



Contact Management User Guide DMSP Edition

Version 2.0

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Introduction

This User Guide is designed to provide a clear understanding of The Contact Management Service.

The guide contains:-

⇒ How to log on to the system and accessing the Contact Management Home Page

⇒ Raising Data Clarification requests and managing the responses

⇒ How to conduct searches

There are a number of symbols throughout the User Guide, the symbols and their meaning are included below.



Information



Warning



Area of interest



Mouse click required



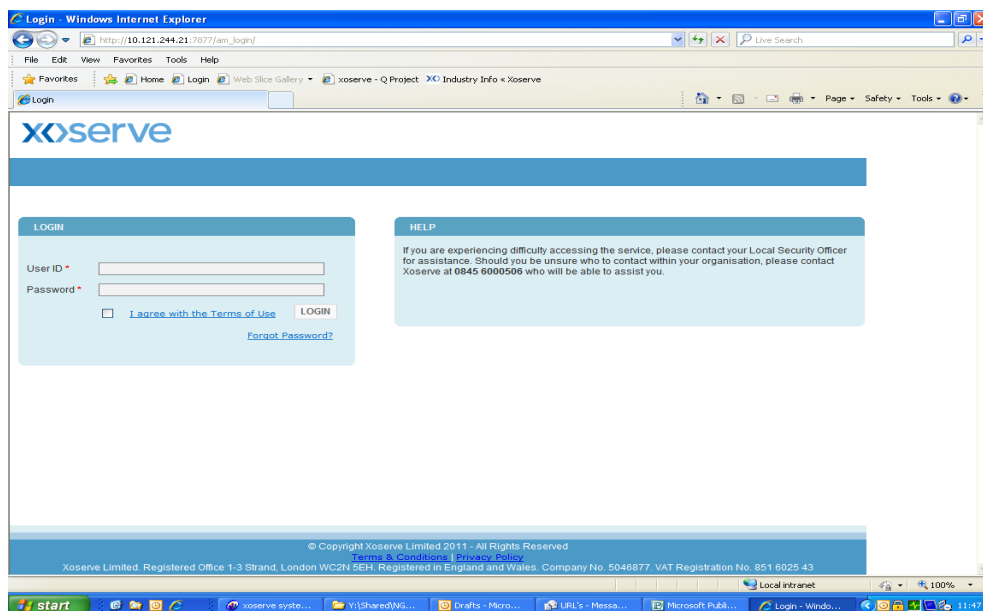
Keyboard entry required

Section 2

Log onto Contact Management

2.1 Log onto the Contact Management system

The portal Login Page looks as follows....

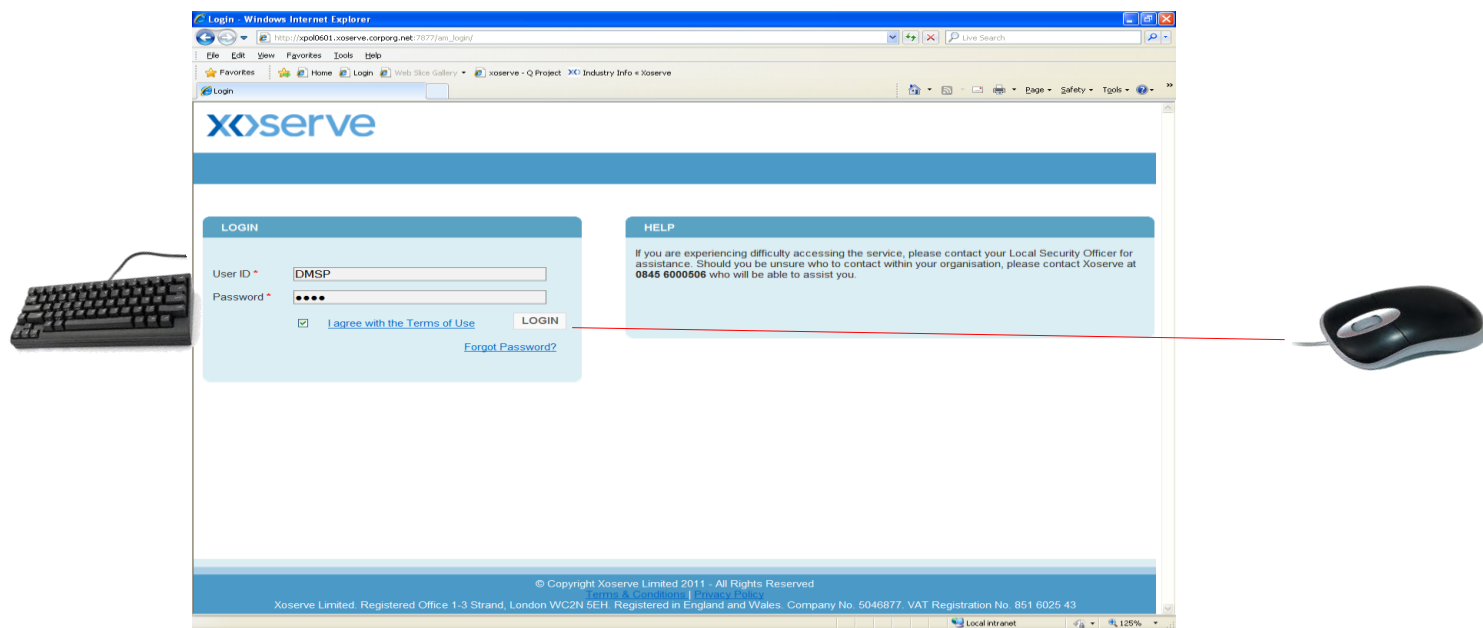


Step 1 – Enter your User ID

Step 2 – Enter your Password

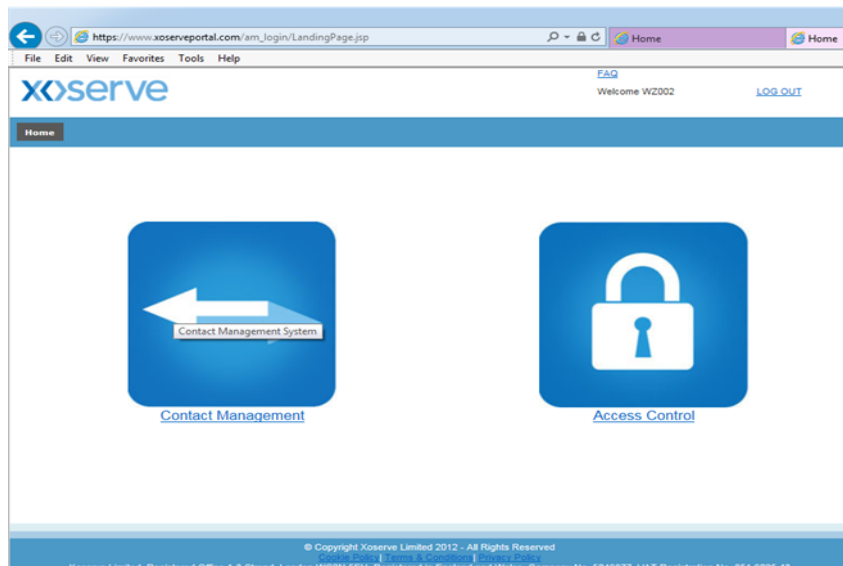
Step 3 – Tick the box to agree to Terms of Use

Step 4 – Click Login



2.2 Contact Management Service Page

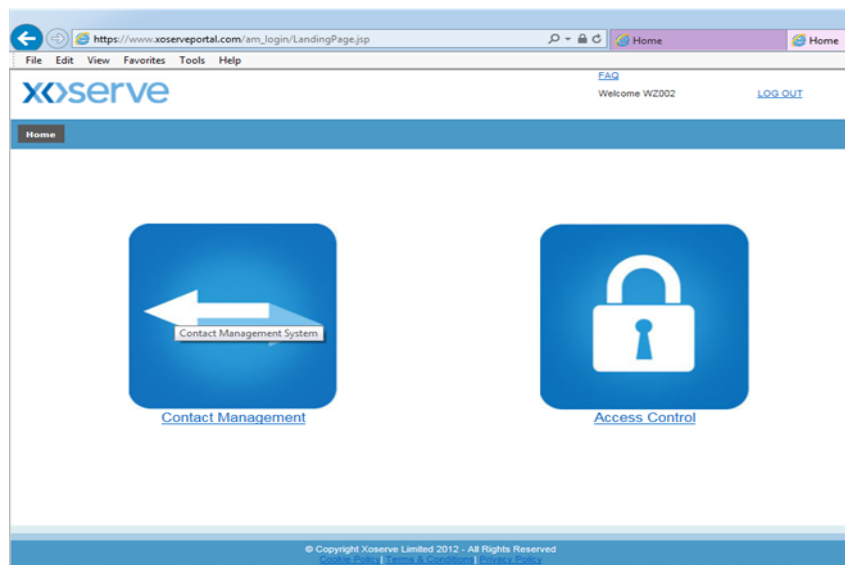
The following Service Page will appear....



