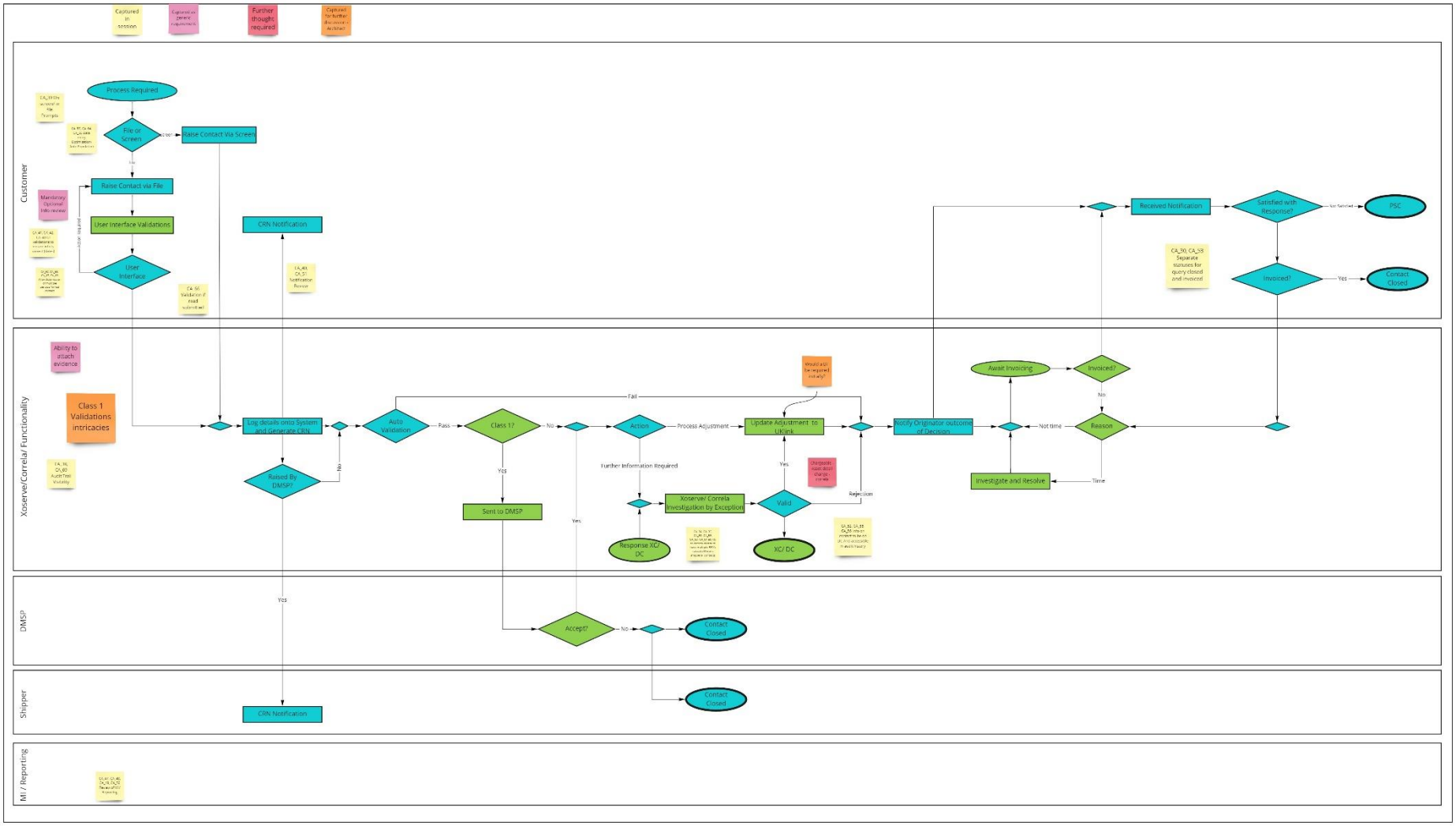
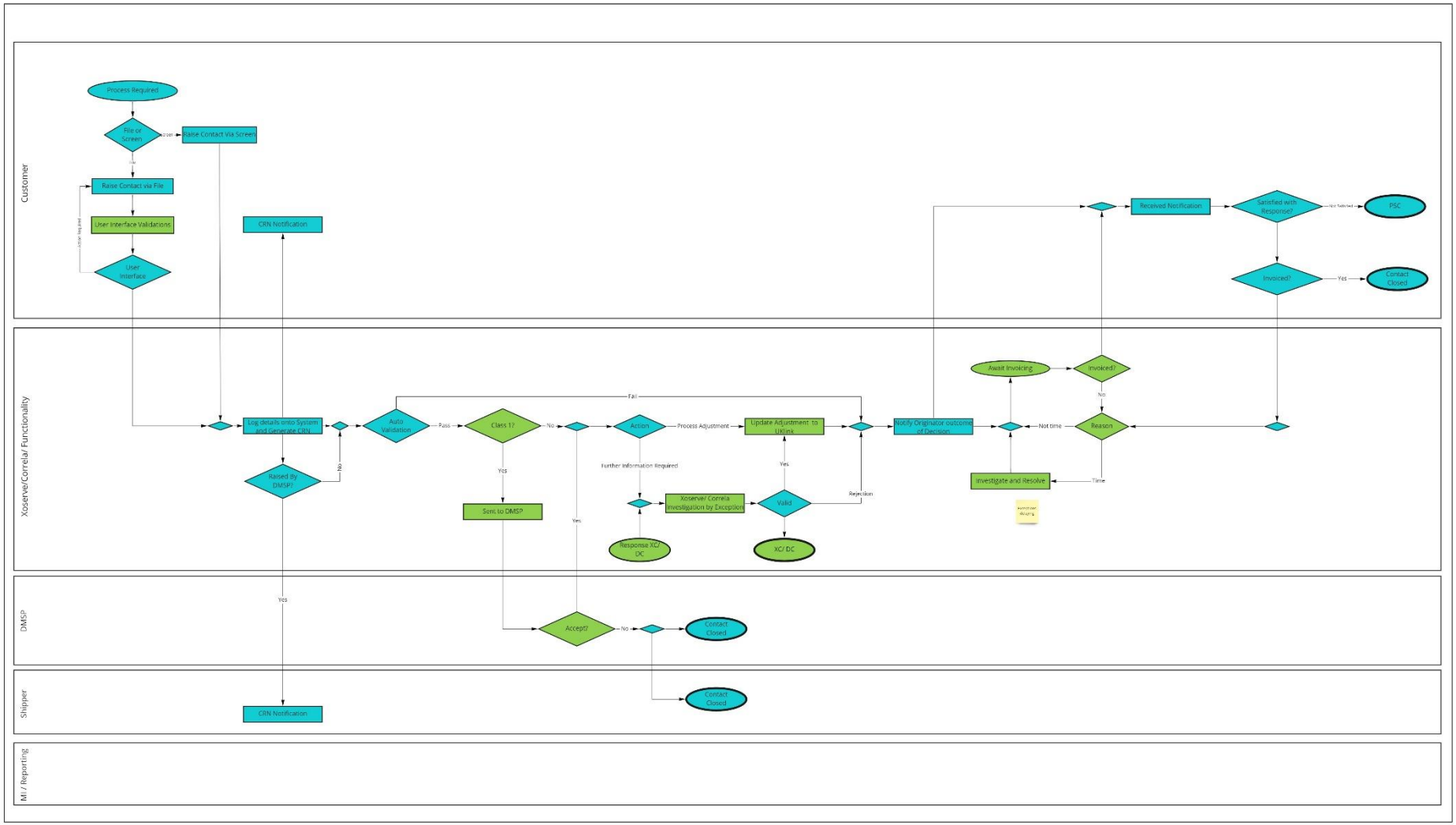

Captured in session
Captured as generic requirement
Further thought required
Captured for further discussion/ Architect
Customer
Process Required
File or Screen
Raise Contact Via Screen
Raise Contact via File
Mandatory Optional info review
User Interface Validations
User Interface
CRN Notification
Received Notification
Satisfied with Response?
PSC
Invoiced?
Contact Closed
CA_30, CA_33 Separate statuses for query closed and invoiced
Xoserve/Correla/ Functionality
Ability to attach evidence
Class 1 Validations intricacies
Log details onto System and Generate CRN
Raised By DMSP?
Auto Validation
Pass
Fail
Class 1?
No
Yes
Action
Process Adjustment
Update Adjustment to UKLink
Would auto be required initially?
Notify Originator outcome of Decision
Reason
Not time
Time
Invoiced?
Await Invoicing
Investigate and Resolve
Sent to DMSP
Further Information Required
Xoserve/ Correla Investigation by Exception
Valid
Rejection
Response XC/ DC
XC/ DC
DMSP
Accept?
Contact Closed
Shipper
CRN Notification
Contact Closed
MI / Reporting


Customer
Process Required
File or Screen
Screen
Raise Contact Via Screen
File
Raise Contact via File
User Interface Validations
Error Required
User Interface
CRN Notification
Received Notification
Satisfied with Response?
Not Satisfied
PSC
Invoiced?
Yes
Contact Closed
Xoserve/Correla/ Functionality
Log details onto System and Generate CRN
Raised By DMSP/
No
Auto Validation
Fail
Pass
Class 1?
No
Yes
Sent to DMSP?
Action
Process Adjustment
Update Adjustment to Uklink
Further Information Required
Xoserve/ Correla Investigation By Exception
Valid
Yes
Rejection
Response XC/ DC
XC/ DC
Notify Originator outcome of Decision
Not time
Reason
Time
Investigate and Resolve
Invoiced?
Yes
No
Await Invoicing
DMSP
Accept/
No
Yes
Contact Closed
Shipper
CRN Notification
Contact Closed
MI / Reporting