



Adjustments

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Invoicing Discovery Day

Adjustment - Contacts Received

Adjustments are requested via the Contact Management System (CMS).

Depending on the type of request, these are raised using contact codes Request For Adjustment (RFA) / Consumption Dispute Query (CDQ)

Once an adjustment has been raised it will sit in our work queue awaiting action and is prioritised in date receipt order.

Adjustment - Contacts Validations

The contacts go through a number of validations to ensure the adjustment is correct.

There may be some instances where further information or clarification is required and the contact will be sent back to the shipper.

Once all validations are passed, the adjustment will be entered in the UK Link system.

RFA Process Overview

Most common reasons for raising an RFA:

Inaccurate reads creating an incorrect volume

Late meter exchange / corrective exchange

Incorrect correction factor

Correcting previous reconciliation / adjustments

RFA Process Overview

What sites can a RFA be raised for?

Class 2, 3 and 4 sites.

What happens if the AQ is less than 73,200?

The adjustment must be post 01/06/2017. Prior to this date, adjustments would have fallen under RbD regime in legacy UK Link.

An adjustment can span this date however the period pre 01/06/2017 will not be invoiced.

How to raise an adjustment for a Class 1 site:

Please raise a DMQ (Daily Metered Query) contact within CMS which will go direct to the relevant DMSP (Daily Metered Service Provider) who will raise a RFA request on your behalf.

RFA Process Overview

What are the most common rejection reasons?

Incorrect adjustment dates

Incorrect data items / calculations

Spanning a meter exchange

RFA Process Overview

How are RFAs invoiced?

RFA adjustments will be issued on the Amendments invoice on the 18th business day of every month. The cut off for an adjustment to appear on the Amendments invoice is the 10th of each month.

If an adjustment is entered after this date it will appear on the following months invoice.

**Please note; as per MOD 152, no adjustment periods will be processed pre Line in the Sand. Any that span this date will be accepted however no charges pre the cut off date will be invoiced.

CDQ Process Overview

Why would you raise a CDQ?

A CDQ can be raised within the Contact Management System if the adjustment is required due to an incorrect read being loaded or an incorrect clocking.

CDQ Process Overview

What is the SLA for CDQ contacts?

The SLAs below are for the closure of contacts for each individual Shipper Short Code:

4 days: 80%

10 days: 95%

20 days: 98%

How are CDQs invoiced?

CDQ adjustments will be issued on the Amendments invoice on the 18th business day of every month.

The cut off for an adjustment to appear on Amendments invoice is the 10th of each month. If an adjustment is entered after this date it will appear on the following months invoice.

PSC Process Overview

What does PSC stand for?

Previously submitted Contact.

Why would you raise a PSC?

If you do not agree with a previously submitted contacts resolution you have the ability to challenge it.

What is the SLA for PSC contacts?

The response can be challenged within 12 business days.

Contacts / Useful Link

Should you require any assistance with adjustments or adjustment submissions please contact the following email address:

Xoserve.ACD.Billing@xoserve.com

For any escalations please contact:

Richard.Cull1@xoserve.com

Michelle.Kearney@xoserve.com

The link will take you to the Contact Management User Guide;

<https://www.xoserve.com/media/1063/cm-shipper-user-guide-v3.pdf>