There are two services on this page:-

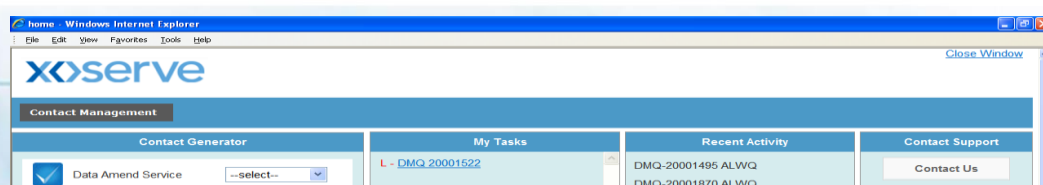
- ⇒ Contact Management
- ⇒ Access Controls

Click Contact Management and this will take you to Contact Management home page.



Click Xoserve logo and you are taken to Xoserve.com

2.3 Contact Management Home Page



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

Zone 1

Contact Generator – This section is not applicable to you.

Zone 2

My Tasks – This section includes all tasks you have assigned to yourself

Zone 3

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

Zone 4

Contact Support – This area is made up of 'Contact Us' and 'Contact Queues'. 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 investigation.

Zone 5

Search Options – This section includes a variety of search facilities. Contact Reference Number Search and Advanced Search will find Contacts raised in The Contact Management system. Data Clarification search returns Contacts that are currently at DC stage of the process.

Section 3

Contacts Queue

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....

SELECT	TYPE	CONTACT	CRN-ID	SSC	REQUEST DATE	RESPONSE DATE	ALLOCATED TO
<input type="checkbox"/>	Contact	DMQ	20001490	BUS	21/05/2012 15:30:10		Not Allocated
<input type="checkbox"/>	Contact	DMQ	20001870	BUS	24/05/2012 08:55:35		Not Allocated
<input type="checkbox"/>	Contact	DMQ	20001892	BUS	24/05/2012 13:30:17		Not Allocated
<input type="checkbox"/>	Contact	DMQ	20001914	BUS	25/05/2012 09:30:20		Not Allocated
<input type="checkbox"/>	Contact	DMQ	20001915	BUS	25/05/2012 09:30:25		Not Allocated
<input type="checkbox"/>	Contact	DMQ	20001916	BUS	25/05/2012 09:30:33		Not Allocated
<input type="checkbox"/>	Contact	DMQ	20001917	BUS	25/05/2012 09:30:38		Not Allocated
<input type="checkbox"/>	Contact	DMQ	20003336	BUS	06/06/2012 09:30:14		Not Allocated
<input type="checkbox"/>	Contact	DMQ	20003337	BUS	06/06/2012 09:30:19		Not Allocated
<input type="checkbox"/>	Contact	DMQ	20003338	BUS	06/06/2012 09:30:28		Not Allocated

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 is not applicable to you.

Action Queue

This is a general queue holding a number of Contacts sent by Xoserve and require attention from yourselves. The Contacts within this Queue are 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.

3.2 Assigning a Contact

Actions Queue

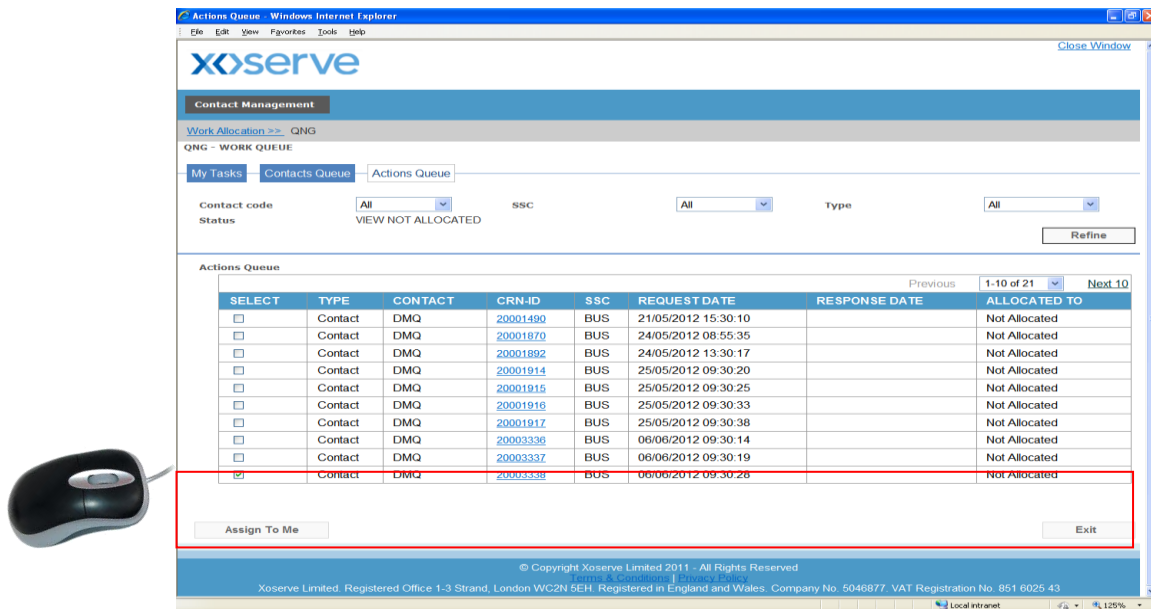
The Action Queue details the Contacts currently outstanding with your organisation. The Contacts within this Queue are the result of a Contact raised by a Shipper.

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.



The screenshot shows the 'Actions Queue' window in a browser. The 'SELECT' column has checkboxes for each contact. The last contact in the list is selected. Below the table, there is an 'Assign To Me' button and an 'Exit' button. The footer contains copyright information for Xoserve Limited 2011.

SELECT	TYPE	CONTACT	CRN-ID	SSC	REQUEST DATE	RESPONSE DATE	ALLOCATED TO
<input type="checkbox"/>	Contact	DMQ	20001490	BUS	21/05/2012 15:30:10		Not Allocated
<input type="checkbox"/>	Contact	DMQ	20001870	BUS	24/05/2012 08:55:35		Not Allocated
<input type="checkbox"/>	Contact	DMQ	20001892	BUS	24/05/2012 13:30:17		Not Allocated
<input type="checkbox"/>	Contact	DMQ	20001914	BUS	25/05/2012 09:30:20		Not Allocated
<input type="checkbox"/>	Contact	DMQ	20001915	BUS	25/05/2012 09:30:25		Not Allocated
<input type="checkbox"/>	Contact	DMQ	20001916	BUS	25/05/2012 09:30:33		Not Allocated
<input type="checkbox"/>	Contact	DMQ	20001917	BUS	25/05/2012 09:30:38		Not Allocated
<input type="checkbox"/>	Contact	DMQ	20003336	BUS	06/06/2012 09:30:14		Not Allocated
<input type="checkbox"/>	Contact	DMQ	20003337	BUS	06/06/2012 09:30:19		Not Allocated
<input checked="" type="checkbox"/>	Contact	DMQ	20003538	BUS	06/06/2012 09:30:28		Not Allocated

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.

