

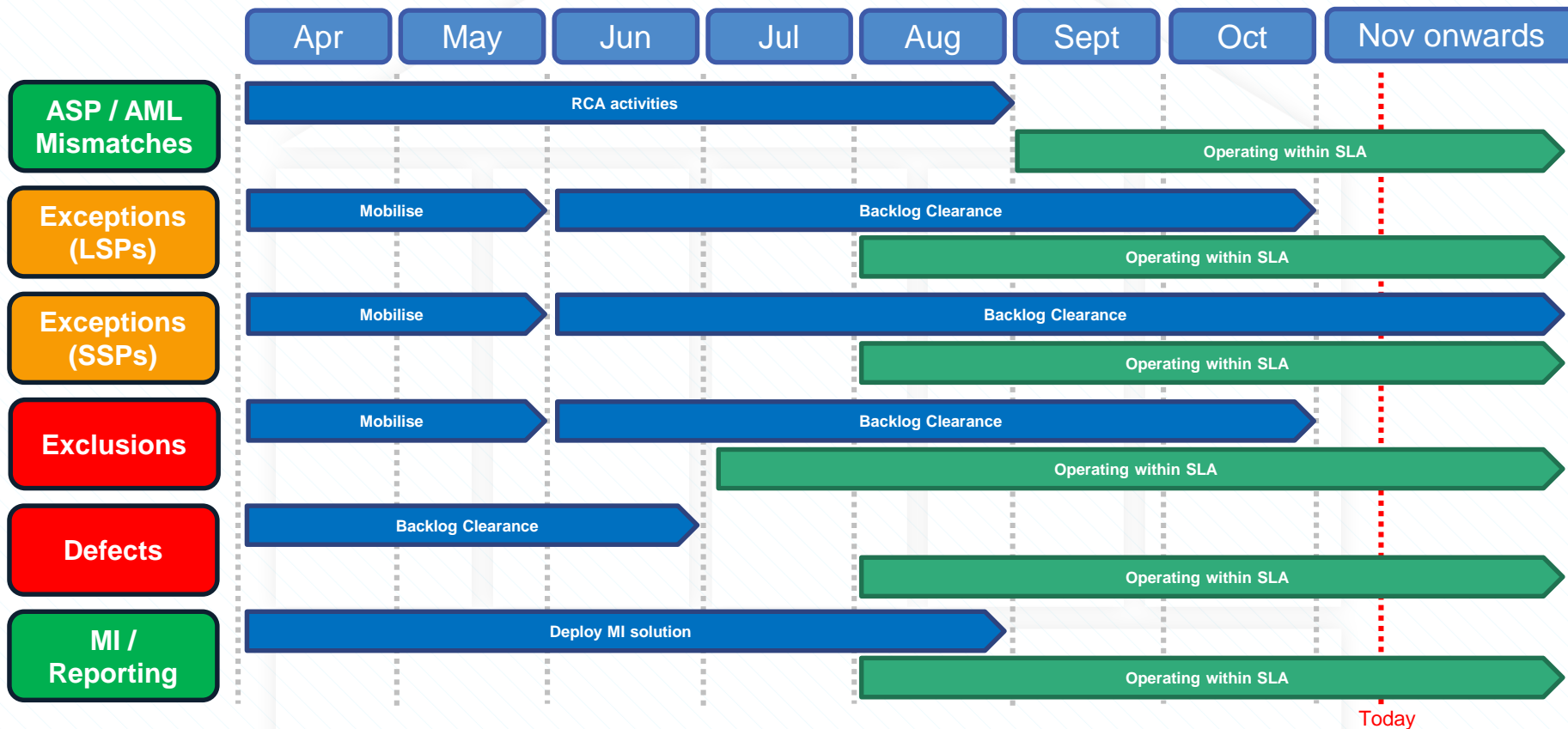


Amendment Invoice

XEC Update 12th November 2019

Dan Donovan

Summary Resolution Plan



Supporting Information Mismatches

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	0.0026%
Aug-19	9,977,884	230,802	254	0.11%	9,747,082	208	0.0021%
Sep-19	11,133,817	310,321	284	0.09%	10,823,496	2,701	0.02%

• Mismatch instances remain relatively low however the number of MPRNs causing ASP mismatch has increased to 284 due to a manual error in technical exception resolution. 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

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 (ASP only)

Green

RAG Justification

- 284 MPRNs out of the 310,321 LSPs 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 ASP and AML files underway.

