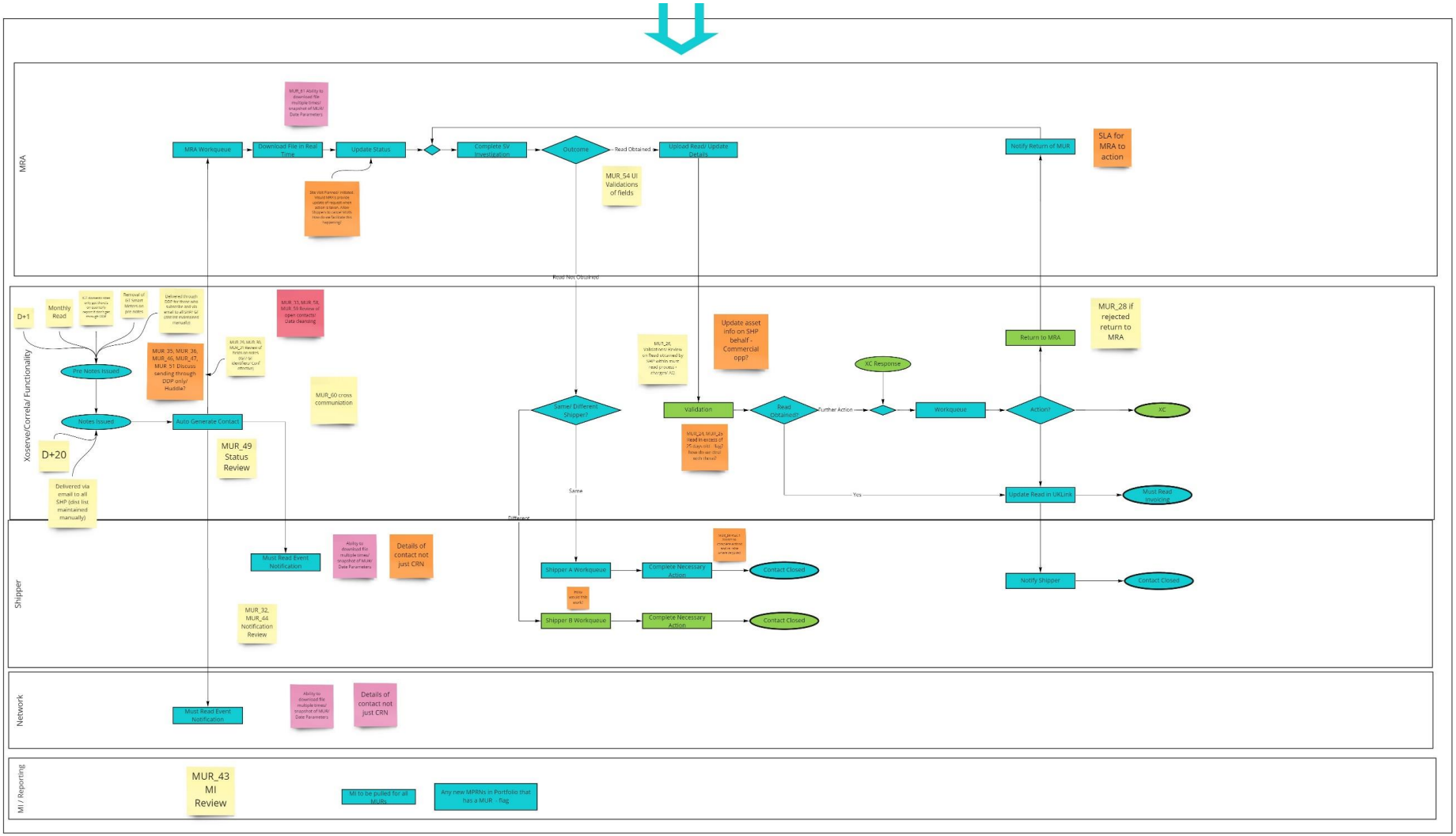
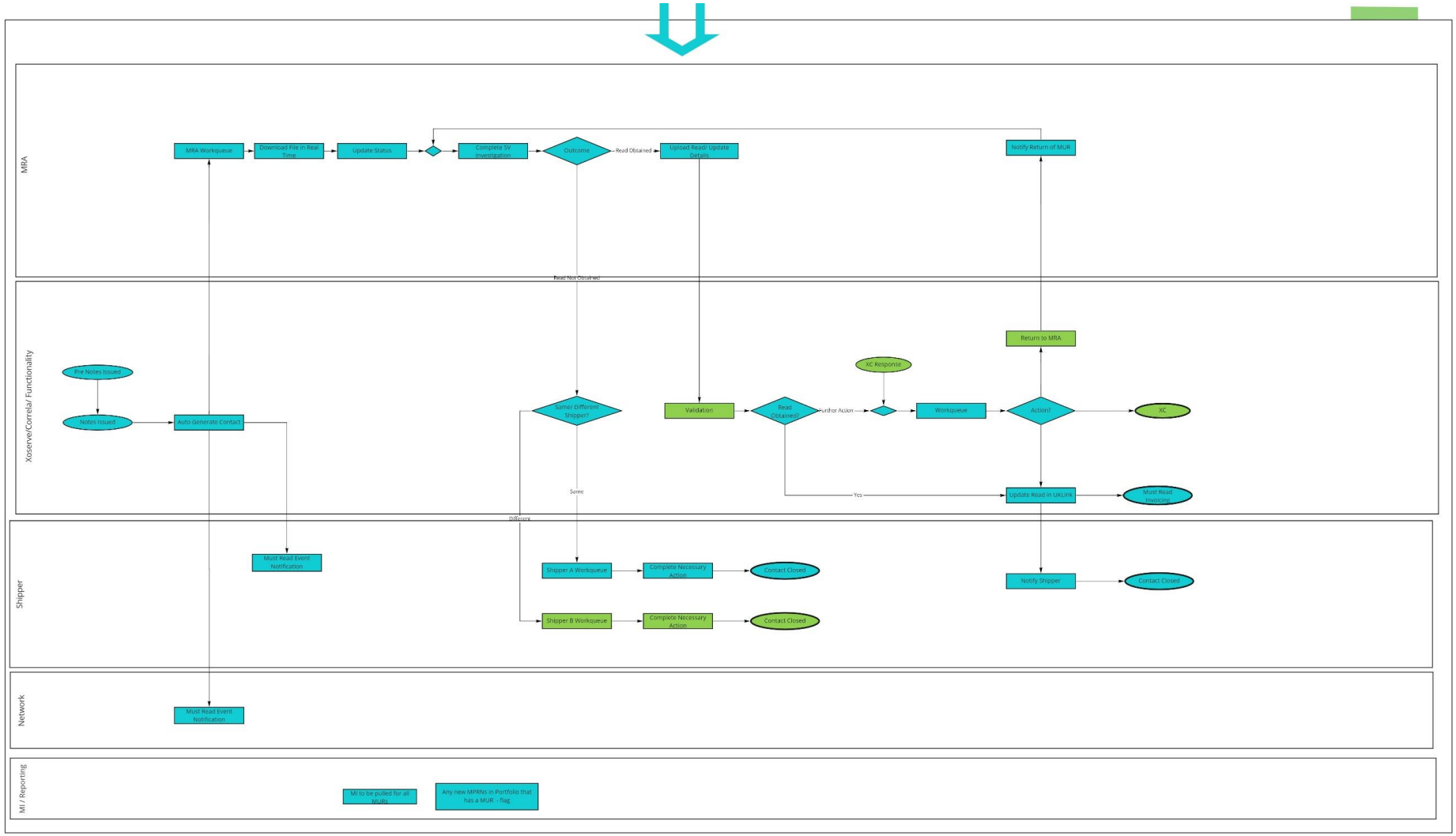

MRA
MUR_81 Ability to download file multiple times/ snapshot of MUR/ Date Parameters
MRA Workqueue
Download File in Real Time
Update Status
Site Visit Planned (Initiated - Would MRA's provide update of request when action is taken, Allow Shippers to liaise with MRA how do we facilitate this happening)
Complete SV Investigation
Outcome
Read Obtained
Upload Read/ Update Details
MUR_54 UI Validations of fields
Notify Return of MUR
SLA for MRA to action
Read Not Obtained
Xoserve/Correla/ Functionality
D+1
Monthly Read
Delivered through EDP for those who subscribe and via email to all SHP (distrib maintained manually)
MUR_51, MUR_58, MUR_59 Review of open contacts/ Data cleansing
MUR_35, MUR_36, MUR_46, MUR_47, MUR_51 Discuss sending through DDP only/ Huddle?
MUR_34, MUR_30, MUR_21 Review of notes on notes that/ or identifier/ Conf reference
MUR_60 cross communication
Notes Issued
Auto Generate Contact
D+20
MUR_49 Status Review
Delivered via email to all SHP (distrib maintained manually)
Same/ Different Shipper?
Same
Difference
MUR_24 Validations/ Window on Read obtained by SMP within more read process/ changes/ A2
Update asset info on SHP behalf - Commercial opp?
Validation
MUR_24, MUR_25 Read in excess of 5K days old - flag/ how do we deal with these?
Read Obtained?
Further Action
Yes
XC Response
Workqueue
Action?
XC