3.3 Transferring Contacts

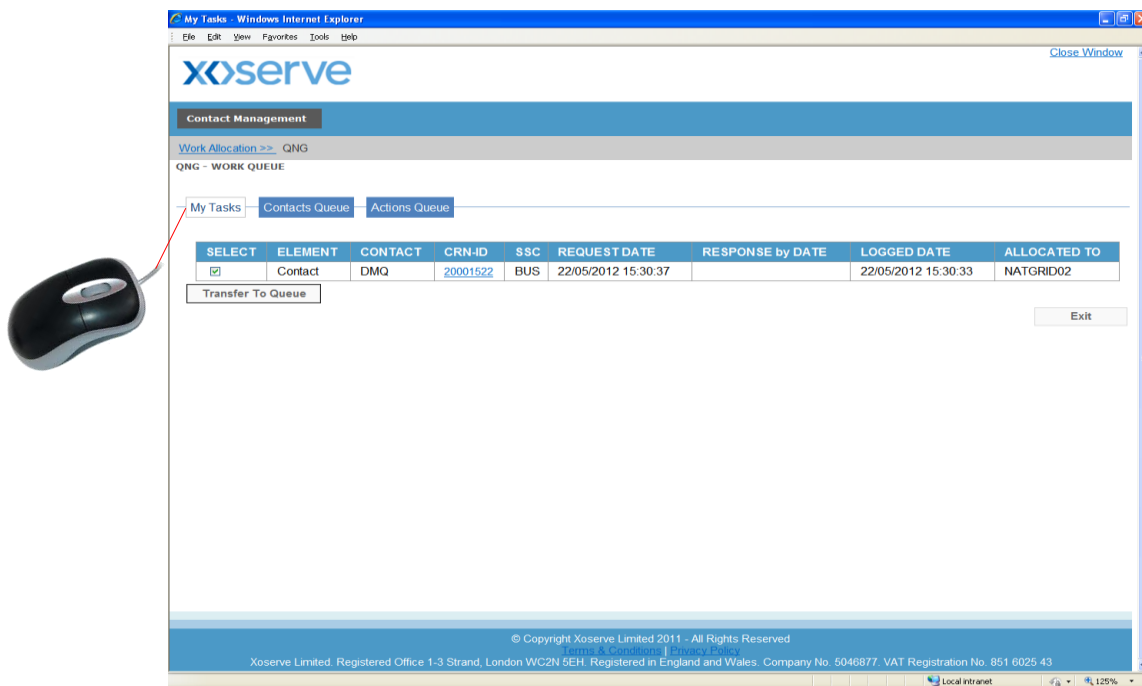
My Tasks

Transfer a Contact to the Action Queue

Step 1 – Find your Contact via your My Task queue

Step 2 – Click the box for this contact

Step 3 – Click Transfer to Queue.



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.

Section 4

Correspondence

4.1 Raising a Data Clarification Request

As part of your investigation, you may need to send a Data Clarification Request.

Your Contact will appear as shown below including the relevant detail; click Raise DC.

The screenshot shows the 'Contact Management' page in a Windows Internet Explorer browser. The page header includes the Xserve logo and navigation links. The main content area displays contact details for 'DMQ CRN 20001490'. The status is 'ALWQ'. The originator is 'BRIT GAS' with SSC 'BUS'. The email address is 'xserve.businessfocusteam@xserve.com' and the telephone number is '1211112222'. The contact details include: Meter Point Reference Number '183607', Site Contact Name 'Miss V Hickie', Enquiry Period Start Date '11/01/2011', Site Contact Number '1212221001', and Enquiry Period End Date '15/05/2011'. The contact explanation is 'DMQ1.002' with a note '(Please provide supporting information to aid effective resolution of your contact)'. The meter point address is '0', building name 'CLAUGHTON MANOR WORKS', principal street 'HORNBY ROAD', post town 'LANCASTER', post code 'LA2 9JY', LDZ 'NW'. The meter details include: Meter Location Code '0', Meter Location Description 'EXTERNAL METER COMPARTMENT NEW FACTORY', Access Information 'Y', Meter Serial Number '8902276', Meter Link Code 'F', and AIS '01002010'. The DMSP Action is set to '-select-' and there is a 'Comments' field. At the bottom, there are 'Submit', 'Cancel', and 'Raise DC' buttons. The footer contains copyright information for Xserve Limited.

The DC screen will appear. Enter the requested information and click submit, this is then sent to the originating Shipper who raised the Contact.

The screenshot shows the 'Data Clarification Request Summary' page in a Windows Internet Explorer browser. The page header includes the Xserve logo and navigation links. The main content area displays the request details for 'DMQ CRN 20001490'. The status is 'ALWQ'. The originator is 'BRIT GAS' with SSC 'BUS'. The email address is 'xserve.businessfocusteam@xserve.com' and the telephone number is '1211112222'. The request details include: Request 'I am unable to process your contact for the following reason (Access to the property could not be gained) Please provide the following information in order for me to proceed (Site contact name and telephone number)', Additional Information, and Request by 'NATGRID02'. At the bottom, there are 'Submit' and 'Cancel' buttons. The footer contains copyright information for Xserve Limited.



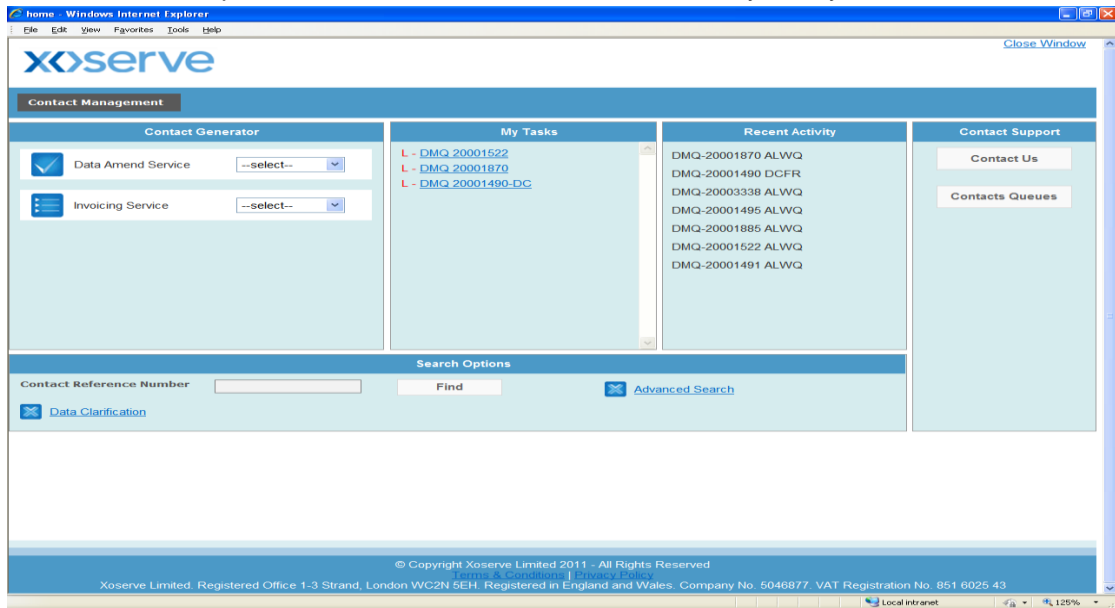
The Data Clarification Request is a point-to-point communication between the Contact Originator and the Contact Handler.



