Amendment Invoice Task Force Progress Report

Thursday 10th January 2019

Agenda

- Background

- Taskforce Focus

- Dashboard

- Amendment Invoice Resolution Plan

- Stream updates

- Defect Resolution Plan

- Update Defect 914

- Update Defect 838

- Update on adjustments regarding Incorrect Unidentified Gas (UIG) reconciliation

- Proof of Concept Updates for AML/ASP and Historical files

- Customer Engagement

Background

- **Amendment Invoice Issues – What's the issue?**
  - A number of functional defects and integration issues are causing presentation issues and charge calculation issues within the AMS invoice, resulting in presentation issues where data is missing or incorrect within the supporting data and incorrect charge calculations which are excluded from the invoice until a fix is deployed.
  - Delays in issuing the amendment invoice supporting information files and additional correction files required to enable customers to validate the charges issued
- **What is Xoserve doing about the issues?**
  - A taskforce consisting of business process and technical experts are working together to fix the issues.
  - Resources have been increased for both the technical team and the business. The team will focus on defect resolution, resolving exclusions and releasing reconciliation charges
  - Defect and exclusion resolution plans have been produced and will be tracked, these will be published
  - Since October an update on progress will be provided to Contract Management Committee (CoMC) and Change Management Committee (ChMC) monthly

Task Force Focus Areas (Workstreams)

- There are 4 Primary Focus areas (Streams of work)
    - Business as Usual (BAU)
        - Maintaining the quality of the invoice, and improving the workaround process for issuing supporting AML and ASP files.
    - Technical Design Review and Root Cause Analysis (RCA)
        - Detailed technical review to identify any process improvements, and understand the root cause of functional defect
    - Defect Resolution
        - Managing the resolution of defects associated with the Amendment invoice and supporting files, including data correction and release of reconciliation charges (exclusions).
    - Customer Engagement and support
        - Provide regular updates to Customers
        - Engage with Customers to understand the impact that the issue is having on each organisation and work together to find ways to provide additional support.

Amendment Task Force: dashboard
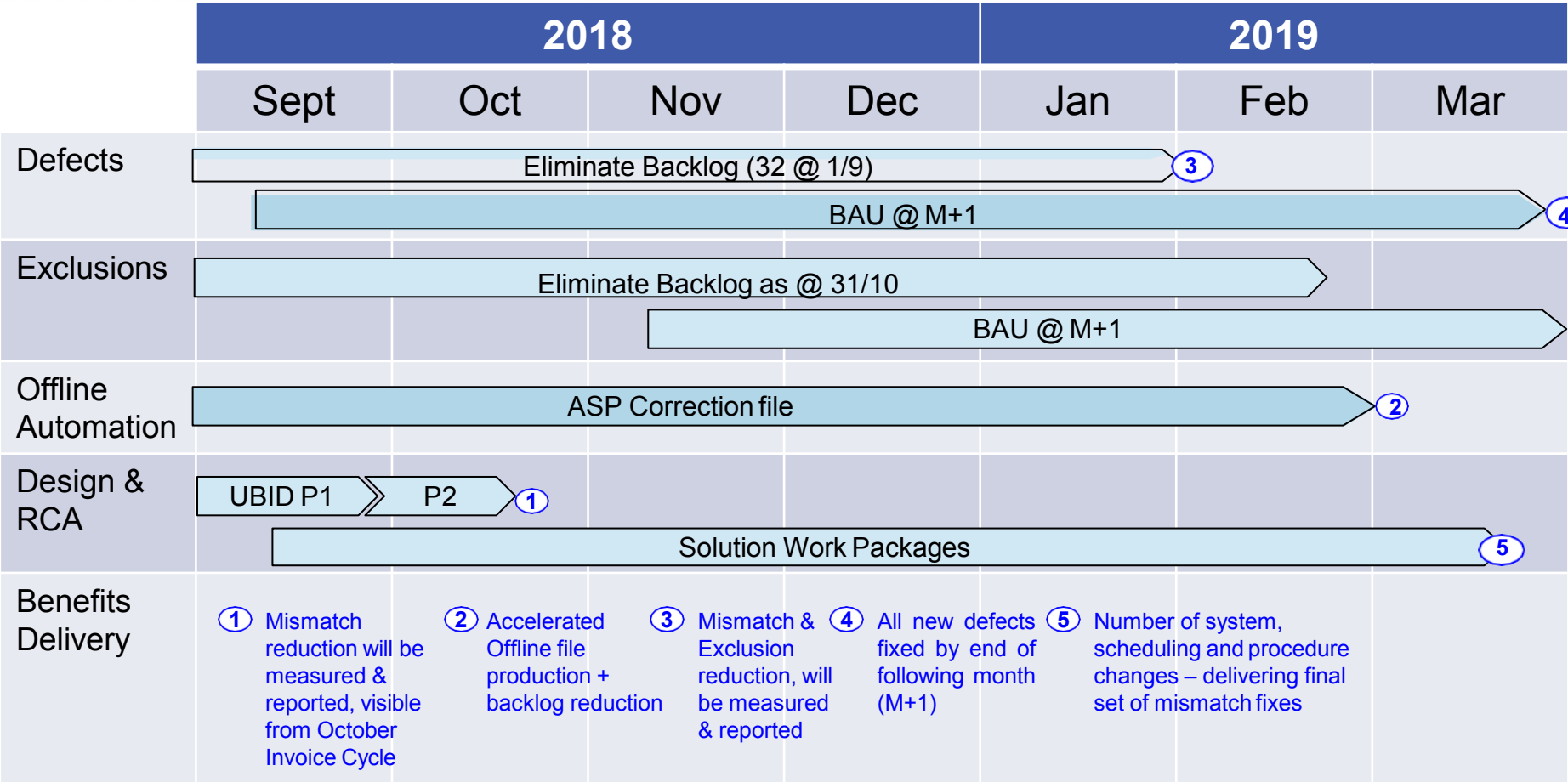
Overall RAG status:* **A**

