contact Reference Number field

Step 2 – Click Search.

	C Data Clarification Search - Windows Inte	rnet Explorer			🗖 🗗 🗖	
	Elle Edit Yew Favorites Iools Help					
	xoserve				Close Window	0.
	Contact Management					
	DATA CLARIFICATION SEARCH					
	Contact Reference Number *	20004521	Search			
TUUN-SAMUEL	DONTACT FILTERS	select ¥				
- All and the	se Event Description *	select	Date From	Date To		
de	STAKEHOLDER FILTERS					
	SSC	select V				
	Meter Point Reference Number		Post Code			
		Search	Reset	Exit		
			erve Limited 2011 - All Rights Reserved & Conditions Privacy Policy Registered in England and Wales. Compan	y No. 5046877. VAT Registration No. 851 602	5 43	

The results will be displayed as follows....

C Search Result			u.										
	Favorites Tools												Close Window
X		e											
Contact Mar	agement												
SEARCH CRIT	ERIA												
CONTACT ST						1	PRIORITY				odify Sea		New Search
	DESCRIPTION									IVIO	bony sea	ren r	vew search
Search Result													
Dov	vnload Result	_										-	
CRN	Contact Code	SSC		Event Date		Priority	Contact Handler	SoS Days	Stakeholder Reference		osed Date	Requested Date	Response Date
2000452	1 ADD	BUS	ADCT	3/9/2012	3/9/2012	LO		0				3/9/2012	
													Exit
					© Copyrigh	it Xoserve	Limited 2011	- All Rights Re	eserved				
													43
Done											Second Second	ntranet	 • • • 125% •

Select the CRN and the Data Clarification form will appear.

Filter Search

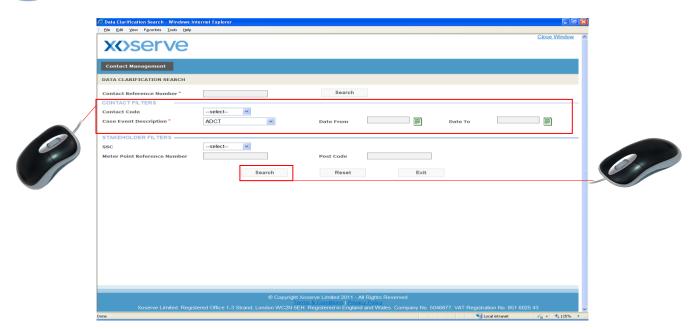
Step 1 – Enter your required information into the Contact Filters section

Step 2 – Click Search



Further search criteria are available in the Stakeholder Filters section

Case event description allows you to search for a DC outstanding with your organisation or a DC at ADCT status which is a DC with a Third party Shipper.



The result will be displayed as follows....

arch Result - Windows Internet Explorer				
Edit View Favorites Tools Help				Close Window
«>serve				JUSE WINDOW
ontact Management				
RCH CRITERIA				
ONTACT STATUS	PRIORITY			
ASE EVENT DESCRIPTION	ADCT		Modify Search Ne	w Search
rch Results				
Download Result				
Contact	Event Logged Contact	SoS Stakeholder	Closed Requested	Response
CRN Code SSC CEI 20004521 ADD BUS ADD		Days Reference	Date Date 3/9/2012	Date
	© Copyright Xoserve Limited 2011	All Rights Researed		

Select the CRN and the Data Clarification will appear.

7.6 Site Visit Search

Contact Generator My Tasks Recent Activity Contact Supplication Image: Data Amend Serviceselect	Contact Manageme			
Contact Reference Number Find Status Advanced Search	Data Amend	Serviceselect V	ISO-20004433 ALWQ ADD-20004454 CRNG ADD-20004463 CLRD ISO-20004408 CLRD ISO-20004302 ALWQ ISO-2000302 ALWQ ENQ-20000234 ALWQ ISO-20004224 ALWQ PRS-20003944 CLRD	Contact Us Contacts Queu
			 vanced Search 📓 File Search	

To complete a Site Visit search, click on Site Visit on the Contact Management homepage.

The following filters will appear to complete the search. Two levels of searching can be performed here.

