

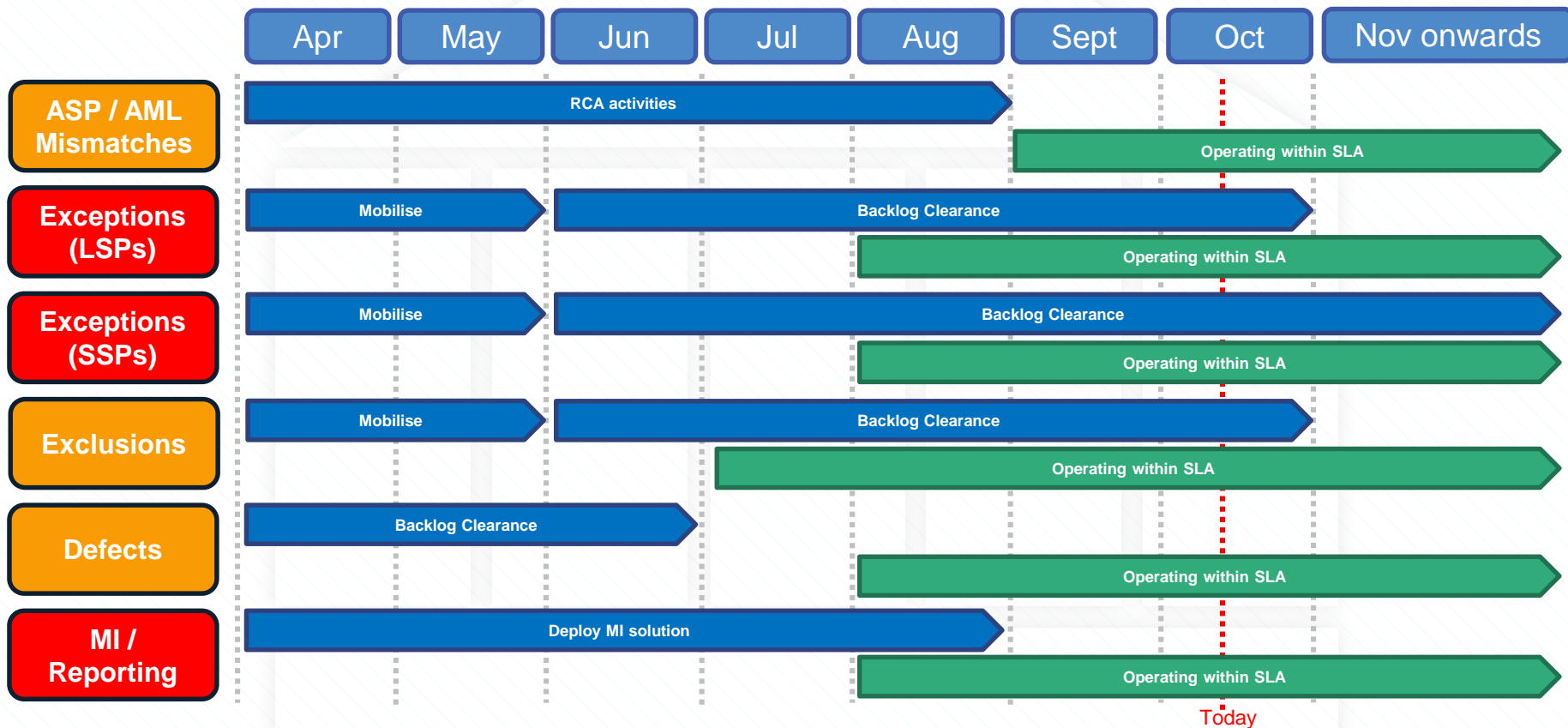


Amendment Invoice
Contract Management Committee Update

16th October 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%

- **Mismatch instances remain relatively however the number of MPRNs causing ASP mismatch has increased to 254 (up from 92 in Jul-19 cycle. The reason for the increase is being investigated.**

- **Provision of a single ASP file, followed by a single AML file remains a delivery target for January 2020.**



86% ASP offline correction files issued 3 days prior to PDD. Remaining 2 files were issued on 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)

Amber

RAG Justification

- 254 MPRNs out of the 230,802 LSPs that were billed incurred an ASP mismatch. This an increase on last month's figure of 92.
- 86% of ASP and 100% of AML mismatch correction files issued to customers within SLA of PDD -3 days
- 100% of ASP correction files issued by PDD.
- Some customers experienced delays in receiving their AML online files

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.



