



Amendment Invoice Taskforce Update

29th November 2019

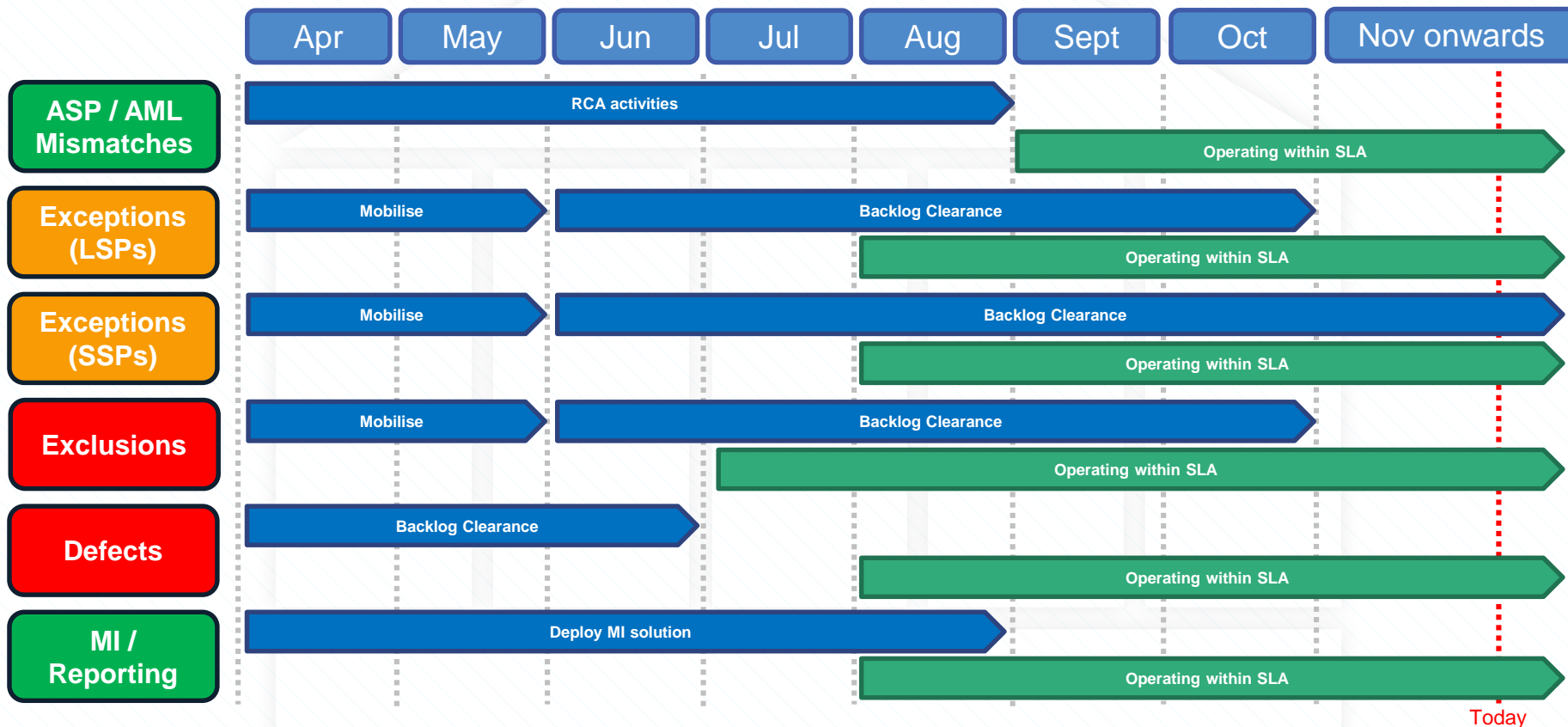
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Progress since Last Update

- This month the number of unique MPRN's with ASP mismatch was **855** affecting a total of **19** shippers.
- Details of the mismatches have been shared with those individual customers affected. A large proportion of the MPRN's with a mismatch were caused by manual error, this error is not related to the previous manual error that occurred last month.
- RCA is under way to find out why the mismatch has increased and our findings will be shared with you when we have more information.
- Testing of the Merge files (ASP/AML) is progressing and our invoicing team have been engaging with customers to resolve questions raised.
- We are on track to use merged files in December for November billing period, if you have any questions or concerns please contact me deborah.coyle@xoserve.com and I will be happy to help.

Summary Resolution Plan



Exceptions

What is an exception?

- Business or Technical processing errors generated within our system, that cause reconciliations at individual sites, to be held back off the Amendment Invoice until resolved.