Site Visit Search - Windows Internet Ex	plorer					
Ele Edit View Favorites Icols Help						
x<>serve					Close Window	Í
Contact Management						
SITE VISIT SEARCH						
Contact Reference Number *		Search				
CONTACT FILTERS	select V					
Case Event Description *	select	Date From		Date To		
SITE VISIT FILTERS						
Site Visit Priority	STANDARD URGENT	Visit Type	O TOG O NO	N - TOG		
STAKEHOLDER FILTERS						-
SSC	select V	LDZ				
Meter Point Reference Number		Post Code				
	Search	Reset	Exit			
						1
		erve Limited 2011 - All F				
Xoserve Limited. Registi	ered Office 1-3 Strand, London WC2N 5EH. I	Registered in England ar	nd Wales. Company No. 504687	 VAT Registration No. 851 6 Local intranet 	025 43 √ _B +	
010				- Local Incranec	TH - 46 12070	-

Search can be completed via CRN or various Filters . CRN search will bring back the specific record. Contact Filters will bring back single or multiple results. Stakeholders Filters are available to refine the search further.

Basic Search

- Step 1 Enter your CRN into the Contact Reference Number Field
- Step 2 Click Search

	🖉 Site Visit Search - Windows Internet Ex	plorer					
	Elle Edit Yew Favorites Icols Help					Close Window	
	xx >serve					Close Window	
	Contact Management						(al
	SITE VISIT SEARCH						
\frown	Contact Reference Number *	20004523	Search				
CLARSON TO T	FONTACT FILTERS						
	ntact Code	select 🗸					
	se Event Description *	select	Date From		Date To		
	SITE VISIT FILTERS						
	Site Visit Priority	STANDARD URGENT	Visit Type		- TOG		
	STAKEHOLDER FILTERS						
	SSC	select V	LDZ			12	
	Meter Point Reference Number		Post Code				
				-			
		Search	Reset	Exit			
		© Copyright Xos	serve Limited 2011 - All Rights				
	Xoserve Limited. Regist	ered Office 1-3 Strand, London WC2N 5EH.	Registered in England and W	ales. Company No. 5046877	. VAT Registration No. 851 (5025 43 🐱	

The results will be displayed as follows....

//		s <u>H</u> elp								Close Wine
X	serv	e								
		<u> </u>								
Conta	ict Management									
ARCI	H CRITERIA									
ONTA	ACT STATUS				PRI	IORITY				
CASE	EVENT DESCRIPTION	N						Mo	dify Search	New Search
arch	Results									
	Download Result		_							
	Contact RN Code	SSC CED	Event Date	Logged Date F	riority Ha	ontact SoS andler Days	Stakeholder Reference	Closed Date	Requested Date	Response Date L
20	0004523 ISO	BUS ALWQ	3/9/2012	3/9/2012 H	1	0			3/9/2012	V
										Exit
						nited 2011 - All Righ				

Select the CRN and the Site Visit will appear.

Filter Search

Step 1 – Enter the required information into the Contact Filters section.

Step 2 - Click Search

Further search criteria are available in the Stakeholder Filters section

Case event description allows you to search for a SV outstanding with your organisation or a SV that is at NETR which is a SV back with Xoserve.

C	Site Visit Search - Windows Internet Exp	lorer					
	Elle Edit Yew Favorites Iools Help					Close Window	
	x<> serve						
	Contact Management						
s	SITE VISIT SEARCH						
c	Contact Reference Number *		Search				
	CONTACT FILTERS						
	Contact Code Case Event Description *	ISO V	Date From		ate To		
	Lase Event Description	NETR	Date From	Da	ate Io		
	SITE VISIT FILTERS						
s	Site Visit Priority	STANDARD URGENT	Visit Type	TOG NON - TOG			
s	TAKEHOLDER FILTERS						
s	SSC	select V	LDZ			E	
м	Meter Point Reference Number		Post Code				
		Search	Reset	Exit			0-
						19	
	Vecence Limited Desiste	© Copyright Xose Terms red Office 1-3 Strand, London WC2N 5EH. R	erve Limited 2011 - All Rights Res & Conditions Privacy Policy		edistration No. 951 6025 4	-	
Done		Ted Onice 1-3 Strand, London WC2N SEH. R	egistered in England and Wales.	Company No. 3040877. VAT Re	-	✓ ● ● 125% ●	

The result will be displayed as follows....

