

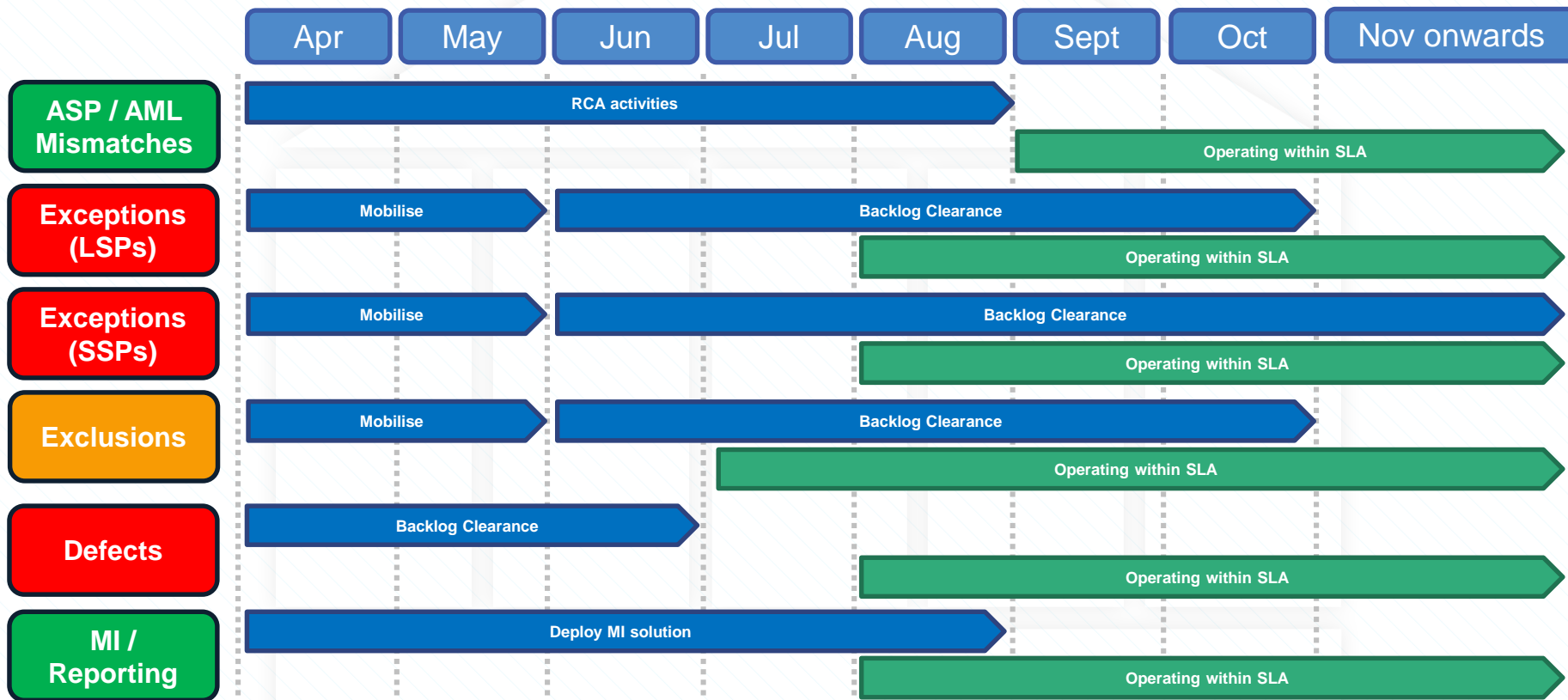


AMENDMENT INVOICE UPDATE

Summary

- PEGA solution to be used again for the creation of the ASP correction files. Target to deliver supporting information to customers 3 business days before payment due date met for ALL customers for both AML & ASP files.
- Manual error in processing AQ adjustments has contributed to significant increase in MPRNs (855) with an ASP mismatch.
- Merged AML files tested, approved and scheduled to be deployed in production. Testing of the merged ASP files ongoing (50% of files approved). Go/No Go meetings scheduled for 11th and 18th with Customer comms on the outcome to be agreed.
- Cataloguing of Exception resolution process steps significantly behind schedule. Plan was originally to be completed by end of Dec-19. Revised plan has a completion date of end of Feb-20.
- Defect resolution and deployment has been affected by re-prioritisation and focus on AQ issues and code object locks for November 19 release plus a larger than normal volume all with the same SLA date of 6th Dec causing a few bottle necks through-out the process. RTG forecast to be mid January.

