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# **ASP/AML Amendment Invoice Issue Resolution - Update**

**13<sup>th</sup> July 2018**

# BAU - Headline Update

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## Defect Management

- Defect Release Plan has been updated to reflect latest position
- A Solution fix for Defects 838 and 920 has been completed and an exact deployment date is being finalised and will be communicated w/e 27/7

## Exclusions

- Defects that have impacted Charge Calculation continue to be excluded from the Amendment (AMS) Invoice.
- MI is now being produced and excluded Meter Point information is being issued each month to individual shipper organisations.
- An exclusions resolution glide path is being finalised and will be shared with customers w/e 27/7

# Root Cause Analysis and Solution Design Headline Update

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## Design Improvement Change

- Work continues in this area . A planned solution fix date for resolving Defects 920 and 859 will be provided w/e 27/7/18

## Design Review / RCA

- An approach has been created and a high level plan has been published 26<sup>th</sup> June.
- A more detailed plan outlining next steps and actions will be provided at the next industry update meeting.

# Customer Engagement- Headline Update

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## Customer Engagement

- Focused 121 calls continue with customers where requested.

## Industry Updates

- Bi – Weekly communication update - Published on Xoserve.com
- WebEx meeting – bi monthly
- MI published each month

## Shipper Behaviour / Education

- Encourage continued raising of tickets, aids the identification and prioritisation of defects
- RCA on defects has exposed some issues occurring as a result of shipper behaviour e.g. SFN (Site visit) and Cyclic reads (UMR) on the same day (defect 747), Move out read and cyclic read on the same day (defect 914)
- Analysis continues in this area and when completed, will be shared with customers
  
- **Next Industry Update - (WebEx) 14th August 2018**