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.



147,489 distinct MPRNs currently have unresolved exceptions within our systems (as of 7th Nov).

(Jun-19 = 166,903, Jul-19 = 241,115, Aug-19 = 442,074)



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

Amber

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 in place by end of November

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.



8,503 distinct MPRNs for the September billing period currently have bill blocks placed upon them (as at 26/10/19)

(Jun-19 = 5,043, Jul-19 = 1,733, Aug-19 = 2,696)*



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

* Increase since August is due to a newly identified defect resulting in additional bill blocks being placed

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

RED

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



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

Defects currently open 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 activity has performed both class 3 normal rec and Check to Check reconciliation. Should have triggered only Check to Check rec 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
1453	SAP - ASP RCA May-19	11/09/2019	29/11/2019	06/12/2019
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 volume calculation for class 3 sites between class change date and first cyclic read received post class 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

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

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

- Defect 1333 to have a Change Request raised due to complexity and may require a design change
- 1 Defect did not meet the SLA: 1429 – additional scenarios added at a late stage of the defect process due to MOD700, then failed assurance twice
- 1 Defect will fail the November SLA: 1449 – Defect put on hold due to code clash with November Release
- Return to Green (RTG) plan in place for 15th Nov with forecast RTG in Jan 2020 for all Defects

MI / Reporting

MI reports have now been shared with our customers



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

- Mismatches are corrected 'in cycle' and associated defects are cleared in time for the second following cycle from detection.
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Exceptions

- 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.
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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

Amber

Red

Red

Green

• RAG Justification

- 100% of ASP and AML correction files issued 3 days prior to PDD.
- Testing of merged ASP & AML files has commenced.
- 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 (Glidepaths attached as an appendix)

- c.20,000 distinct sites released from bill blocks over the last three months.
- Cataloguing all scenario resolution steps to ensure accuracy
- Increase since August is due to a newly identified defect resulting in additional bill blocks being placed

- 8 Amendment invoice impacting defects open as of 8th Nov-19.
 - Defect 1333 is now a CR due to complexity - may require a design change
 - 1 Defect missed SLA: 1429 – additional scenarios added at a late stage due to MOD700, then failed assurance twice
 - 1 Defect will fail the November SLA: 1449 – on hold due to code clash with November Release
 - Return to Green (RTG) plan in place for 15th Nov with forecast RTG in Jan 2020 for all Defects

- 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

Appendix

Back Log and Transition Exclusions and Exceptions

EXCLUSIONS - BACKLOG and TRANSITION – as at 1st Nov

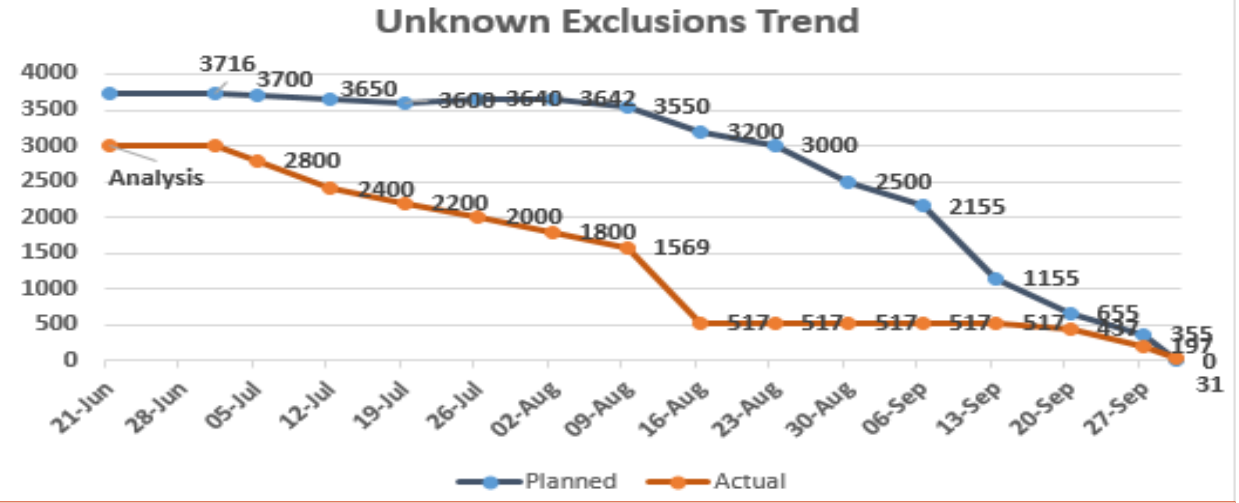
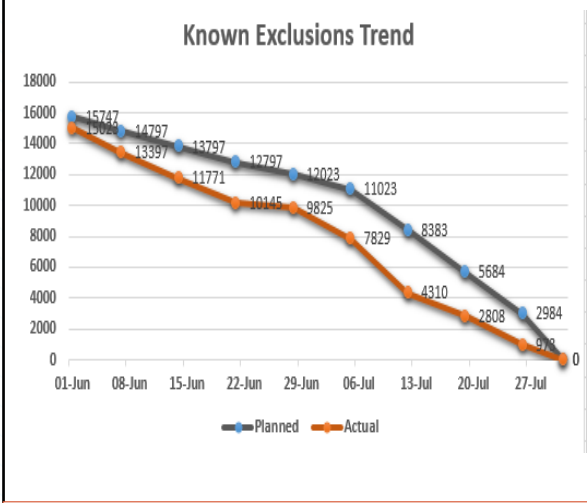
➡ Static ⬆ Improving ⬇ Declining 🔴 Urgent and decisive action required
🟡 Monitor closely, some slippage
🟢 On track; no slippage or concerns