	ATUS						PRIORITY						
ASE EVENT	DESCRIPTION			NETR						Mo	dify Search	New Sear	ch
arch Result	5												
Dov	vnload Result									Pre	evious 1-10 c	of 16 🔽 🕴	Vext (
CRN	Contact Code		CED	Event Date	Logged Date	Priority	Contact Handler	SoS Davs	Stakeholder Reference	Closed Date	Requested Date	Response Date	
20001229		BUS	NETR	13/6/2012	16/5/2012	HI	Handler	75	Reference	Date	13/6/2012	13/6/2012	
20001278		BUS	NETR	19/6/2012	17/5/2012	HI		74			13/6/2012	19/6/2012	WN
20001463		UNI	NETR	28/5/2012	21/5/2012	HI		72			28/5/2012	28/5/2012	NW
20002001		BUS	NETR	28/5/2012	28/5/2012	HI		67			28/5/2012	28/5/2012	
20002218		BUS	NETR	30/5/2012	28/5/2012	HI		67			30/5/2012	30/5/2012	EA
20002219		BUS	NETR	12/6/2012 8/6/2012	28/5/2012 30/5/2012	HI		67 65			12/6/2012 30/5/2012	12/6/2012 8/6/2012	NT NT
20002242		BUS	NETR	30/5/2012	30/5/2012	HI		65			30/5/2012	30/5/2012	EM
20002244		BUS	NETR	30/5/2012	30/5/2012	HI		65			30/5/2012	30/5/2012	WN
20002245		BUS	NETR	12/6/2012	30/5/2012	н		65			12/6/2012	12/6/2012	WN
												Exit	

Select the CRN and the Site Visit will appear.

8. Previously Submitted Contacts

8.1 Raising a Previously Submitted Contact

If you do not agree with the resolution of your Contact then you have the ability to challenge it.

This feature can be found at the foot of the screen which displays the resolution comments provided for your Contact.

Contact Management				
ontact Management>> ADD CRN 20004	521		Status: CLRD	Queues
YPE: ADD RN: 20004521	ORIGINATOR : TGT05 TGTE SSC : BUS		ADDRESS: TGT05@xoserve.com HONE NO:	
Meter Point Reference Number	1478992402	Confirmation Number	182975583	
Type of Site	Domestic O Industrial	Type of Service	Single O Multi	
CURRENT ADDRESS		PROPOSED ADDRESS		
Building Number/Name Delivery Point Alias	PLOT 10	Building Number/Name	7	
Delivery Point Alias Sub Building Name		Delivery Point Alias Sub Building Name	FLAT 14	
Principal Street Name	HOMER ROAD	Principal Street Name	SLOANE STREET	
Dependent Street		Dependent Street		
Dependent Locality		Dependent Locality		
Post Town	SOLIHULL	Post Town	LONDON	
Postcode	B913LT	Postcode	SW1X9LE	
 Swapped Address - Alternative Me Top 50 	ter Point Reference Number	8813543205		
	With reference to your contact, unfortuna	ately I am unable to process your request	for the reason outlined below	
	The proposed address is not a PAF valid			
Resolution Comments				
			~	
Exit			Challenge	Resolution
			S Local intranet	



You are not able to edit any details on this screen.

Data Amend Service - The response can be challenged within 12 business days

If the time period has elapsed and beyond the window that you are able to challenge a resolved Contact, the following message will appear.

🖉 ISO - Windows Internet Explorer			
Ede Edt Yew Favorites Icols Help			Close Window
Contact Management			
Contact Management>> Log ISO		Status: CLRD	My Queues Task
TYPE : ISO CRN : 20000658	originator: BRITISH01 GASA ssc: BUS	EMAIL ADDRESS : xoserve.QPro TELEPHONE NO : 1211112222	ject@xoserve.com
Meter Point Reference Number Type of Site Meter Serial Number	9199361910 ☉ Domestic ◯ Industrial Type of Service	☉ single	O Multi
CURRENT ADDRESS Building Number/Name * Principal Street Name * Post Town * Postcode * Site Contact Name Site Contact Number Contact Explanation	1 ERROR HOME Busnisess days for raising a PBC request has expired SOIHU Close	hed?*	© Yes ○ No ○ Yes ◎ No Removed Live
Resolution Comments	With reference to your contact, unfortunately I am unable to process your request for the reason outlined below. Investigation is required. The stand limit for solutions BBO has availed.		тор 50 🛛
Exit			Challenge Resolution
Done		Secol in	tranet 🖓 + 🔍 125% + 🛒

If the Contact is within the allowable timescales when clicking Challenge Resolution the following screen will

appear.

