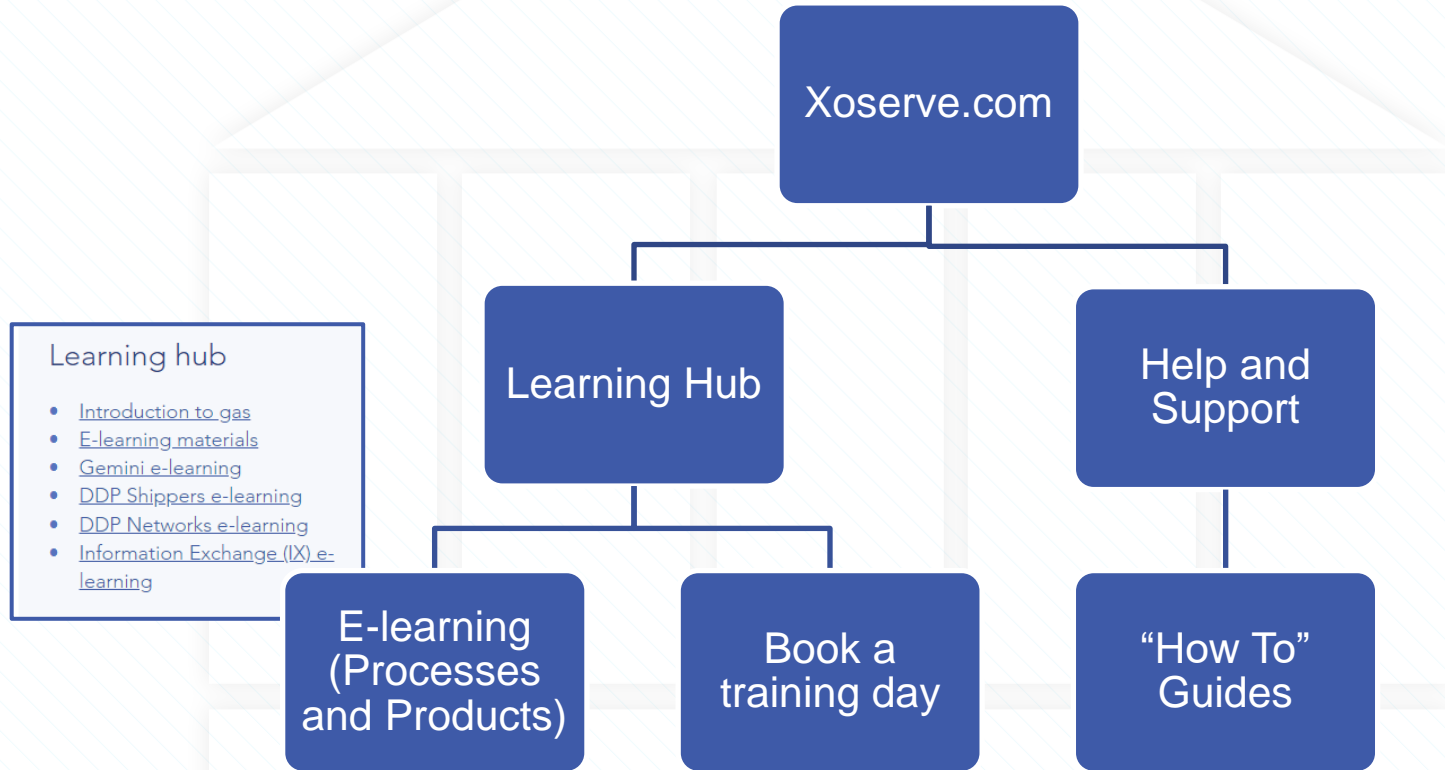




Overview of Available Training and Education Material

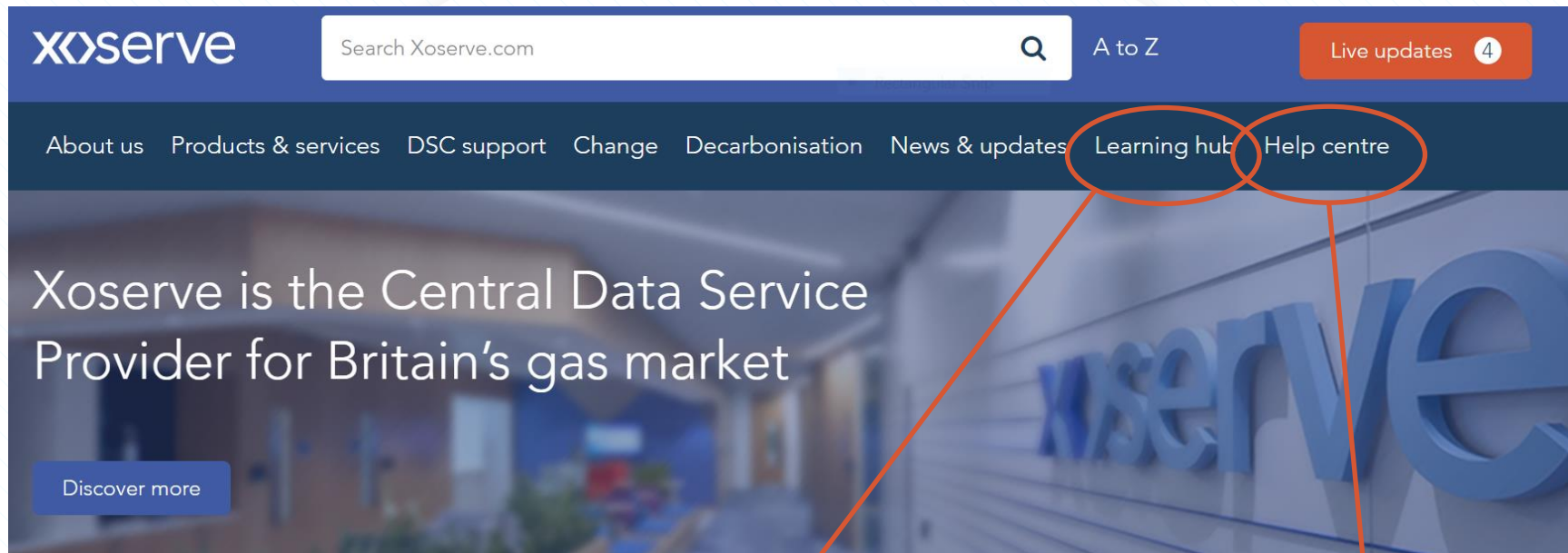
*PAC Strategic Workshop
24 May 2022*

Xoserve.com content areas



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3



Training material

Help and Support

Xoserve.com – Help Centre Menu

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INVOICES	SUPPLY POINTS & METERING	DEMAND ATTRIBUTION
Invoice type, charges & VAT Check your invoice with our charging statement documents	Submitting Reads How to submit reads, understand rejections and replacing a reading	Demand Estimation Demand Estimation parameters and the timetable for producing them
File types and formats Get help with understanding the file formats in your invoice	Supply Point Administration (SPA) Get help with SPA tasks for Shippers, Suppliers, IGTs and DNOs	NDM Nominations and Allocations How we calculate NDM demand and the NDM Nomination Accuracy Report
Supporting information files How we use level 1 and 2 files to validate your invoice	Annual Quantity (AQ) Find out your site's AQ, how AQ is calculated, AQ correction process	Unidentified Gas (UIG) How it's calculated and shared out, National UIG charts
	M Number Creation How to create an M Number (MPRN) for a live supply point	
	Non-Standard Sites Submission templates and response files for unique gas sites	

SUPPORT

Raise a support request
Have a process query or technical issue?

Check an existing support request
Find out the status of an existing support request

Supplier and Shipper failure
Information for Suppliers, Shippers and consumers in response to recent market events

Raise an on-line query

CONTACT

Address and directions
Our office address and directions

Make a complaint
Please get in touch so we can help resolve your issue

How-to guides

xserve