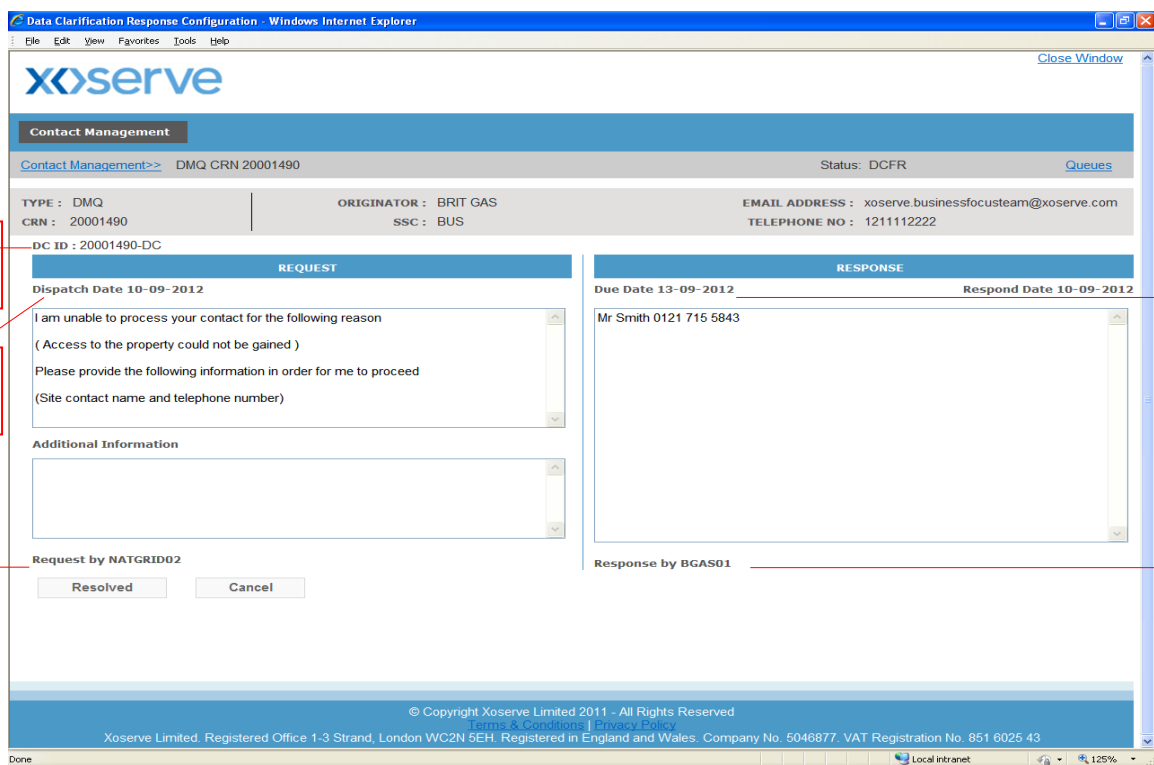
The format of the reference number consists of the Contact Type, the Contact Reference number, the correspondence type (DC) and the count (1 or 2)

4.2 Receiving a Data Clarification Response

Once a DC has been responded to the Contact will become visible in your My Tasks.



When the Contact is selected the Contact opens and the DC screen appears.



Click resolve and you are taken back to the original Contact.

4.2 Receiving a Data Clarification Response

The screenshot shows the Xserve DMSP Windows Internet Explorer interface. The browser window title is "DMQ DMSP - Windows Internet Explorer". The page has a blue header with the Xserve logo and a "Close Window" link. Below the header is a "Contact Management" section with a "Contact Management" link and "DMQ CRN 20001490". The page displays contact details for a DMQ contact, including the originator (BRIT GAS), email address (xserve.businessfocusteam@xserve.com), and telephone number (1211112222). The contact explanation is "DMQ1.002". The meter point address is "0 CLAUGHTON MANOR WORKS, HORNBY ROAD, LANCASTER, LA2 9JY, NW". The meter details include "0 EXTERNAL METER COMPARTMENT NEW FACTORY", "Y", "8902276", and "F 01002010". The DMSP Action is set to "--select--". The page also includes a "Comments" field, "Submit" and "Cancel" buttons, and a "Raise DC" button. The footer contains copyright information for Xserve Limited, 2011.

Contact Management	
DMQ CRN 20001490	
TYPE : DMQ	ORIGINATOR : BRIT GAS
CRN : 20001490	SSC : BUS
Status: ALWQ	
EMAIL ADDRESS : xserve.businessfocusteam@xserve.com	
TELEPHONE NO : 1211112222	
Meter Point Reference Number	183607
Site Contact Name	Miss V Hickie
Enquiry Period Start Date	11/01/2011
Site Contact Number	1212221001
Enquiry Period End Date	15/05/2011
Contact Explanation	DMQ1.002
(Please provide supporting information to aid effective resolution of your contact)	
Top 50	
METER POINT ADDRESS	
Building Number	0
Building Name	CLAUGHTON MANOR WORKS
Principal Street	HORNBY ROAD
Post Town	LANCASTER
Postcode	LA2 9JY
LDZ	NW
METER DETAILS	
Meter Location Code	0
Meter Location Description	EXTERNAL METER COMPARTMENT
Access Information	NEW FACTORY
Imperial Indicator	Y
Meter Serial Number	8902276
Meter Link Code	F
ALS	01002010
DMSP Action	--select--
Comments	
Submit	Cancel
Raise DC	

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If you are satisfied with the response click resolve and complete the resolution for the Contact. If you require further clarification click raise DC and enter the relevant information into the DC request template.



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

Following the second DC raised, if you have still not gained the information you require close the Contact as invalid.

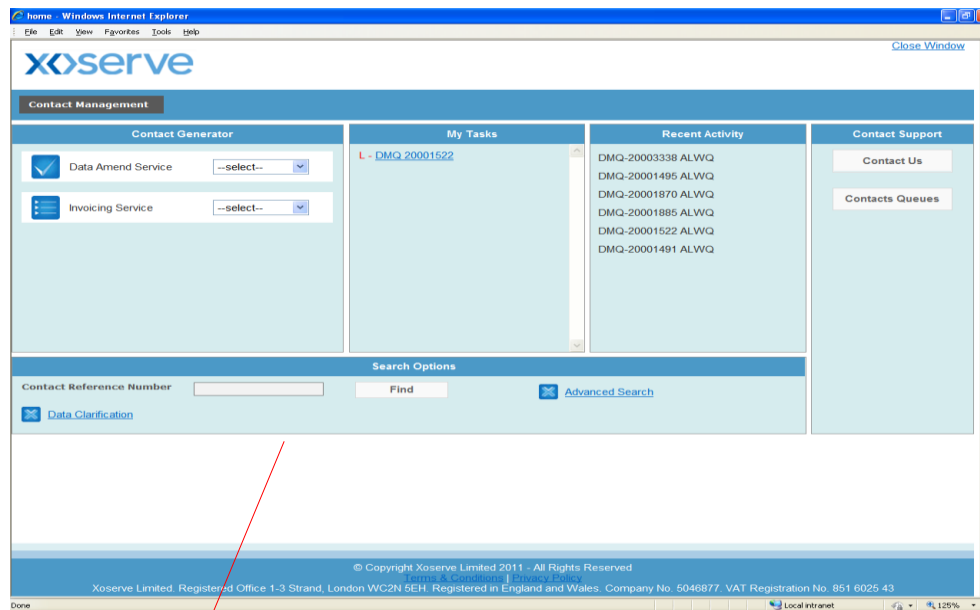
Section 5

Search Facilities

5.1 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.



There are three search options, these are:

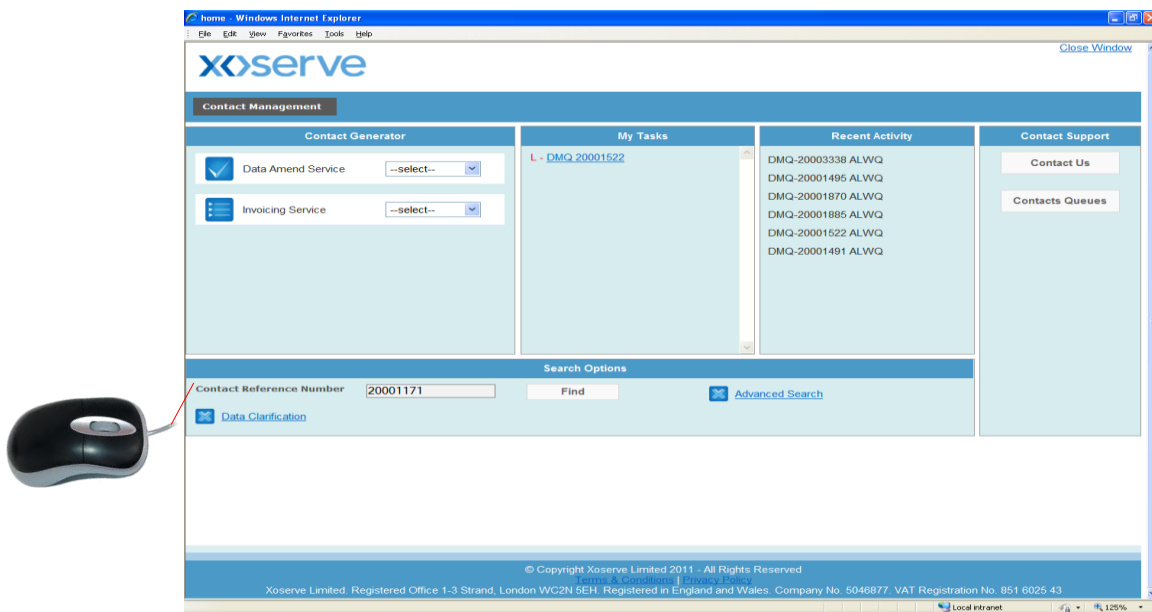
Basic Search – Pinpointing a Contact by Contact Reference Number

