

Detailed Design Change Pack

Communication detail

Comm Reference:	3457.1 - VO - KG
Comm Title:	XRN5805 - Alternative Solution to address instances where VBA macros are present in DN Templates
Comm Date:	16/02/2026

Change Representation

Action Required:	For Representation
Close Out Date:	02/03/26

Change Detail

Xoserve reference Number:	XRN5805
Change Class:	Functional
*ChMC Constituency Impacted	Distribution Networks
Change Owner:	Paul Orsler
Background and Context:	<p>DN customers have identified issues with their ability to access reporting data or supply agreed templates to CDSP due to the presence of Macros embedded within related spreadsheets. This issue has existed for several months and has created a high degree of customer operational impact and dissatisfaction.</p> <p>This change will look to remove Macros from agreed templates and move the functionality to a suitable solution. Excel templates and cell validations will continue to be used with macros removed.</p>

	<p>XRN5805 will implement an alternative solution for situations where macro formulas are utilised in templates and reporting datasets. At present, there are 8 templates being received into UK Link from various networks. These templates include built-in validations that rely on both cell-level checks and macros written in VBScript.</p> <p>The primary objective of this change is to address two key concerns: the ongoing phase-out of macros by Microsoft, which has made them obsolete in certain contexts, and the security vulnerabilities that macros can introduce. By transitioning away from macros, this change aims to enhance the stability, security, and long-term viability of the system, ensuring that future templates and datasets can operate seamlessly without being dependent on outdated or potentially risky macro functionality.</p>
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Change Impact Assessment Dashboard

Functional:	<ul style="list-style-type: none"> • RTB - Request to Bill • FSG - Failure to Supply Gas • TSI - Site Visit • BCL - Bulk Contact Logging • LSEC - LDZ Entry Commodity Charge • PCD - Pricing Template • ORD - LDZ Energy Adjustment • LPG – LPG pricing rates
Non-Functional:	Performance, Security.
Application:	UK Link Portal.
User(s):	DN users accessing UK Link Portal
Other:	None

Change Design Description

Introduction:

A new screen will be developed within the existing UK Link Portal, which is already accessible to Distribution Network Users. This screen will serve as the entry point for DN users to upload various templates directly into the process. Once the template is uploaded, the portal will begin to validate the structure

and the contents of each template and provide a validation response to the DN user. These validations will replicate the checks currently performed either at the individual cell level or through embedded macros within the excel files. By hosting these validations on the portal, the process becomes more centralised, consistent, and maintainable, reducing reliance on manual spreadsheet logic and improving data integrity across submissions.

Change design description:

Excel templates

All Excel template's data structures will remain as-is, however any macro-enablement features (such as buttons) will be removed. This will mean the extension of the templates will change to '.xlsx' accordingly. Data inputs are unchanged, and cell validations will continue to be applied, any macro validations will be removed and applied within the Portal itself as part of the validations that need to be performed ahead of downstream processing. Copies of the '.xlsx' versions of the templates will be created during the build phase of the project and appended to the Detailed Design pack, which will be published and communicated accordingly with DNs.

UK Link Portal

1. Accessing the Template Upload Feature

A new service role will be created in the UK Link Portal for DN users, that once enabled, will give users visibility of a new menu option called 'Process Templates' on their home screen menu. Authorised DN users will use their login to the Portal, and upon clicking the new menu option, will open the Process Template screen. If new user access is required, this will be managed via existing MAU (Master Administration Users) routes, which are managed locally by DNs. ([Master Administration Users](#)).

2. Process Templates Screen

Once on the 'Process Templates' screen, DN users will have two functions to choose from:

1. 'Upload Template' function – This will be the default function that is shown when the screen is loaded. The Upload Template function will allow DN users to submit their Excel (.xlsx) process templates via selecting the respective template on the 'Template Name' dropdown (i.e 'FSG – Failure to Supply Gas') and uploading that process template by clicking the 'Choose File' button. Once the file has been chosen, Networks can click the 'Submit' button to submit the file for processing.
2. 'Download Records' function – Alternatively by clicking the 'Download Records' button on the Process Templates screen, DN users can enter

the name of a file (Provided to them post-file validation) and can then click the 'Download' button to download the file.

Please see a draft of the screen, and its functions, below.

The screenshot shows the XOSERVE web application interface. At the top, there is a navigation bar with links: Home, UK Link, Gas Enquiry Portal, and User Access. The 'UK Link' link is highlighted. Below the navigation bar, there is a green header with the text 'UK Link / Process Templates' and 'Process Templates'. The main content area is titled 'Selection Criteria' and contains two radio buttons: 'Upload Templates' (selected) and 'Download Records'. Below the radio buttons, there is a 'Template Name' field with a dropdown menu showing '--Select--'. There is also a 'File Upload' section with a 'Choose file' button and the text 'No file chosen'. At the bottom of the form, there are three buttons: 'Back', 'Submit', and 'Clear'.