Key

DO NOT MOVE THIS OR CHANGE THE SIZE

Overall Delivery Status		Current Workstream Health Metrics				
Overall Status	Trend	Performance VS plan	Risk Profile	Resourcing	Readiness BAU	Benefits SLA contribution
	⬆					

Metrics



Summary :
Known Exclusions resolved by 31 July - 201
Unknown Exclusions – 3,685 out of 3,716 resolved, 31 Exclusions remaining. POC for scenario - 49 identified issue where incorrect variance energy is being calculated after NDM prime reconciliation. If correction is attempted for blocked MPRNs it will result in an AML-ASP mismatch and incorrect charge calculation. A defect has been raised to resolve the underlying issue.

LSP EXCEPTIONS - BACKLOG AND TRANSITION – as at 1st Nov

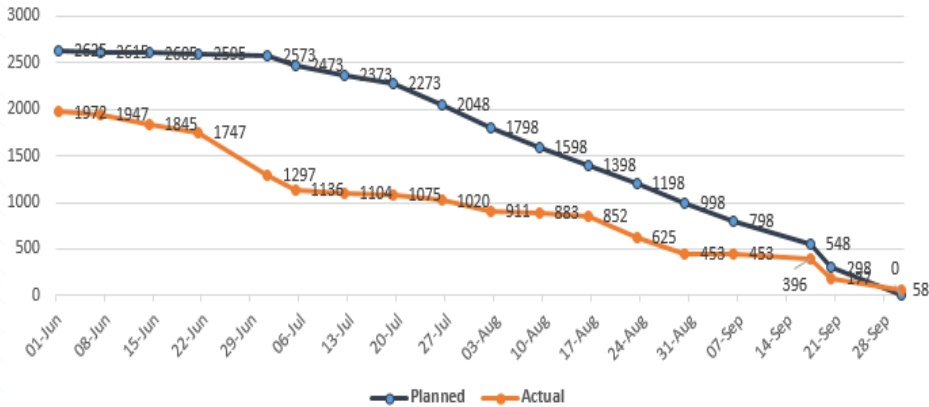
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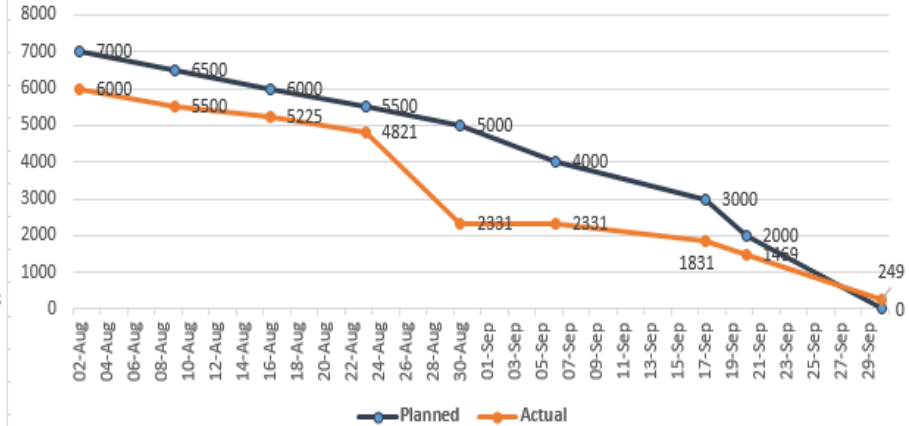
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Overall Delivery Status		Current Workstream Health Metrics				
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LSP Backlog Exceptions Trend