Return to MRA
MUR_28 if rejected return to MRA
Update Read in UKLink
Must Read invoicing
Shipper
Must Read Event Notification
Ability to download file multiple times/ snapshot of MUR/ Date Parameters
Details of contact not just CRN
MUR_32, MUR_44 Notification Review
Shipper A Workqueue
Complete Necessary Action
Contact Closed
Shipper B Workqueue
Complete Necessary Action
Contact Closed
Notify Shipper
Contact Closed
Network
Must Read Event Notification
Ability to download file multiple times/ snapshot of MUR/ Date Parameters
Details of contact not just CRN
MI / Reporting
MUR_43 MI Review
MI to be pulled for all MURs
Any new MPRNs in Portfolio that has a MUR - flag


MRA
MRA Workqueue
Download File in Real Time
Update Status
Complete SV Investigation
Outcome
Read Obtained
Upload Read/ Update Details
Notify Return of MUR
Read Not Obtained
Xoserve/Correla/ Functionality
Pre Notes Issued
Notes Issued
Auto Generate Contact
Same/ Different Shipper?
Validation
Read Obtained?
Further Action
XC Response
Workqueue
Action?
XC
Return to MRA
Same
Yes
Update Read in UKLink
Must Read Invoicing
Different
Shipper
Must Read Event Notification
Shipper A Workqueue
Complete Necessary Action
Contact Closed
Shipper B Workqueue
Complete Necessary Action
Contact Closed
Notify Shipper
Contact Closed
Network
Must Read Event Notification
MI / Reporting
MI to be pulled for all MURs
Any new MPRNs in Portfolio that has a MUR - flag