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

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

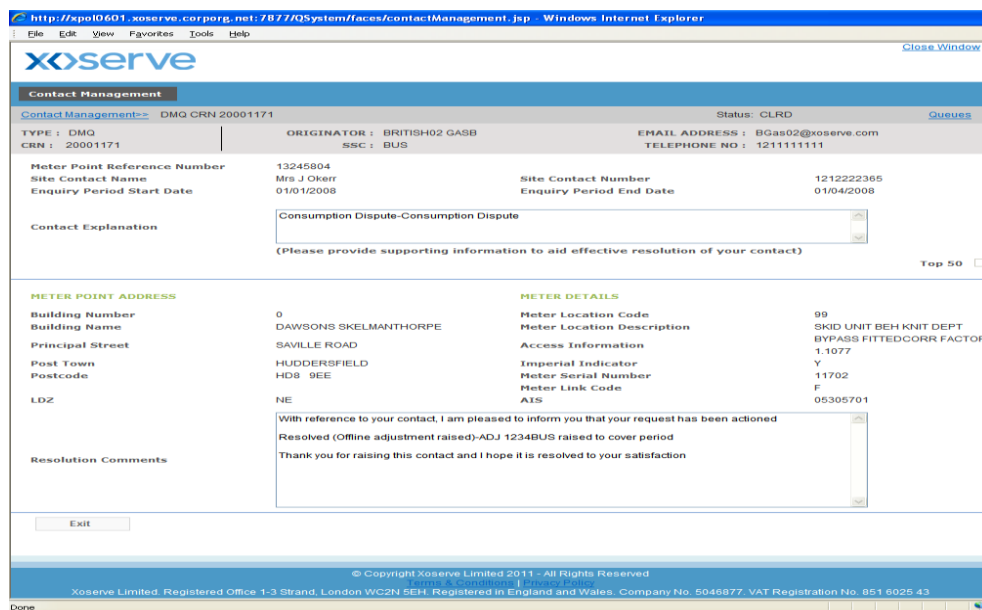
5.2 Basic Search

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



The screenshot shows the Xoserve Contact Management interface in a Windows Internet Explorer browser window. The interface includes a header with the Xoserve logo and a 'Close Window' link. Below the header, there are several sections: 'Contact Generator' with dropdown menus for 'Data Amend Service' and 'Invoicing Service'; 'My Tasks' with a list of tasks including 'DMQ-20001522'; 'Recent Activity' with a list of activities including 'DMQ-20003338 ALWQ'; and 'Contact Support' with links for 'Contact Us' and 'Contacts Queues'. A 'Search Options' section at the bottom contains a 'Contact Reference Number' field with the value '20001171', a 'Find' button, and a link for 'Advanced Search'. A mouse cursor is pointing at the 'Find' button. The footer contains copyright information for Xoserve Limited 2011.

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



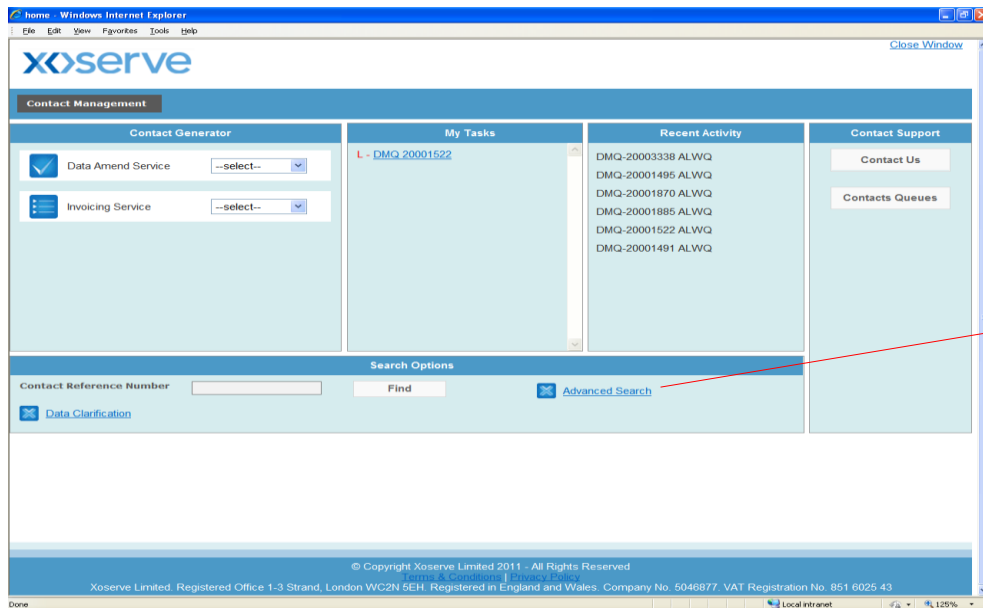
The screenshot shows the Xoserve Contact Management interface displaying the details of a specific contact. The contact is identified by the CRN 20001171. The interface is divided into several sections: 'Contact Management' with a 'Queues' link; 'Contact Details' showing 'TYPE : DMQ', 'ORIGINATOR : BRITISH02 GASB', 'EMAIL ADDRESS : BGas02@xoserve.com', and 'TELEPHONE NO : 1211111111'; 'Meter Point Reference Number' 13245804; 'Site Contact Name' Mrs J Okerr; 'Site Contact Number' 1212222365; 'Enquiry Period Start Date' 01/01/2008; 'Enquiry Period End Date' 01/04/2008; 'Contact Explanation' 'Consumption Dispute-Consumption Dispute'; 'METER POINT ADDRESS' including 'Building Number' 0, 'Building Name' DAWSONS SKELMANTHORPE, 'Principal Street' SAVILLE ROAD, 'Post Town' HUDDERSFIELD, 'Postcode' HD8 9EE, and 'LDZ' NE; 'METER DETAILS' including 'Meter Location Code' 99, 'Meter Location Description' SKID UNIT BEH KNIT DEPT BYPASS FITTED CORR FACTOR, 'Access Information' 1.1077, 'Imperial Indicator' Y, 'Meter Serial Number' 11702, 'Meter Link Code' F, and 'AIS' 05305701; and 'Resolution Comments' 'With reference to your contact, I am pleased to inform you that your request has been actioned Resolved (Offline adjustment raised)-ADJ 1234BUS raised to cover period Thank you for raising this contact and I hope it is resolved to your satisfaction'. An 'EXIT' button is located at the bottom left. The footer contains copyright information for Xoserve Limited 2011.