Summary Resolution Plan



Supporting Information Mismatches

SLA

- Mismatches are corrected 'in cycle' and associated defects are cleared in time for the second following cycle from detection.
- Correction of mismatches should be invisible to shippers. During transition to this any correction files issued are delivered within **3 business** days of payment due date issue and meet communicated quality and format requirements on first delivery.
- There should be no unresolved causes to mismatches of more than **2 invoice cycles** in age.

Target Date to operate within SLA

August 2019

Current SLA RAG Status

Green

RAG Justification

- 855 MPRNs out of the 252,181 LSPs (0.34%) that were billed incurred an ASP mismatch.
- 100% of ASP and AML mismatch correction files issued to customers within SLA of PDD -3 days
- Testing of merged AML file approved and scheduled to be deployed. Testing off merged ASP file ongoing.

Billing Month	Billed Contracts	LSP Invoiced	ASP Mismatches		AML Mismatches		
			Unique LSP MPRNs causing ASP mismatch	% of invoiced LSPs causing ASP mismatches	SSP Invoiced	Unique SSP MPRNs causing AML mismatch	% of invoiced SSP causing AML mismatches
Sep-18	8,444,158	227,514	413	0.18%	8,216,644		
Oct-18	8,523,582	244,986	241	0.10%	8,278,596		
Nov-18	9,243,302	290,019	534	0.18%	8,953,283		
Dec-18	8,375,975	378,856	1295	0.34%	7,997,119		
Jan-19	9,541,221	258,859	557	0.22%	9,282,362		
Feb-19	9,015,766	173,688	509	0.29%	8,842,078		
Mar-19	9,399,210	174,114	109	0.06%		12,946	
Apr-19	8,896,444	184,562	264	0.14%	8,711,882	5,594	0.06%
May-19	9,648,261	168,267	118	0.07%	9,479,994	7,493	0.08%
Jun-19	9,653,613	178,064	65	0.04%	9,475,549	1,882,702	19.87%
Jul-19	9,895,118	180,536	92	0.05%	9,714,582	250	0.00%
Aug-19	9,977,884	230,802	254	0.11%	9,747,082	208	0.00%
Sep-19	11,133,817	310,321	284	0.09%	10,823,496	2,701	0.02%
Oct-19	11,067,074	252,181	855	0.34%	10814893	9,235	0.09%

- Number of MPRNs causing ASP mismatch has increased to 855 due to a manual error in processing AQ Adjustments . Process reviewed and measures in place to prevent the error reoccurring.

- Provision of a single ASP file, followed by a single AML file remains a delivery target for Nov-2019 Amendment invoice cycle.



100 % of ASP offline correction files issued 3 days prior to PDD.



100% AML offline correction files issued to customers ahead of payment due date

Exceptions

What is an exception?

- Business or Technical processing errors generated within our system, that cause reconciliations at individual sites, to be held back off the Amendment Invoice until resolved.



179,165 distinct MPRNs currently have unresolved exceptions within our systems (as of 10th Dec).

(Jul-19 = 241,115, Aug-19 = 442,074, Sep-19 = 147,489)



Customer MI outlining all reconciliations and their status (*invoiced, in exception, in exclusion*) has been shared with all customers.

SLA

- Known exceptions are corrected 'in cycle'; new exceptions within the gift of Xoserve and its partners to correct are cleared in time for the second cycle from detection, as is any defect that caused the exception.
- Exception backlogs should be no more than **2 invoice cycles** old.

Target Date to operate within SLA

August 2019

Current SLA RAG Status

RED

RAG Justification

- Exception backlog clearance continues to trend downwards.
- Despite reductions in backlog exceptions, the number of LSP and SSP reconciliations held off the AMS as a result of an exception remains high.
- Exceptions MI now shared with customers and analysis underway as to how best utilise this data for improved exception resolution.

Note for XEC: Team are analysing MI of age profile of withheld to ensure focus and RTG for backlog and transition

Exclusions

What is an exclusion?

