

June 2020 Change Training XRN4850

Questions & Answers:

Question	Answer
Is there a requirement for the Supplier/Shipper to implement an opt-out - or do Xserve offer this to the Customer?	Suppliers would need to provide an opt in or opt out service to consumers. Once a Customer opts in, they can opt out at a later date if wanted. Xserve are the process facilitator and would not provide an opt in – opt out service direct to the end consumer.
Do Suppliers need to be specific in what we give our Customers to opt in and opt out that relate to the cases? If it's covered that we will share data with other parties in our terms and conditions (T&Cs), will that be ok and cover us?	It will be best to check T&Cs with your legal teams to confirm this. In terms of the service, you don't have to give them options to opt in and opt out for each use case, Customers will be able to opt out initially at MPRN level.
What if there are no contact telephone or email details available for a customer?	If we do not have that information, they will not receive any notifications.
Will broadcasts work if only one email or mobile number is provided?	Yes, broadcasts will work.
Is the mailing address supplied in the contact details used for Extract lookup - or is this against the supply address corresponding to the MPRN?	This will be against the specific information that has been provided in the CNF file. Whatever has been specified in the CNF file will be the only data visible under the BRO type.
If the site Emergency Contact has also opted in for the Broadcast service, am I right in assuming that the CNF will contain two S66 records reflecting each Contact Type (i.e. one EMR Contact Type and one BRO Contact Type)?	Yes that is correct. We have increased the number of occurrences for the S66. Within the CNF. CFR and TRF.
Could we see an implementation timeline?	<h3>High Level Implementation Timeline</h3> <ul style="list-style-type: none"> The implementation for the 6 changes consists of code transports for BW, PO, AMT and ISU systems. Deployments for CMS and UKLink Portal and Integration for SMS/Email service. We will need to close our EFT channels in order to implement the AMT and PO changes as part of XRN4850 and XRN4772 
Does Xserve have a proposed daily volume for the industry	It depends on what other activities are happening at the time. If you share your volumes with your advocate, they can help manage this with the project team, the recommendation is to prioritise your vulnerable customer data.

<p>Can a Transporter broadcast to another Transporter's customer? i.e. - If a GDN has a large-scale outage that affects a nested IGT site are they able to message the IGT customers?</p>	<p>Without access permissions given, you will only be able to contact customers within your Network. Access can be requested via Xserve if there is a need to contact other networks customers.</p>
<p>The change states that TRF is one of the File Types included in this change. Can you please confirm if this is in both Gain (TRF.S15) and Loss (TRF.S88) scenarios?</p>	<p>The TRF has been increased the amount of S66 records from 6 to 7. This is to allow the maximum amount of contacts for Large Supply sites that could be submitted with the S38 record (CNF file) - 5 EMR contacts, 1 CON contact, 1 BRO contact. The gaining shipper would have the details read back to them on the TRF file, but these are not included in the TRF file to the losing shipper.</p>
<p>The detail design states an increase in the allowed S66 occurrences for the CNF & TRF but not for the other File Types (CNC & CNR). Am I to assume this is the same as the other files.</p>	<p>For CNC we would expect that only one contact type is submitted for each transaction with S82 record as these are independent contact types.</p>