Executive Summary	RAG	
	RCA	**A**
• Of the original 32 defects in scope for the taskforce we now have 6 remaining, these are planned for deployment by the end of January 2019.	**Defects & Exclusion**	**A**
• Further to these we have 21 BAU defects currently being worked on and all exclusions associated with these defects will be released once they has been deployed. Details of all defects and their progress are shared on the Xoserve website and updated on a weekly basis.	**BAU**	**A**
• The UIG Weighted Factors activities to release the adjustments have been completed therefore the status has been updated to Amber from Red. We will start to issue invoices along with supporting files week commencing 7th January 2019.		

Progress since last month - key milestones	Workstream	Date	Status
Release Charges for Excluded MPRN's 12,186	Defects & Exclusions	31/12/18	Completed

Priorities for next month – key milestones	Workstream	Date	Status
Deploy Fix for 6 Defects	Defects & Exclusions	31/01/19	In progress
Exceptions Analysis (Procedure Update)	RCA	~~05/10/18~~ ~~10/11/18~~ ~~07/12/18~~ 31/01/19	In progress
Automation of Offline ASP Mismatch files	RCA	~~12/10/18~~ ~~23/11/18~~ ~~14/12/18~~ 28/02/19	In progress
PoC for single ASP file approval to proceed	RCA	31/01/19	In progress
Release Charges for Excluded MPRN's (Billed) 8,267 (2,567 release on Dec Invoice)	Defects & Exclusions	31/01/19	In Progress

Amendment Invoice – Resolution Plan

	2018				2019		
	Sept	Oct	Nov	Dec	Jan	Feb	Mar

Defects
Eliminate Backlog (32 @ 1/9) ③
BAU @ M+1 ④

Exclusions
Eliminate Backlog as @ 31/10
BAU @ M+1

Offline Automation
ASP Correction file ②

Design & RCA
UBID P1 → P2 ①
Solution Work Packages ⑤

Benefits Delivery

① Mismatch reduction will be measured & reported, visible from October Invoice Cycle

② Accelerated Offline file production + backlog reduction

③ Mismatch & Exclusion reduction, will be measured & reported

④ All new defects fixed by end of following month (M+1)

⑤ Number of system, scheduling and procedure changes – delivering final set of mismatch fixes

Task Force Workstream Updates

BAU Stream Update

Area	Action	Progress
ASP Mismatch Files	• Reduce the delay issuing mismatch files • Remove manual error within the files	• The backlog continues to reduce slowly. • We are still continuing to work on the automated solution to enable us to produce the ASP files to customers earlier. However the work involved is complicated and is proving to be very challenging. • The number of shippers with an ASP file mismatch for November billing period has gone up to 22, Xoserve are currently investigating why this has happened and will update customers with an explanation once we have more information.
AML correction File (Data Extraction)	• Change in the extraction script from SQL to ABAP	• Due to a problem with the new ABAP process the October AML files were issued using the SQL extraction process. We are currently assuring the ABAP files for Nov-18, but will continue to use the SQL in the meantime. Once we have assured the ABAP and are confident the previous problems have been corrected it will be used for future AML Correction files. • November AML files were due to be issued on Friday 4th January 2019. Due to an issue with the SQL extraction this has not been possible. A communication has been issued to Customers advising them of the problem.