The screenshot shows the XOSERVE web application interface. At the top, there is a navigation bar with links: Home, UK Link, Gas Enquiry Portal, and User Access. The 'UK Link' link is highlighted. Below the navigation bar, there is a green header with the text 'UK Link / Process Templates' and 'Process Templates'. The main content area is titled 'Selection Criteria' and contains two radio buttons: 'Upload Templates' and 'Download Records' (selected). Below the radio buttons, there is a 'File Name' field. At the bottom of the form, there are three buttons: 'Back', 'Download', and 'Clear'.

Screenshots in draft, subject to change

3. Validation Process

- There will be an initial set of file level validations before the file is passed to record level validations. These validations will check the following: That the file is not corrupted, that the file is not empty, that the structure of the file submitted matches the expected file structure for a file of that type, and the file is no larger than 15MB in size. If a file is larger than this, the file can be split and submitted separately. If any of these validations fail the file will not progress any further in the process and an on-screen message with the reason for this will be displayed (See Notifications section below). No file will be

generated, and no email notification will be sent to the DN user in this scenario. If the file passes these validations, then the file will move onto record level validations.

- Once a process template has been submitted by the DN user using the 'Upload Template' functionality and has passed file level validations, the system will perform all re-hosted record level validations respective to the chosen template, that were previously performed in the macro-enabled spreadsheets.
- Once record level validation is complete, the system will notify the user of the outcome of the validation (pass or fail) via an on-screen message (pop-up) and an email. (This will be sent to the email address used to log-in and submit the file in Portal).

4. Output File Generation and its Storage

For Files that pass validation:

- Upon successful validation, the system proceeds to generate the output file in the specified format. This will follow the current naming conventions for each distinct process template.
- The successful output file will be stored by the Portal for up to one month for future referral or download.
- In this scenario, the user will receive an on-screen message – see notification section below, and an email notification confirming that the uploaded file has passed all portal-defined validations and has been sent to the respective downstream process. If processing a larger file this may take slightly longer to appear. This email will include the name of the output file generated as part of the processing. (This will be sent to the email used to log-in and submit the file in Portal).

For Files that fail validation:

- If during validation, it is found that any records contain errors or fail the validation rules for that field, the whole file will not proceed to the next step. Instead, an on-screen message will be displayed, and the validation failure reason(s) will be added to the records in the submitted file that failed validation. The file name will be shared with the DN user via a validation failure email.
- The failed output file will be stored by the Portal for up to 10 Days for download.

- DN users can download the file using the file name provided in the email or on-screen message, and the 'Download Records' functionality in the new screen. These files will be in Excel (.xlsx) format. DN users can then correct the file using the provided validation failure reasons and then re-upload the full* file again through via the 'Upload Template' function.
*Both corrected and original file records.
- Note: The validation failure reasons should be removed before re-uploading.

5. Notifications

On-Screen Messages:

- On screen messages will be provided during both or either the template upload process or post the validation process.

Example On-Screen Messages:

Messages subject to change

Upon submission of the Process Template in Upload Template function		
Sl. No.	Scenario	Message
1	Acceptance (Record-Level validation)	Successfully generated the output file. [total records count] records processed successfully in portal and sent on to the downstream process. Output file name: [Name of the output file]
2	Rejection (Record-Level Validation)	[Failed record count]/[total record count] records failed validations in portal. Please find the [invalid record file name] file for more information.
3	Rejection (File-Level Validation Corrupted file)	The uploaded file is corrupted. Please review and upload a valid file.
4	Rejection (File-Level validation Empty template)	The template does not contain any data in the detail section. Please validate the file.
5	Rejection (File-Level validation Structural mismatch)	Template structure does not match with the template name chosen. Please validate the file.
6	Rejection (File-Level validation Size limit exceeded)	The uploaded file exceeds size limits.
Upon request of file download in 'Download Records' function		
1	Acceptance	File downloaded successfully
2	Rejection (File not available)	No file found
3	Rejection: Unauthorised file access	You are not authorised to download this file.
4	Rejection: Unable to download file due to unknown issue	Please try again later.

Email:

- As described above, alongside an on-screen message, an email notification service will inform users once the Portal validation process is complete. No file will be attached to this email.
- Two distinct email templates will be used: one for pass validation scenario and another for fail validation scenario.
- Emails will be sent to the user's registered email address used to log in to the UK Link Portal.
- Emails will be sent to the user from:
xoserveonline@xoserveservices.com

Example email templates:

Templates subject to change

Successful email example:

Sent when: All records have passed UK Link Portal validations

Subject: Upload Summary for [Template_Name]

Dear [Username],

Your recent data upload for the template '[Template_Name]' under the organisation '[Network Short Code]' on [Upload_Date] contained [Total Records] records.