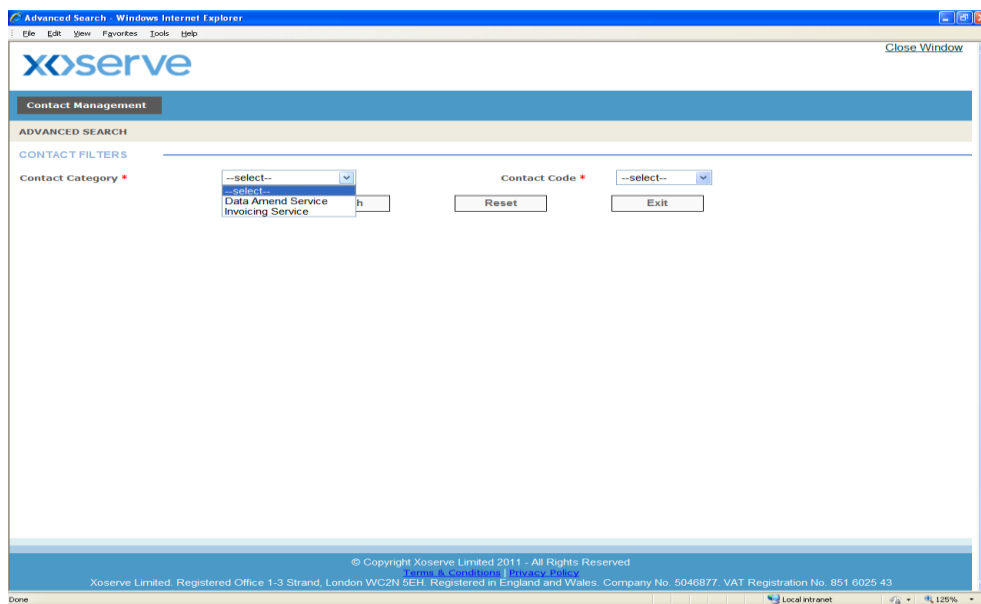
You can not edit this Contact: it is read only.

5.3 Advanced Search

To retrieve information on Contacts, click Advanced Search.



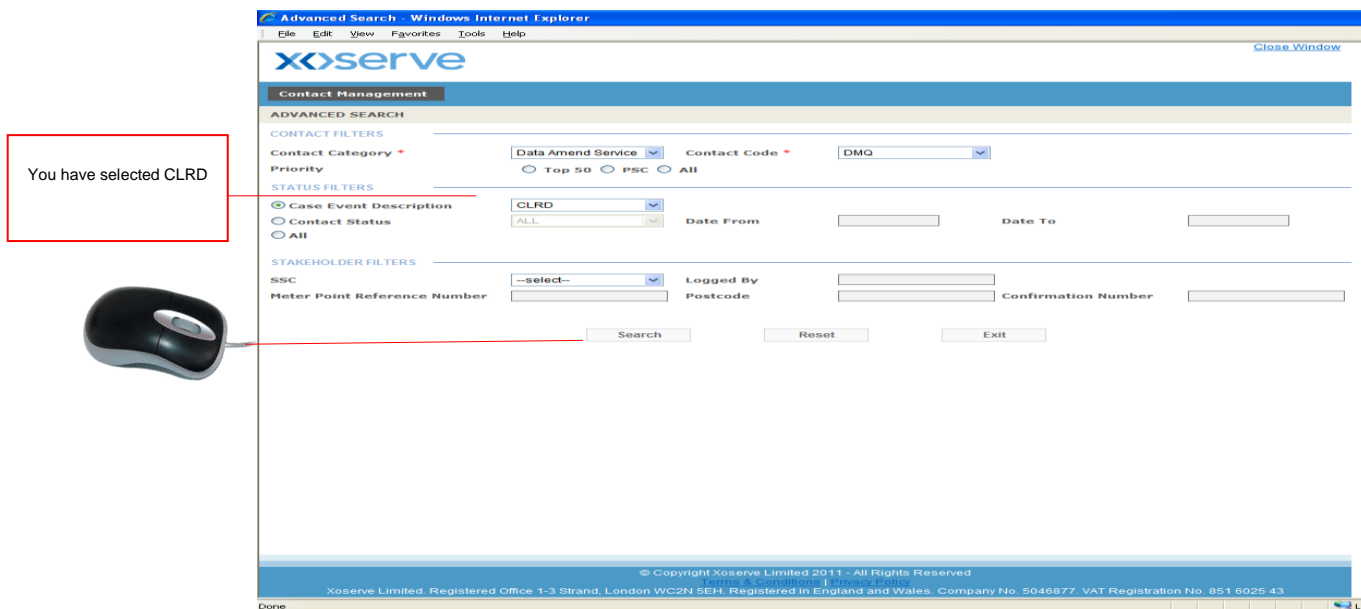
You will be taken to this screen where you can search by various filters. The first filter is Contact Filter, where you are required to select Contact Category and Contact Code, then click Search.



5.3 Advanced Search

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

You have selected CLRD



Advanced Search - Windows Internet Explorer

xoserve

Contact Management

ADVANCED SEARCH

CONTACT FILTERS

Contact Category * Contact Code *

Priority ☐ Top 50 ☐ PSC ☐ All

STATUS FILTERS

☒ Case Event Description Date From Date To

☐ Contact Status

☐ All

STAKEHOLDER FILTERS

SSC Logged By

Meter Point Reference Number Postcode Confirmation Number

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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?

Search Result - Windows Internet Explorer

xoserve

Contact Management

SEARCH CRITERIA

CONTACT STATUS ☐ CLRD ☐ PSC ☐ All

CASE EVENT DESCRIPTION

Search Results

Previous 1-10 of 17 Next 7

CRN	Contact Code	MPRN	Confirmation Number	SSC	Postcode	CED	Event Date	Logged Date	Priority	Contact Handler	SoS Days	Stakeholder Reference	Closed Date
20001171	DMQ	13245804		BUS		CLRD	15/05/2012	15/05/2012	LO		0	BUS	15/05/2012
20000402	DMQ	8834819507		SCP		CLRD	15/05/2012	25/04/2012	LO		5	SCP	15/05/2012
20001173	DMQ	13245804		BUS		CLRD	15/05/2012	15/05/2012	LO		0	BUS	15/05/2012
20001174	DMQ	13245804		BUS		CLRD	17/05/2012	15/05/2012	LO		2	BUS	17/05/2012
20000448	DMQ	11899303		BUS		CLRD	17/05/2012	27/04/2012	LO		7		17/05/2012
20000401	DMQ	81450602		SCP		CLRD	18/05/2012	25/04/2012	LO		8	SCP	18/05/2012
20004089	DMQ	75531100		BUS		CLRD	13/08/2012	09/08/2012	LO		2		13/08/2012
20004070	DMQ	16201103		BUS		CLRD	13/08/2012	09/08/2012	LO		2		13/08/2012
20004071	DMQ	1449602		BUS		CLRD	13/08/2012	09/08/2012	LO		2		13/08/2012
20004155	DMQ	9090938202		NGS		CLRD	14/08/2012	13/08/2012	LO		1		14/08/2012

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

5.3 Advanced Search

Modify Search

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

Search Result - Windows Internet Explorer

File Edit View Favorites Tools Help

Close Window

xoserve

Contact Management

SEARCH CRITERIA

CONTACT STATUS: CLRD PRIORITY: [Empty]

Modify Search New Search

Search Results

DOWNLOAD RESULT

CRN	Contact Code	MPRN	Confirmation Number	SSC	Postcode	CED	Event Date	Logged Date	Priority	Contact Handler	SoS Days	Stakeholder Reference	Closed Date
20001171	DMQ	13245804		BUS		CLRD	15/05/2012	15/05/2012	LO		0	BUS	15/05/2012
20000402	DMQ	8834819507		SCP		CLRD	15/05/2012	25/04/2012	LO		5	SCP	15/05/2012
20001173	DMQ	13245804		BUS		CLRD	15/05/2012	15/05/2012	LO		0	BUS	15/05/2012
20001174	DMQ	13245804		BUS		CLRD	17/05/2012	15/05/2012	LO		2	BUS	17/05/2012
20000448	DMQ	11899303		BUS		CLRD	17/05/2012	27/04/2012	LO		7		17/05/2012
20000401	DMQ	81450602		SCP		CLRD	18/05/2012	25/04/2012	LO		8	SCP	18/05/2012
20004069	DMQ	75531100		BUS		CLRD	13/08/2012	09/08/2012	LO		2		13/08/2012
20004070	DMQ	16201103		BUS		CLRD	13/08/2012	09/08/2012	LO		2		13/08/2012
20004071	DMQ	1449602		BUS		CLRD	13/08/2012	09/08/2012	LO		2		13/08/2012
20004155	DMQ	9090938202		NGS		CLRD	14/08/2012	13/08/2012	LO		1		14/08/2012