147,489 distinct MPRNs currently have unresolved exceptions within our systems (as of 7th Nov).

(Jun-19 = 166,903, Jul-19 = 241,115, Aug-19 = 442,074)



Customer MI outlining all reconciliations and their status (*invoiced, in exception, in exclusion*) has been shared with all customers.

SLA

- Known exceptions are corrected 'in cycle'; new exceptions within the gift of Xoserve and its partners to correct are cleared in time for the second cycle from detection, as is any defect that caused the exception.
- Exception backlogs should be no more than **2 invoice cycles** old.

Target Date to operate within SLA

August 2019

Current SLA RAG Status

Amber

RAG Justification

- Exception backlog clearance continues to trend downwards.
- Despite reductions in backlog exceptions, the number of LSP and SSP reconciliations held off the AMS as a result of an exception remains high.
- Exceptions MI now shared with customers and analysis underway as to how best utilise this data for improved exception resolution.

Note for XEC: Team are analysing MI of age profile of withheld to ensure focus and RTG in place by end of November

Exclusions

What is an exclusion?

- Until permanent system fixes are deployed to address charge calculation errors, monthly profiling of new reconciliations received that relate to the scenario of the open defect is performed, with “bill blocks” applied to that MPRN to safeguard the accuracy of the amendment charge calculations by exclusion from the AMS.



8,503 distinct MPRNs for the September billing period currently have bill blocks placed upon them (as at 26/10/19)

(Jun-19 = 5,043, Jul-19 = 1,733, Aug-19 = 2,696)*



Customer MI outlining all reconciliations and their status (*invoiced, in exception, in exclusion*) has been shared with all customers

* Increase since August is due to a newly identified defect resulting in additional bill blocks being placed

SLA

- Known exclusions are executed 'in cycle'; new exclusions within the gift of Xoserve and its partners to correct are cleared in time for the second cycle from detection, as is the defect that caused the exclusion.
- Exclusion backlogs should be no more than **2 invoice cycles** old.
- Correction of billed exclusions should be performed no later than **2 invoice cycles** after detection.

Target Date to operate within SLA

July 2019

Current SLA RAG Status

RED

RAG Justification

- c.20,000 distinct sites released from bill blocks over the last three months.
- Cataloguing of all scenario resolution steps to ensure accuracy remains a key focus
- Exclusions for a small number of unique contracts are missing the SLA

Defects



10 ASP/AML related defects as of 29th Nov-19 (8 defects open at last month's update)

Defects currently open awaiting fix deployment

~	Defect Title	Date Detected	Target Fix Date	SLA Resolution Date
1333	DM REC financial mismatches in Amendment supporting file	27/03/2019	Requires CR	31/08/2019
1429	RGMA activity has performed both class 3 normal rec and Check to Check reconciliation. Should have triggered only Check to Check rec since DRE or AMR are registered.	24/07/2019	15/11/2019	04/10/2019
1449	RGMA activity received in a class 4 period post class change from class 2 to class 4 calculates incorrect volume.	03/09/2019	06/12/2019	08/11/2019
1453	SAP - ASP RCA May-19	11/09/2019	29/11/2019	06/12/2019
1458	Issue with class 3 read upload process - Non-opening read is inserted between two reads through UBR process and next read has a TTZ of 1, volume is calculated incorrectly through UBR	13/09/2019	06/12/2019	06/12/2019
1462	SAP - differences between the total of the K90 lines in the ASP file and the K92 lines in the AML	17/09/2019	22/11/2019	06/12/2019
1463	Incorrect volume calculation for class 3 sites between class change date and first cyclic read received post class change to class 3 - Linked to Defect 1146	19/09/2019	22/11/2019	06/12/2019
1477	Incorrect variance Energy created after NDM prime reconciliation and net off volume - energy being populated with 0	11/10/2019	13/12/2019	10/01/2020
1486	Incorrect volume calculated by NDM estimation process when RGMA is received between D+6 to D+10, if the new read is going round the clock	23/10/2019	10/01/2020	10/01/2020
1495	Class 3 - Incorrect volume calculation when class change read is estimated with TTZ1	15/11/2020	07/02/2020	07/02/2020

SLA

- Defects, including associated data fixes, within the gift of Xoserve and its partners to resolve should be cleared within **2 invoice cycles** of being raised.