- Until permanent system fixes are deployed to address charge calculation errors, monthly profiling of new reconciliations received that relate to the scenario of the open defect is performed, with “bill blocks” applied to that MPRN to safeguard the accuracy of the amendment charge calculations by exclusion from the AMS.



1,245 distinct MPRNs for the October billing period currently have bill blocks placed upon them (as at 30/11/19)

(Jul-19 = 1,733, Aug-19 = 2,696, Sep-19 = 8,503)



Customer MI outlining all reconciliations and their status (*invoiced, in exception, in exclusion*) has been shared with all customers

SLA

- Known exclusions are executed ‘in cycle’; new exclusions within the gift of Xoserve and its partners to correct are cleared in time for the second cycle from detection, as is the defect that caused the exclusion.
- Exclusion backlogs should be no more than **2 invoice cycles** old.
- Correction of billed exclusions should be performed no later than **2 invoice cycles** after detection.

Target Date to operate within SLA

July 2019

Current SLA RAG Status

AMBER

RAG Justification

- c.20,000 distinct sites released from bill blocks over the last three months.
- Cataloguing of all scenario resolution steps to ensure accuracy remains a key focus
- Exclusions for a small number of unique contracts are missing the SLA

Defects



10 open ASP/AML related defects as of 9th Dec-19
(8 defects open at last month's update)

53 defects (all process areas) awaiting fix deployment

Defect ID	Defect Title	Date Detected	Target Fix Date	SLA Resolution Date
1333	DM REC financial mismatches in amendment supporting file	27/03/2019	Requires CR	31/08/2019
1429	RGMA performed class 3 normal rec and Check to Check(C2C) rec. Should only do C2C since DRE or AMR are registered.	24/07/2019	15/11/2019	04/10/2019
1449	RGMA activity received in a class 4 period post class change from class 2 to class 4 calculates incorrect volume.	03/09/2019	06/12/2019	08/11/2019
1458	Issue with class 3 read upload process - Non-opening read is inserted between two reads through UBR process and next read has a TTZ of 1, volume is calculated incorrectly through UBR	13/09/2019	06/12/2019	06/12/2019
1462	SAP - differences between the total of the K90 lines in the ASP file and the K92 lines in the AML	17/09/2019	22/11/2019	06/12/2019
1463	Incorrect vol. calc. for class 3 sites between class change and first cyclic read post change to class 3 - Linked to Defect 1146	19/09/2019	22/11/2019	06/12/2019
1477	Incorrect variance energy created after NDM prime reconciliation and net off volume - energy being populated with 0	11/10/2019	13/12/2019	10/01/2020
1495	Incorrect vol. calc. when class change read estimated with TTZ1	15/11/2019	24/01/2020	07/02/2020
1501	Incorrect TTZ getting calculated on next read when last read and next read is estimated	29/11/2019	07/02/2020	07/02/2020
1503	Incorrect Class 4 Rec	29/11/2019	07/02/2020	07/02/2020

SLA

- Defects, including associated data fixes, within the gift of Xoserve and its partners to resolve should be cleared within **2 invoice cycles** of being raised.

Target Date to operate within SLA

August 2019

Current SLA RAG Status

RED

RAG Justification

10 Amendment invoice impacting defects open as of 8th Dec-19.

- Defect 1333 is now treated as Change Request due to complexity and may require a design change
- 5 Defects have not meet their SLA dates. Affected by re-prioritisation focus on AQ issues and code object locks for November 19 release
- Return to Green (RTG) forecast is for mid Jan 2020 for all defect types

MI / Reporting

MI reports continue to be shared with our customers 2 business days after Amendment invoice issue date.



Ongoing WebEx's are being held to discuss general questions our customers have with the reports.

Ongoing individual customer WebEx's to discuss what the MI means specifically to them.

SLA

- All MPRN recs received are accounted for and valued; allocation across invoices, exceptions, exclusions and mismatches is shared at shipper level with individual shippers at the end of each invoice cycle
- Exceptions, Exclusions and mismatches are communicated within **2 business days** following invoice receipt.