Previous 1-10 of 17 Next 7

Exit

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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 Explorer

File Edit View Favorites Tools Help

Close Window

xoserve

Contact Management

ADVANCED SEARCH

CONTACT FILTERS

Contact Category: Data Amend Service Contact Code: DMQ

Priority: Top 50 PSC All

STATUS FILTERS

Case Event Description: CLRD

Contact Status: ALL

Date From: Date To:

STAKEHOLDER FILTERS

SSC: -select-

Logged By: Postcode: Confirmation Number:

Meter Point Reference Number:

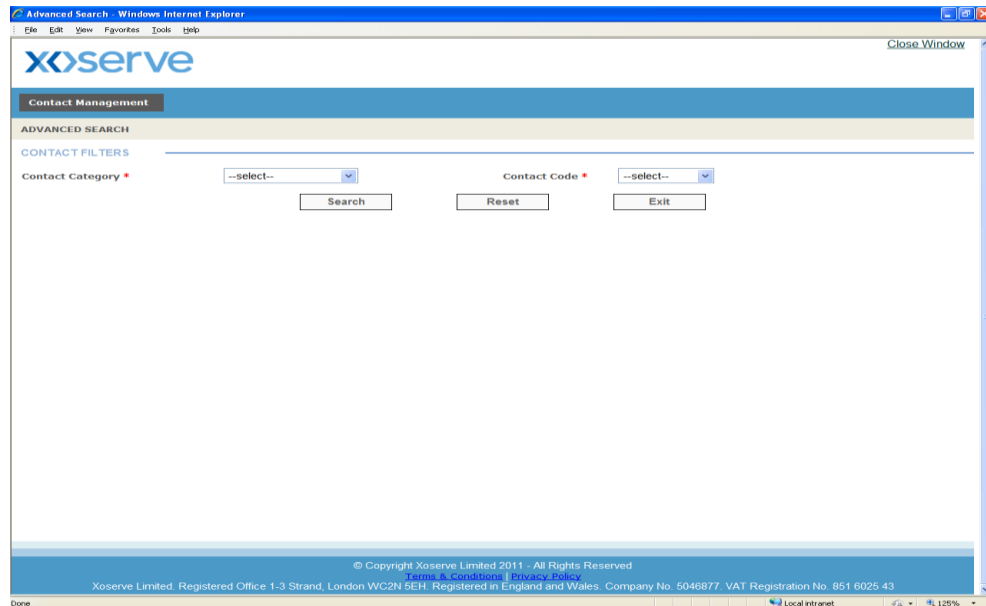
Search Reset Exit

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5.3 Advanced Search

New Search

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



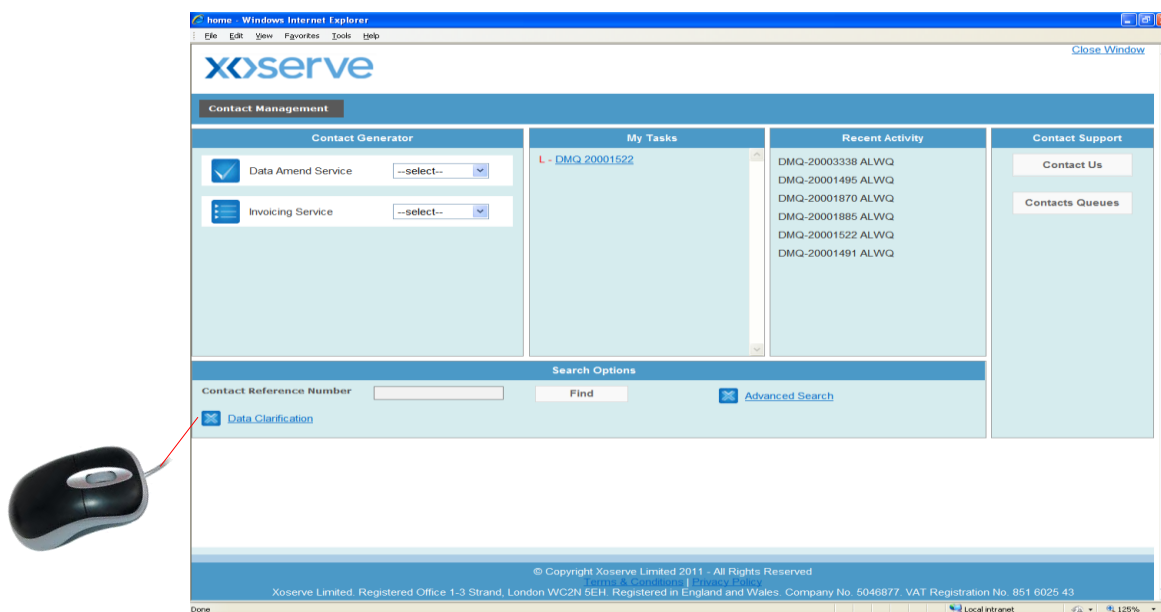
The screenshot shows a web browser window titled "Advanced Search - Windows Internet Explorer". The page has a blue header with the "Xserve" logo. Below the header is a "Contact Management" section. The main content area is titled "ADVANCED SEARCH" and "CONTACT FILTERS". It contains two dropdown menus: "Contact Category" and "Contact Code", both with "--select--" as the current selection. Below these are three buttons: "Search", "Reset", and "Exit". At the bottom of the page, there is a footer with copyright information: "© Copyright Xserve Limited 2011 - All Rights Reserved", "Xserve Limited. Registered Office 1-3 Strand, London WC2N 5EH. Registered in England and Wales. Company No. 5046877. VAT Registration No. 951 6025 43", and links for "Terms & Conditions" and "Privacy Policy".



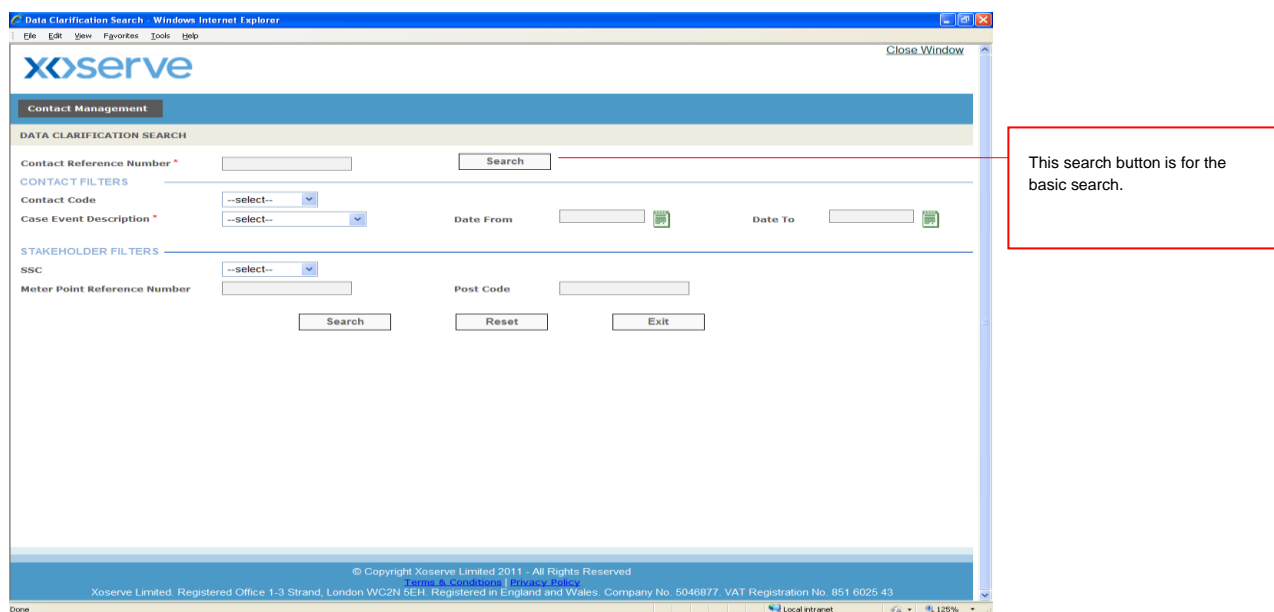
You will need to repeat the selection step demonstrated on page 21. To pick a Contact Category and the Contact Code you require.

