



**November CoMC
CMS Rebuild Update**

Progress to Date

- I am pleased to confirm that the New CMS was successfully launched on 24 and 26 October 2022. There were no issues or incidents relating to the launch of the new system. There were five Customer Support bridges set up throughout the week where users were advised to dial in should they have any issues with only one user dialling in.
- There have been a few issues where incorrect email addresses had been provided which has caused some rework to disable the accounts and create new accounts with the correct details.
- The new Shipper Raised Meter Number Creation (MNC) is now live in the system. Please be advised if any users submit MNC requests via the previous email process, they will not be accepted and they will be notified and redirected to use the new system.
- We are now planning the activities for Version 1.1 and we are targeting a launch date of 12 December, this date will be confirmed in the next two weeks.
- We will provide an update as soon as we know when the relevant REC change is due to be implemented to ensure you have as much notice as possible of the SUT / Modification 0734 process commencing (and the cessation of the current Shipper "TOG" process).
- The CMS Rebuild webpages and CMS page have both been updated to reflect the Launch activities, FAQs and training materials.
<https://www.xoserve.com/products-services/data-products/contact-management-service-cms/cms-rebuild/>
- <https://www.xoserve.com/products-services/data-products/contact-management-service-cms/>
- The Link to the training material is on both pages, however for reference it can be accessed using this link:
<https://rise.articulate.com/share/dgQzI3ax38sN6oVrNCenQW1RKMFHStYO#/>
- The CMS Rebuild webpage (<https://www.xoserve.com/products-services/data-products/contact-management-service-cms/cms-rebuild-product/>) contains the link to register for future Customer Focus Groups which are captured below, please note the agenda for the Focus Groups will be issued 7 days prior to the session.