All record(s) were successfully processed and validated in Portal[(for non-CMS templates) and passed to the downstream process.][(for CMS templates). Please download the output file.]

Details of Files:

- Input File Name: [Input_file_name.xlsx]
- Output File Name: [Output_file_name.csv or .xlsx]
- Upload Date : [Upload_date]

Please note this file will only be available for [retention period] days.

Best regards,

UK Link Portal Team

Failure email example:

Subject: Upload Summary for [Template_Name]

Dear [Username],

Your recent data upload for the template '[Template_Name]' under the organisation '[Network Short Code]' on [Upload_Date] contained [Total Records] records.

[Failure Count] record(s) failed validation.

Details of Files:

- Input File Name: [Input_file_name.xlsx]
- Upload Date : [Upload_Date]
- Invalid Records File : [Invalid records file.xlsx]

Kindly download, review and correct the errors in invalid record file from the Portal before re-uploading.

Please note this file will only be available for [invalid retention period] days.

Best regards,

UK Link Portal Team

6. Passing the file onto downstream processes

- Files that successfully pass all validation in the Portal, are sent onto downstream processes as per the existing template submission route(s):
 - For the output files generated as part of the RTB, FSG, SV processes, these files are emailed from the Portal to the existing AMT mailbox currently used in the file submission process, so that processing is consistent. Existing AMT process routes will be unchanged.
 1. Note: The AMT mailbox will receive the processed output file at the same time or immediately after the user receives the success email. There is no way to cancel the submission of a file once it has been submitted in the Portal.
 - For the output files generated as part of the PCD, LPG or LSEC processes, these will not be sent to AMT but instead provided as an attachment on an email to the following internal box account (CAPCOM@xoserve.co.uk) so that these can be reviewed as per the current processes. The same process will apply for the ORD processes, but instead these will be sent to

(recandrbd.billing@xoserve.co.uk)

- For the output files generated as part of the BCL processes, DN users will need to download the file via the Portal 'Download Records' function and then uploaded directly into CMS as per the current process. These files will not be automatically passed to CMS.

Delegated Authority

For templates where evidence of a delegated authority is required to authorize the processing of a file, this must be provided by the DN user by downloading the relevant uploaded process template from the UK Link Portal 'Download Records' screen. The downloaded file can then be sent to CDSP Invoicing teams, with the proof of delegated authority, as per the BAU process.

SAP ISU

No system changes have been identified in SAP ISU, therefore all existing ISU validations and notifications will remain as-is.

Training

Training will be provided for DN users to detail the new screen functions and interactions within the UK Link Portal and downstream processes further.

Ongoing maintenance of templates

The templates will remain to be distributed to DNs as they are currently, via BAU routes. Any reference to templates in current training material(s) will also be updated.

Transitional Service Arrangements

There will not be a defined cut over to the new process as existing templates and routes will remain open. DNs may still require a level of preparation however, in anticipation of the receipt of non-macro enabled templates and may need to update their own systems / processes as required. It is therefore optional for DNs to choose when to begin using the non-macro templates and UK Link Portal functionality that this change will enable.

Associated Changes

Associated Change(s) and Title(s):	

Target DSG Discussion Date:	23 rd February 2026
Any further information:	

Implementation

Target Release:	UK Link Major Release – June 2026 (26 th June 2026)
Status:	Approved into scope of June 2026 Major Release.

Industry Response Detailed design

«RangeStart:HDS»

Change Representation

Please consider any commercial impacts to your organisation that Xoserve need to be aware of when formulating your response

User Contact Details:	Organisation:	«h1_organisation»
	Name:	«h1_name»
	Email:	«h1_email»
	Telephone:	«h1_telephone»
Customer decision on Change Pack:	«h1_userDataStatus»	
Commercial impacts:	«h1_commercial_impacts»	
Representation Publication:	«h1_consultation»	
Representation Comments:	«h1_userDataComments»	

Xoserve' s Response

Xoserve Response to Organisations Comments:	«h1_xoserveResponse»
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Please send the completed representation response to uklink@xoserve.com

«RangeEnd:HDS»

Version Control

Document

Version	Status	Date	Author(s)	Remarks
Draft	Initial Draft	23/01/2026	Ben Snell	
Version 1	Baselined	13/02/2026	Paul Orsler	For Reps

Template

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
1.2	Updated	14/08/2023	Kate Lancaster	Updated with Representation tabs	N/A
1.3	For Approval	21/07/2025	Kate Lancaster	Updated branding	To be approved by ChMC