LSP Transitions Exceptions Trend

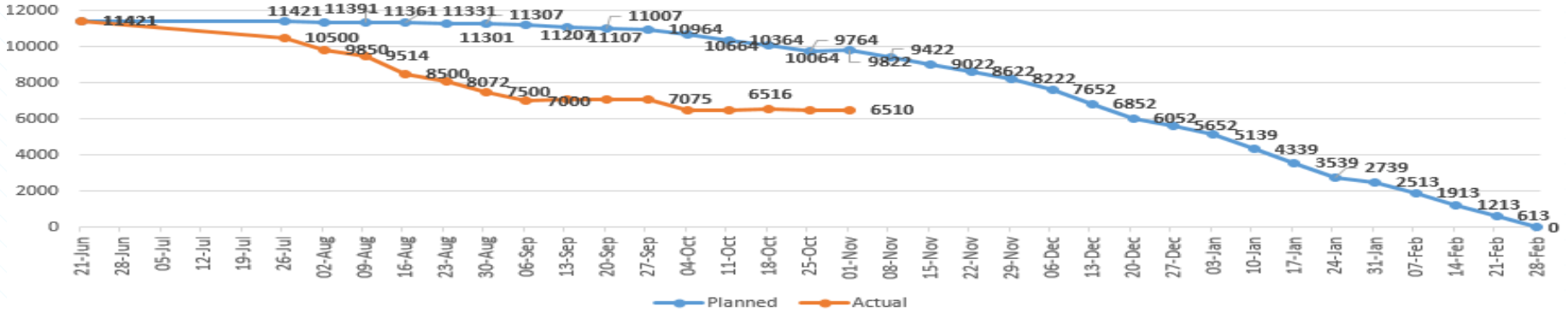


Summary :
 2,567 out of 2,625 Backlog exceptions resolved, 58 technical exceptions MPRNs remaining (additional 530 with a business dependency)
 6,751 out of 7,000 Transition Exceptions resolved, 249 technical exceptions MPRNs remaining
 Category of Exceptions with dependency on business are separately identified

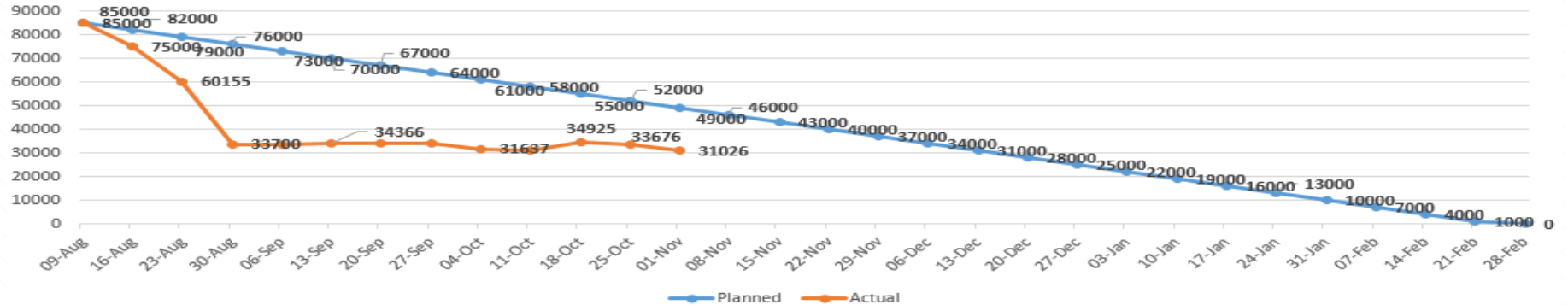
SSP Exceptions Backlog & Transition - SLA end Feb 2020 – as at 1st Nov

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 slowed although still ahead of plan						

SSP Backlog Exceptions Trend



SSP Transitions Exceptions Trend



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