Detailed Design Change Pack

# Communication Detail

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| Comm Reference: | 3184.2 VO – PO |
| Comm Title: | XRN5556F - Contact Management Service (CMS) Rebuild – v1.5 – Revised Detailed Design |
| Comm Date: | 12/06/2023 |

**Change Representation**

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| --- | --- |
| Action Required: | For Representation |
| Close Out Date: | 26/06/2023 |

# Change Detail

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| Xoserve Reference Number: | [XRN5556.F](https://www.xoserve.com/change/customer-change-register/xrn-5556f-cms-rebuild-version-15/) |
| Change Class: | Functional System |
| \*ChMC Constituency Impacted: | Shipper All Classes  \*Assumed impacted parties of the proposed change, all parties are encouraged to review |
| Change Owner: | [UKLinkdelivery@xoserve.com](mailto:UKLinkdelivery@xoserve.com) |
| Background and Context: | A new requirement to the CMS Request for Financial Adjustment (RFA) process has been identified to ensure a more efficient investigation and accurate calculation of adjustment is completed.  This requires a change to the initial design, changing the optionality of a field and the value to be provided when raising an RFA contact via online screens or when using the Bulk Contact Logging (BCL) file via either the User Interface (UI) or via IX. |

# Change Impact Assessment Dashboard

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| Functional: | The existing Request for Financial Adjustment (RFA) and Consumption Dispute Query (CDQ) processes will be moved to the new version of Contact Management Service (CMS) |
| Non-Functional: | N/A |
| Application: | New Contact Management Service (CMS) |
| User(s): | Shipper All Classes |
| Documentation: | None |
| Other: | None |

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| --- | --- | --- | --- | --- |
| Files | | | | |
| File | Parent Record | Record | Data Attribute | Hierarchy or Format  Agreed |
| BCL | N/A | BCL\_File\_Body | METRIC\_IMPERIAL\_CONVERSION\_REQUIRED | N/A |

# Change Design Description

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| In the initial design, when logging an RFA, the field “METRIC\_IMPERIAL\_CONVERSION\_REQUIRED” was a Mandatory field if the “SCENARIO” selected was any of:   * Incorrect RGMA Final Read * Multiple Asset Issues - Read & Setup * Incorrect RGMA Opening Read * Incorrect Asset Setup * Incorrect Shipper Transfer * Incorrect Class Change * Faulty Convertor Readings   The value required within “METRIC\_IMPERIAL\_CONVERSION\_REQUIRED” was then either “MT3” or “FT3”.  This new requirement will reduce the number of scenarios where this field is mandatory to:   * Multiple Asset Issues - Read & Setup * Incorrect Asset Setup   Where the “SCENARIO” is one of the updated list above then the value required will be either “Y” or “N”  For the avoidance of doubt, this amendment seeks to update the manual contact creation process through the UI as well as the “Bulk Contact Logging (BCL)” file, to reflect the mandatory conditionality defined as well as the allowable values for the field.  For information, the format of the BCL file was defined within the detailed design change pack for [XRN5556.C](https://www.xoserve.com/change/customer-change-register/xrn5556c-cms-rebuild-version-12/).  See attached for the updated file format, highlighting the field change and description: |

# Associated Changes

|  |  |
| --- | --- |
| Associated Change(s) and Title(s): | XRN5556.C |

# DSG

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| Target DSG discussion date: | 19/06/2023 |
| Any further information: | None |

# Implementation

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| Target Release: | Release: Q3 2023 (Targeting late August 2023) |
| Status: | For Approval |

Industry Response Detailed Design Review

«RangeStart:HDS»  
  
Change Representation

(To be completed by User and returned for response)

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| --- | --- | --- | --- |
| User Contact Details: | Organisation: | «h1\_organisation» | |
| Name: | «h1\_name» | |
| Email: | «h1\_email» | |
| Telephone: | «h1\_telephone» | |
| Representation Status: | «h1\_userDataStatus» | | |
| Representation Publication: | «h1\_consultation» | | |
| Representation Comments: | «h1\_userDataComments» | | |
| Confirm Target Release Date? | «h1\_targetDate» | | «h1\_userDataAlternative» |

# Xoserve’ s Response

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| Xoserve Response to Organisations Comments: | «h1\_xoserveResponse» |

Please send the completed representation response to [uklink@xoserve.com](mailto:uklink@xoserve.com)

«RangeEnd:HDS»

Change Management Committee Outcome

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| --- | --- | --- | --- | --- | --- |
| Change Status: | Approve | Reject | | | Defer – Change pack to be re-issued in June |
| Industry Consultation: | 10 Working Days | | 15 Working Days | | |
| 20 Working Days | | Other [Specify Here] | | |
| Date Issued: | 15/05/2023 | | | | |
| Comms Ref(s): | 3174.3 - VO - PO | | | | |
| Number of Responses: | 0 | | | | |
| Solution Voting: | Shipper | | | Please select. | |
| National Gas Transmission | | | Please select. | |
| Distribution Network Operator | | | Please select. | |
| IGT | | | Please select. | |
| Meeting Date: | 09/06/2023 | | | | |
| Release Date: | Adhoc | | | | |

Please send the completed representation response to [uklink@xoserve.com](mailto:uklink@xoserve.com)

Version Control

# Document

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| --- | --- | --- | --- | --- |
| Version | Status | Date | Author(s) | Remarks |
| 1.0 | For Approval | 02/05/2023 | Georgina Cronin |  |
| 2.0 | Deferred | 14/06/2023 | Kate Lancaster | Deferred at ChMC 09/06/2023 |

# Template

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| Version | Status | Date | Author(s) | Remarks | Approved By |
| 1.0 | Approved | 09/03/2022 | Rachel Taggart | Detail Design Change Pack transferred to own document | Change Management Committee on 09/03/2022 |
| 1.1 | Approved | 25/04/2023 | Rachel Taggart | Updated with new font branding | Emma Smith |