442,074 distinct MPRNs currently have unresolved exceptions within our systems (as of 8th October).

(May-19 = 269,920, Jun-19 = 166,903, Jul-19 = 241,115)



Customer MI outlining all reconciliations and their status (*invoiced, in exception, in exclusion*) in development. Currently at risk of being available for next billing cycle.

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. Provision of the exception/exclusion MI from 27th Sep'19 will highlight all such exceptions.
- RAG status to remain at Red until the provision of all exception and exclusion MI to enable tracking of exclusion resolutions in-line with target SLA

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.



2,965 distinct MPRNs currently have bill blocks placed upon them

(May-19 = 20,466, Jun-19 = 5,043, Jul-19 = 1,733)



Customer MI outlining all reconciliations and their status (*invoiced, in exception, in exclusion*) in development. Currently at risk of being available for next billing cycle.

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 the majority of exclusion scenarios complete and signed-off by Xoserve business teams.
- 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.

Defects



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

Defects currently open and awaiting
fix deployment

Defect ID	Defect Title	Data Detected	Target Fix Date	SLA Resolution Date
1333	DM REC financial mismatches in Amendment supporting file	27/03/2019	18/10/2019	31/08/2019
1415	SAP - Actual Reads uploaded through the manual Read entry screen has resulted in zero consumption	15/07/2019	18/10/2019	04/10/2019
1429	RGMA activity has performed both class 3 normal rec and Check to Check reconciliation. This should have ideally triggered only Check to Check rec since DRE or AMR are registered.	24/07/2019	18/10/2019	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	08/11/2019	08/11/2019
1453	SAP - ASP RCA May-19	11/09/2019	06/12/2019	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 process	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	06/12/2019	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	06/12/2019	06/12/2019

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

Amber

RAG Justification

- 8 AML/ASP defects currently open of which 5 were raised in September
- Three defects did not meet the SLA:
 - 1333 - highly complex with multiple resolution options. May require a design change.
 - 1415 - ready to deploy however is on hold due to code conflict with November release
 - 1429 – had additional scenarios added at a late stage of the defect process due to MOD700 which then failed assurance
- For the 3 defects now deployed, data fixes are outstanding and will be completed as part of the AQ data correction project

MI / Reporting

MI reports were deployed in live system. Assurance on the 1st run of the reports using live data identified a defect which needed to be fixed.



File format and overview documents will be shared with the reports when issued for the 1st time.

A WebEx will be held to discuss and general questions our customers have with the reports.

We will also arrange WebEx's with individual customers who wish to discuss what the MI means specifically to them

Reports due to be issued this month on 28th October which is 2 business days after the Amendment invoice is issued.

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

Red

RAG Justification

- 1st run of reports in production identified a new defect that required a system fix. This resulted in Xoserve failing to issue the reports by 28th October.

Summary Resolution One Pager

Mismatches

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MI / Reporting

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Target Date to operate within SLA

September 2019

August 2019

July 2019

August 2019

August 2019

Current SLA RAG Status

Amber

Red

Amber

Amber

Red

• RAG Justification

- 85% of ASP and 100% of AML correction files issued 3 days prior to PDD.
- 100% (the remaining 2 files) were issued by PDD
- Development of merged ASP & AML files has commenced.
- UAT due to start mid October with merged files available for the Nov-19 billing period (issued 27th December).
- Merged file will be in line with ASP & AML file formats.
- High level plan to be shared and key milestones tracked.

- Despite reductions in backlog exceptions, the number of LSP and SSP reconciliations held off the AMS as a result of an exception remains high.
- RAG status to remain at Red until the provision of all exception and exclusion MI to enable tracking of exclusion resolutions in-line with target SLA.

- c.20,000 distinct sites released from bill blocks over the last three months.
- Cataloguing of the majority of exclusion scenarios complete and signed-off by Xoserve business teams.
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- 8 AML/ASP defects currently open of which 5 were raised in September
- Three defects did not meet the SLA:
- For the 3 defects now deployed, data fixes are outstanding and will be completed as part of the AQ data correction project

- Issues identified in UAT and report changes required.
- Reports have been updated and are in the process of being retested.
- All reports, including provision of customer monthly summaries, are being targeted to be available from 27th September.
- Red status because reports were due to be issued in August 2019 for July billing period.