5.4 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.



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.

5.4 Data Clarification Search

Basic Search

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

Step 2 – Click Search.

The screenshot shows the 'Data Clarification Search' window in Internet Explorer. The 'Contact Reference Number' field is highlighted with a red box and contains the value '20004093'. A red arrow points from a mouse cursor to the 'Search' button. The interface includes sections for 'CONTACT FILTERS' and 'STAKEHOLDER FILTERS'.

CONTACT FILTERS

Contact Code: --select--
Case Event Description: --select--

STAKEHOLDER FILTERS

SSC: --select--
Meter Point Reference Number:
Postcode:
Search Reset Exit

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The results will be displayed as follows....

The screenshot shows the 'Search Result' window in Internet Explorer. It displays a table with search results for CRN 20004093. The table includes columns for CRN, Contact Code, SSC, CED, Event Date, Logged Date, Priority, Contact Handler, SoS Days, Stakeholder Reference, Closed Date, Requested Date, and Response Date.

SEARCH CRITERIA

CONTACT STATUS:
CASE EVENT DESCRIPTION:
Modify Search New Search

Search Results

CRN	Contact Code	SSC	CED	Event Date	Logged Date	Priority	Contact Handler	SoS Days	Stakeholder Reference	Closed Date	Requested Date	Response Date
20004093	DMQ	AGA	ADCF	29/8/2012	9/8/2012	LO		13			29/8/2012	

Exit

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Select the CRN and the Data Clarification form will appear.

5.4 Data Clarification Search

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 the Shipper.

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The result will be displayed as follows....

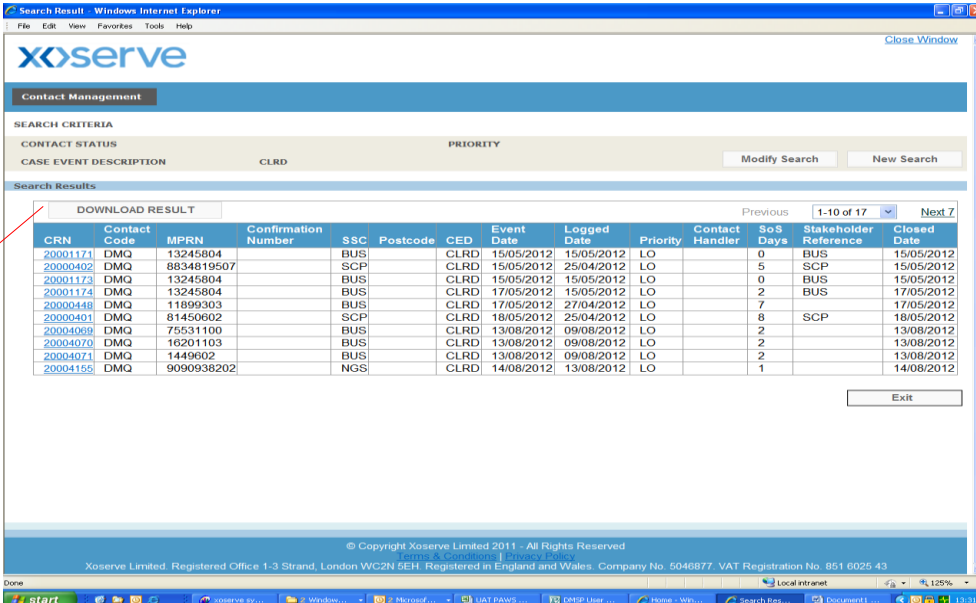
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CRN	Contact Code	SSC	CED	Event Date	Logged Date	Priority	Contact Handler	SoS Days	Stakeholder Reference	Closed Date	Requested Date	Response Date
20004710	DMQ	BUS	DCFR	4/9/2012	4/9/2012	LO	NATGRID01	4			4/9/2012	4/9/2012

Select the CRN and the Data Clarification will appear.

5.5 Download results

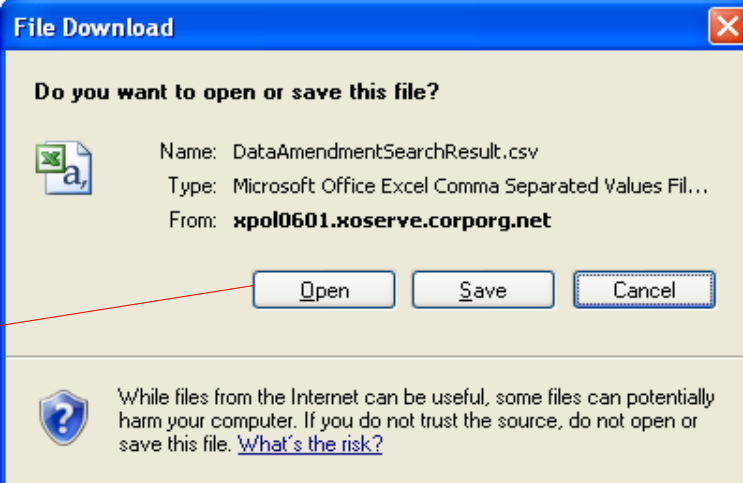
The Download Results facility is available on Advanced Search and Data Clarification.



The screenshot shows the Xserve web application interface. At the top, there's a 'Contact Management' section with search criteria and filters. Below this, a table titled 'Search Results' displays various data points. A red arrow points from a mouse icon to the 'DOWNLOAD RESULT' button located above the table. The table contains columns for CRN, Contact Code, MPRN, Confirmation Number, SSC, Postcode, CED, Event Date, Logged Date, Priority, Contact Handler, SoS Days, Stakeholder Reference, and Closed Date. The footer of the application includes copyright information for Xserve Limited, 2011.

CRN	Contact Code	MPRN	Confirmation Number	SSC	Postcode	CED	Event Date	Logged Date	Priority	Contact Handler	SoS Days	Stakeholder Reference	Closed Date
20001171	DMQ	13245804		BUS		CLRD	15/05/2012	15/05/2012	LO		0	BUS	15/05/2012
20000402	DMQ	8834819507		SCP		CLRD	15/05/2012	25/04/2012	LO		5	SCP	15/05/2012
20001173	DMQ	13245804		BUS		CLRD	15/05/2012	15/05/2012	LO		0	BUS	15/05/2012
20001174	DMQ	13245804		BUS		CLRD	17/05/2012	15/05/2012	LO		2	BUS	17/05/2012
20000448	DMQ	11899303		BUS		CLRD	17/05/2012	27/04/2012	LO		7		17/05/2012
20000401	DMQ	81450602		SCP		CLRD	18/05/2012	25/04/2012	LO		8	SCP	18/05/2012
20004099	DMQ	75531100		BUS		CLRD	13/08/2012	09/08/2012	LO		2		13/08/2012
20004070	DMQ	16201103		BUS		CLRD	13/08/2012	09/08/2012	LO		2		13/08/2012
20004071	DMQ	1449602		BUS		CLRD	13/08/2012	09/08/2012	LO		2		13/08/2012
20004155	DMQ	9090938202		NGS		CLRD	14/08/2012	13/08/2012	LO		1		14/08/2012

This allows the results returned to your search to be downloaded in .CSV format which can then be opened up in Excel. Select Download Results; the message below will appear.



The screenshot shows a 'File Download' dialog box. It asks 'Do you want to open or save this file?'. The file name is 'DataAmendmentSearchResult.csv', the type is 'Microsoft Office Excel Comma Separated Values Fil...', and it's from 'xpol0601.xoserve.corporg.net'. There are three buttons: 'Open', 'Save', and 'Cancel'. A red arrow points from a mouse icon to the 'Open' button. At the bottom, there's a warning message: 'While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?'.

Select Open and the details will appear in an Excel format and these can then be saved where requested.