Defect and Exclusions Resolution Plan

- Defect Resolution Plan as at 31st December 2018

https://www.xoserve.com/wp-content/uploads/Customer-Defects.pdf

- Exclusion Resolution Plan as at 09th January 2019

https://www.xoserve.com/index.php/amendment-invoice/

- These documents will be updated, tracked and published weekly on Xoserve.com

RCA Stream Actions

Activity	Target Completion Date	Benefits	Target Status
Package 3B: Additional Analysis: DM Rec Interface	08/02/19	• Additional analysis required before benefits are understood. Areas were identified during RCA work as potential reasons for mismatches	On target
Package 3C: Additional Analysis: AML Extraction Process	~~11/01/19~~ 08/03/19		On target
Package 4A: Exception Analysis: Procedure Update	~~07/12/18~~ 31/01/19	• Process improvements to ensure speedier closure of exceptions to release charges on the invoice and reduce mismatches	On target
Package 4B: Exclusion Analysis: Procedure Update	~~28/09/18~~ 16/11/18		Complete
Package 5A: Service Improvement CRs: Automation and Reporting	~~28/12/18~~ 01/03/19	• Automated reporting internally to enable validation & invoice analysis prior to issue	On Target
Package 5B: Service Improvement CRs: Automation and Reporting	18/01/19		On target
Package 6: Code Review	~~22/02/19~~ 15/03/19	• Identify any further improvements areas to reduce mismatches	On target
Package 7: AML Scheduling Plan (Phase 1) *Previous date given was for production of the plans to deliver the activity (Phase 2) delivery of the AML file schedule	05/10/18 ~~31/12/18*~~ 18/01/19	• Delivery of file before payment due date	Complete On target
Package 8: Single AML/ASP merge file *Previous date given was for POC and delivery of the supporting plans to deliver activity (Phase 1) Delivery Of PoC (Proof of Concept) for AML merge files PoC (Proof of Concept) for ASP merge file	05/10/18 ~~30/11/18~~ 22/02/18	• Merge of files	Complete Complete In Progress
SAP Automation of Offline ASP Mismatch files	~~14/12/18~~ 28//02/19	• Earlier delivery of files	On target

Defect 914 Cyclic read & RGMA activity on the same day - Update

- During the November 2018 WebEx Customers were given two options to vote on and option 1 below was chosen.

  (Option 1) Calculate reversal of incorrect charges off line and submit as an 'RTB' on the Ancillary invoice, which will then not be included on the Amendment Invoice. The correct charges will be calculated in UK Link and issued via the core Amendment invoice.

- An update on the current situation for delivery of the files will be given on the date of the WebEx by Daniel Donovan (Business Process Manager).

Defect 838
RGMA activity on the same day as the transfer read - Update

- Agreed at DSG in October that a code fix would not be implemented and a manual work around was the preferred solution which is a report to be issued to impacted shippers.
- The internal Change Request has been raised and the report to identifying the affected sites is with our Data Platform Team to produce.
- We anticipate completion of the report approximately February 2019 and will then provide the report to impacted Shippers with details of MPRNs effected.
- Shippers can then investigate and take steps to resolve (if they feel it is necessary).
- Details will be added to a Change Pack to highlight the issue with the new report specs and guidance on options available to fix (via UKL Manual box account).

UIG Weighted Factors Issue - Update

- During the extraordinary DSC Change Management Committee meeting held 27th November 2018 two option were provided for issuing the adjustments (link to meeting minutes below), the majority of customers opted for option 1. This was communicated during the WebEx held on 6th December 2018.

http://www.gasgovernance.co.uk/DSC-Change/291118

- The latest communication was sent out before Christmas to advise customers that once assurance activities have been complete the invoice along with the supporting files will start to be issued week commencing 7th January 2019.

Proof of Concept for AML/ASP and Historical files

- Our aim is to deliver one complete supporting file for the amendment invoice (AML/ASP) in a timely manner and deliver all historical AML/ASP files going back to June 2017.
- In order to achieve this we have three Proof of Concepts (POC) on-going for the amendment Invoice.
  - The first is to merge the online and offline AML file so Customers receive one complete file with no mismatches. The POC for this has been completed and a plan to deliver this is currently under way.
  - The Proof of Concept for the ASP file is being worked on at present and delivery plans will be share once the POCs have been completed.
  - The POC for the historical files is being worked on at present and delivery plans will be share once the POCs have been completed.
- Xoserve would like to highlight a few points regarding the delivery of the above
  - The delivery of the AML/ASP files will be via the IX Route
  - The sequence number for the files will be changed, this is to stop any confusion with previously sent files. Once the number sequence has been confirmed we will advise customers.

UBID Implementation Update

- Phase 1 was implemented in August and phase 2 implemented early October.
- For the billing month of October the affected customers reduced to 16, and a financial value of £110,000 . This was significantly lower than the £2.5 million debit for the month of August.
- For November billing period the number of customers with a billing mismatch has increased to 22 shippers and the financial value increase to £1.5 million.
    - We are currently investigating the reason for the increase in numbers and will update customers with our findings.
- Xoserve will continue to monitor the situation and keep customers informed of progress.

Customer Engagement

- Monthly progress updates provided to Contract Management Committee (CoMC) and Change Management Committee (ChMC)

- Updated plans published on Xoserve.com

- DSG will be used to discuss and agree any solution options

- Customer Liaison Manager will continue to be the first port of call for customers, Deborah Coyle 0121 623 2532.