Target Date to operate within SLA

August 2019

Current SLA RAG Status

Green

RAG Justification

- Reports shared with all customers and general and individual WebEx's are ongoing

Summary Resolution One Pager

Mismatches

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Exceptions

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Exclusions

- Known exclusions are executed 'in cycle'; new exclusions within the gift of Xoserve and its partners to correct are cleared in time for the second cycle from detection, as is the defect that caused the exclusion.
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- Correction of billed exclusions should be performed no later than **2 invoice cycles** after detection.

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Target Date to operate within SLA

September 2019

August 2019

July 2019

August 2019

August 2019

Current SLA RAG Status

GREEN

RED

AMBER

RED

GREEN

• RAG Justification

- 100% of ASP and AML correction files issued 3 days prior to PDD.
- AML merged file has been approved and ready for deployment. ASP still in assurance. Expected to meet execution deadline.
- Merged files scheduled to be available for Nov-19 billing period (issued 27th December).
- Merged file will be in line with ASP & AML file formats.
- Customer WebEx and individual customer calls scheduled to provide further details of merged files

- Despite reductions in backlog exceptions, the number of LSP and SSP reconciliations held off the AMS as a result of an exception remains high.
- Glidepath for clearance of backlog and transition exceptions on track for Feb-20 (SSP Glidepath attached as an appendix)
- Cataloguing all scenario resolution steps to ensure accuracy

- c.20,000 distinct sites released from bill blocks over the last three months.
- RAG status to remain at Amber until the provision of all exception and exclusion MI to enable tracking of exclusion resolutions in-line with target SLA.

10 Amendment invoice impacting defects open as of 8th Dec-19.

- Defect 1333 is now treated as Change Request due to complexity and may require a design change
- 5 Defects have not meet their SLA dates. Affected by re-prioritisation focus on AQ issues and code object locks for November 19 release
- Return to Green (RTG) forecast is for mid Jan 2020 for all defect types

- Reports now shared with all customers 2 business days after Amendment invoice issue date.

- Ongoing WebEx's are being held to discuss general questions our customers have with the reports
- Ongoing individual customer WebEx's to discuss what the MI means specifically to them

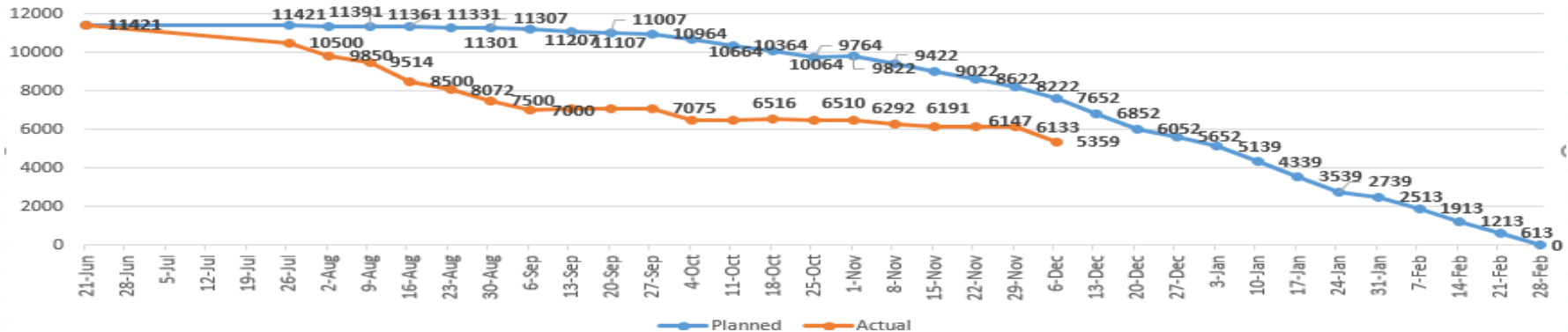
Key: ➡ Static ⬆ Improving ⬇ Declining

- Urgent and decisive action required
- Monitor closely, some slippage
- On track; no slippage or concerns

Wipro SSP EXCEPTIONS BACKLOG & TRANSITIONS - SLA FEB 2020 – as at 6th December

Overall Delivery Status		Current Workstream Health Metrics				
Overall Status	Trend	Performance VS plan	Risk Profile	Resourcing	Readiness BAU	Benefits SLA contribution
Rate of progress has improved with renewed focus	⬆					

SSP Backlog Exceptions Trend



SSP Transitions Exceptions Trend

