

# AML/ASP Task Force Update

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Friday 8<sup>th</sup> March 2019

Dear Customers and Industry Colleagues,

Our Amendment Invoice (AML/ASP) Task Force continues to progress with multiple lines of investigation and resolution that we ultimately believe will help to address this longstanding issue once and for all. Please find outlined below some of the key progress updates from within the team.

## January 2019 Billing Period Amendment Invoice Run

Xoserve operational teams successfully oversaw the generation and distribution of all shipper Amendment Invoice (AMS) files and core Amendment Invoice supporting information (ASP) files on Tuesday 26<sup>th</sup> February. All shippers that incurred a financial mismatch between their ASP supporting information files and their January 2019 Amendment Invoice received email notifications from the Xoserve Reconciliation Invoice team the same day as the receipt of their AMS and ASP files. Over half of those shippers incurring supporting information mismatches within the current January 2019 billing cycle have since received offline corrected ASP files ahead of the AMS payment due date.

During the run up to the January 2019 AMS and ASP file generation milestone, fixes were deployed to address a number of perceived high priority 're-reconciliation' mismatch defects. This was also in addition the manual exclusion of some sites that saw Unique Billing ID linkages broken for reconciliations between the AMS and ASP. Despite our best efforts we still encountered a number of mismatches this month. However, we can confirm that we've witnessed a 57% reduction in the total number of MPRNs that caused ASP mismatches in this month's billing cycle, with 557 MPRNs from a total amount of c.9million billed MPRNs causing mismatches, compared to 1295 MPRNs in the December 2019 invoice run.

The January 2019 AML supporting information files are on track to be issued to shippers from today and over the course of this weekend. As always, should you or your organisation have any queries in respect to your Amendment Invoice, please contact Rachel Martin's Amendment Invoice team via [recandrbd.billing@xoserve.com](mailto:recandrbd.billing@xoserve.com).

## AML/ASP Mismatch Defect Resolution

The first phase of our root cause analysis (RCA) has completed which has yielded a number of recommendations that our operational teams have already started to address. We are confident that some of these recommendations aided the 57% reduction in MPRNs causing mismatches between the December and January invoice cycles. We do acknowledge that there's still work to be done to fully address this complex system issue. The second phase of RCA is already in progress. We will be attempting to dissect the 557 MPRNs that caused ASP mismatches in this month's billing cycle to spot trends or any obvious system faults.

A further batch of production fixes are expected to be deployed to our UK Link systems this weekend, in advance of this month's Amendment Invoice closeout deadline on 10<sup>th</sup> March 2019. The latest version of the defect resolution plan can be found by visiting the [Amendment Invoice webpage](#).

Please contact me or Deborah Coyle, our dedicated customer liaison manager, if you have any questions or queries you would like to discuss.

Kind regards,

Alex Stuart – **Head of Customer Consultancy**

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