ň.

- Step 1 Enter your comments
- Step 2 Click Challenge.

	C PSC - Windows Internet Explorer				1
	Efe Edit yew Pavorkes Iools Help			Close Window	
	Contact Management				
	Contact Management>> ADD CRN 2	20004521	Status: CLRD	Queues	
	TYPE: ADD CRN: 20004521	ORIGINATOR : TGT05 TGTE SSC : BUS	EMAIL ADDRESS : TGT05@xoserve.com TELEPHONE NO :		
			View	Contact Details >	
		REQUEST			
	Comments "I wish to challenge the contact	response for the following reason" *			
	The address is PAF valid				THEFT
	Request by TGT05				
,	Challenge Cancel				
		© Copyright Xoserve Limited 2011 - Terms & Conditions I Pro	All Rights Reserved		
	Xoserve Limited. Regist	ered Office 1-3 Strand, London WC2N 5EH. Registered in Engla	nd and Wales. Company No. 5046877. VAT Registration No. 851 60	25 43	

Your Challenge must not contain detail that was omitted from your original Contact. Please raise a further Contact if you have additional information.

You can write up to 2000 characters in the Comments box.

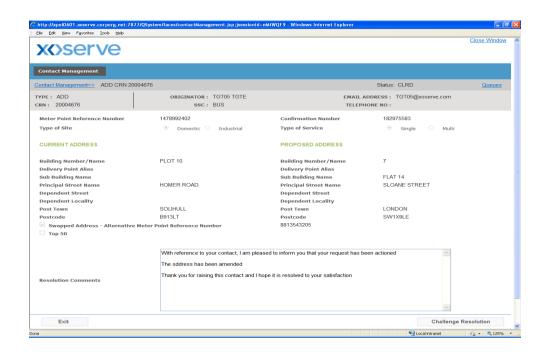
The following message will appear confirming the Contact has been submitted and the new Contact Reference Number for your request.

ADD - Windows Internet Explorer				
File Edit View Pavorites Tools Help				Close Window
xx>serve				<u>Close Window</u>
Contact Management				
Contact Management>> ADD CRN 200045	21		Status: CLRD	Queues
TYPE : ADD CRN : 20004521	ORIGINATOR : TGT05 TGTE SSC : BUS		EMAIL ADDRESS : TGT05@xoserve.com TELEPHONE NO :	
Meter Point Reference Number Type of Site	1478992402 O Domestic Industrial	Confirmation Number Type of Service	● 182975583	
CURRENT ADDRESS		PROPOSED ADDRES	S	
Building Number/Name Delivery Point Allas Sub Building Name Principal Street Name Dependent Street	PLOT Contact Logged Succes HOME Contact Reference Number: Logging Time:		7 FLAT 14 SLOANE STREET	
Dependent Locality Post Town Postcode Swapped Address - Alternative Met 50 50	SOLII- B913L Clo Clo	5 0	LONDON SW1X0LE	
Resolution Comments	With reference to your contact, unfortun The proposed address is not a PAF valic		ir request for the reason outlined below	
Submit				
ne			Second Intranet	 • • • • 125% •
🖅 start 👘 🚳 🖦 🔟 🙃 👘 🛷 xoserv	e sy 👛 Y:\Shared\ 🗀 Y:\Shared\	Inbox - Micr 🔀 Microsoft E	😰 Network Us 🖪 Shipper Use 🖉 2 Internet.	. 🔹 🔦 🖸 🖬 🔛 09:2

8.1 Receiving a Previously Submitted Contact Response

Once Xoserve has investigated your challenge, it could have two possible outcomes. Upheld or Reject.

To view the action Xoserve have completed, find the CRN through search and the response will show as follows with the relevant Resolution Comments for the PSC....



0

The previously submitted Contact is subject to Query Management Standards of Service and is treated as a high priority.