Target Date to operate within SLA

August 2019

Current SLA RAG Status

RED

RAG Justification

10 Amendment invoice impacting defects open as of 29th Nov-19.

- Defect 1333 to have a Change Request raised due to complexity and may require a design change
- 1 Defect did not meet the SLA: 1429 – additional scenarios added at a late stage of the defect process due to MOD700, then failed assurance twice
- 1 Defect will fail the November SLA: 1449 – Defect put on hold due to code clash with November Release

MI / Reporting

Latest MI reports are being shared with customers every month.



Ongoing WebEx's are being held to discuss general questions our customers have with the reports.

Ongoing individual customer WebEx's to discuss what the MI means specifically to them.

SLA

- All MPRN recs received are accounted for and valued; allocation across invoices, exceptions, exclusions and mismatches is shared at shipper level with individual shippers at the end of each invoice cycle
- Exceptions, Exclusions and mismatches are communicated within **2 business days** following invoice receipt.

Target Date to operate within SLA

August 2019

Current SLA RAG Status

Green

RAG Justification

- Reports shared with all customers and general/individual WebEx's are ongoing

Summary Resolution One Pager

Mismatches

- Mismatches are corrected 'in cycle' and associated defects are cleared in time for the second following cycle from detection.
- Correction of mismatches should be invisible to shippers. During transition to this any correction files issued are delivered within **3 business** days of payment due date issue and meet communicated quality and format requirements on first delivery.
- There should be no unresolved causes to mismatches of more than **2 invoice cycles** in age.

Exceptions

- Known exceptions are corrected 'in cycle'; new exceptions within the gift of Xoserve and its partners to correct are cleared in time for the second cycle from detection, as is any defect that caused the exception.
- Exception backlogs should be no more than **2 invoice cycles** old.

Exclusions

- Known exclusions are executed 'in cycle'; new exclusions within the gift of Xoserve and its partners to correct are cleared in time for the second cycle from detection, as is the defect that caused the exclusion.
- Exclusion backlogs should be no more than **2 invoice cycles** old.
- Correction of billed exclusions should be performed no later than **2 invoice cycles** after detection.

Defects

- Defects, including associated data fixes, within the gift of Xoserve and its partners to resolve should be cleared within **2 invoice cycles** of being raised.

MI / Reporting

- All MPRN recs received are accounted for and valued; allocation across invoices, exceptions, exclusions and mismatches is shared at shipper level with individual shippers at the end of each invoice cycle
- Exceptions, Exclusions and mismatches are communicated within **2 business days** following invoice receipt.

Target Date to operate within SLA

September 2019

August 2019

July 2019

August 2019

August 2019

Current SLA RAG Status

Green

Amber

Red

Red

Green

• RAG Justification

- 100% of ASP and AML correction files issued 3 days prior to PDD.
- Testing of merged ASP & AML files has commenced.
- Merged files scheduled to be available for Nov-19 billing period (issued 27th December).
- Merged file will be in line with ASP & AML file formats.
- Customer WebEx and individual customer calls scheduled to provide further details of merged files

- Despite reductions in backlog exceptions, the number of LSP and SSP reconciliations held off the AMS as a result of an exception remains high.
- Glidepath for clearance of backlog and transition exceptions on track for Feb-20 (Glidepaths attached as an appendix)

- c.20,000 distinct sites released from bill blocks over the last three months.
- Cataloguing all scenario resolution steps to ensure accuracy
- RAG status to remain at Amber until the provision of all exception and exclusion MI to enable tracking of exclusion resolutions in-line with target SLA.

- Defect 1333 is now a CR due to complexity - may require a design change
- 1 Defect missed SLA: 1429 – additional scenarios added at a late stage due to MOD700, then failed assurance twice
- 1 Defect will fail the November SLA: 1449 – on hold due to code clash with November Release
- Return to Green (RTG) plan in place for 15th Nov with forecast RTG in Jan 2020 for all Defects

- Reports now shared with all customers 2 business days after Amendment invoice issue date.
- Ongoing WebEx's are being held to discuss general questions our customers have with the reports
- Ongoing individual customer WebEx's to discuss what the MI means specifically to them

In summary...

- Unfortunately we have a high mismatch again this month, although steps were put in place to mitigate the manual error of last month we have a new manual error this month.
- I can understand this does not do much to improve customers confidence in Xoserve, however this issue is being monitored by our Operations Director and we will share the RCA when analysis has been completed. A copy these slides will be available on the Xoserve website for your information.
- Testing is currently underway with our Amendment Invoice team for the merged files to ensure the target date is met and problems are mitigated in good time.
- If you have any question or concerns please feel free to contact deborah.coyle@xoserve.com