Amendment Invoice Taskforce Update
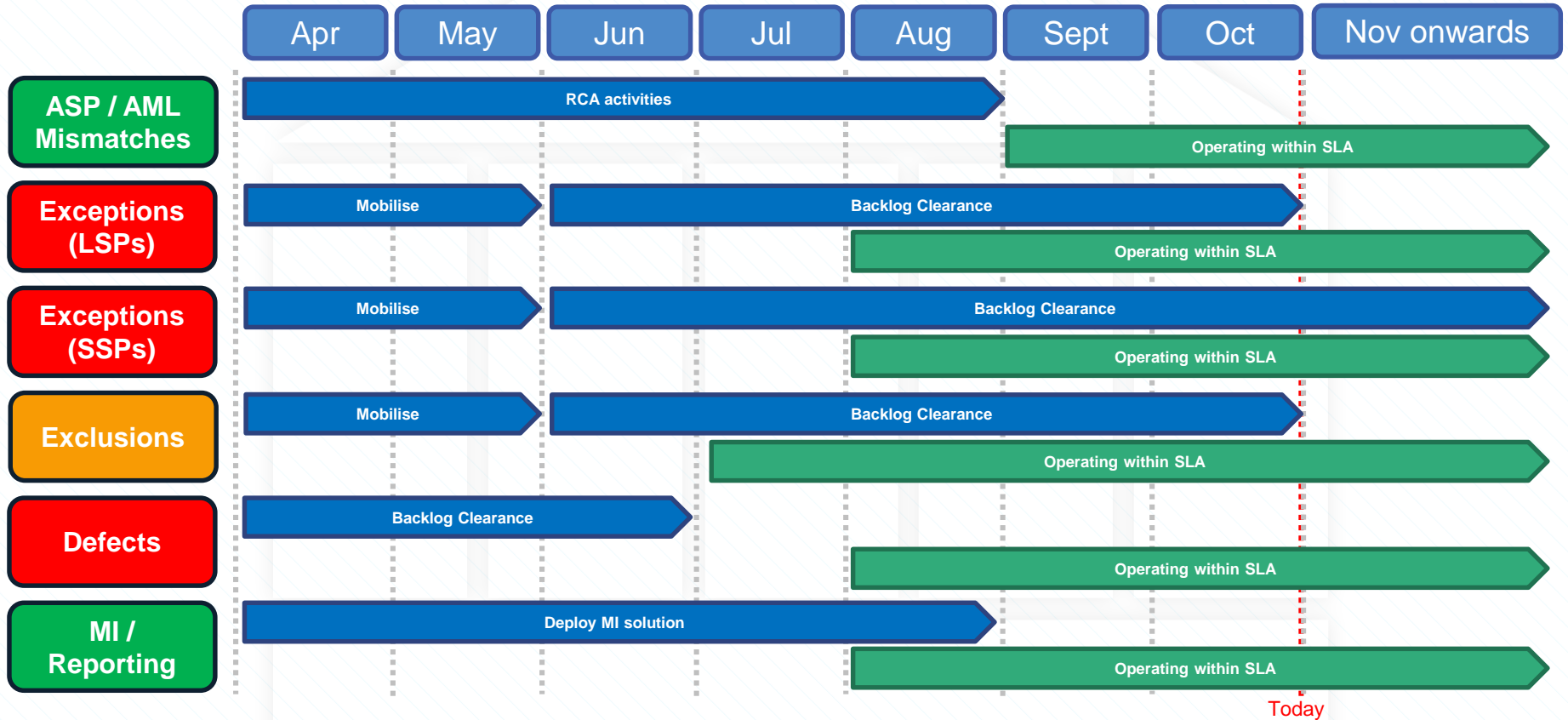
31st October 2019

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Progress since Last Update

October 2019 (September Billing month)

- All SLA's are discussed and reviewed each week with our 3rd party supplier. This allows us to monitor progress and mitigate any risks which may impact our delivery around the variation agreement SLA's.

- This month the number of unique MPRN's with ASP mismatch was **253** affecting a total of **19** shippers, the figures for August billing period was **254** with **14** shippers affected. We are currently working through the RCA to understand why the mismatches are occurring. A large proportion of the MPRN's with a mismatch were caused by manual error. This process has now been reviewed and steps are in place to avoid this issue occurring again next month.

- All AML files were issued over the weekend and we are on track to deliver all AML/ASP offline files before payment due date.

Summary Resolution Plan

	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov onwards

ASP / AML Mismatches
- RCA activities
- Operating within SLA

Exceptions (LSPs)
- Mobilise
- Backlog Clearance
- Operating within SLA

Exceptions (SSPs)
- Mobilise
- Backlog Clearance
- Operating within SLA

Exclusions
- Mobilise
- Backlog Clearance
- Operating within SLA

Defects
- Backlog Clearance
- Operating within SLA

MI / Reporting
- Deploy MI solution
- Operating within SLA

Today

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)* have been issued for September billing period.

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.

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 all scenario resolution steps to ensure accuracy.
- 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 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
1477	Incorrect variance energy created after NDM prime reconciliation and net off volume and energy getting populated with 0	11/10/2019	TBC	TBC
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

Red

RAG Justification

- 8 AML/ASP defects currently open of which 5 were raised in September

- Two defects did not meet the SLA:
  - 1333 - highly complex with multiple resolution options. May require a design change.
  - 1429 – had additional scenarios added at a late stage of the defect process due to MOD700

MI / Reporting

The first 2 sets of MI reports have been issued to customers. Initial feedback is customers are finding these useful.

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

Reports will continue to be issued 2 business days after the Amendment Invoice issue date.

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

Green

RAG Justification

- The first 2 sets of MI reports have been issued.

Mismatches	Exceptions	Exclusions	Defects	MI / Reporting
• 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.	• 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.	• 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.	• 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.	• 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

September 2019	August 2019	July 2019	August 2019	August 2019

Current SLA RAG Status

Green	Red	Amber	Red	Green

• **RAG Justification**

| **Latest status**

• AML and ASP files currently being sent and prepared. No issues expected. Expect to issue all 3 days prior to PDD.

• Higher number of mismatches for Sept due to method used for AQ corrections

• PEGA to be used for this month's ASP correction files so 100% expected to be delivered at least 3 days before PDD

• Proactive monitoring by Tech Ops to ensure no delays in the end to end processing of files | **Latest status**

• On current measurement ahead of glidepath for Backlog and Transition exceptions

• Of 124,396 BAU exceptions, 7 workable ones missed SLA. 745 related to 2 scenarios also missed - further analysis to resolve

• Red status escalated to Venkat / Wipro and Xoserve business managers

Return to Green (by 15th November)

• Detailed review of MI required to ensure correct reporting (at billed month level) and develop RTG plan

• Potential to miss SLA due to reprioritising AQ issue, severity will be assessed as part of RTG plan | • **Latest status**

• c.20,000 distinct sites released from bill blocks over the last three months.

• 2,965 distinct MPRNs have bill blocks placed on them.

Return to Green – (during October cycle)

• SLA is usually met for Exclusions, re-work required for 1 scenario affecting 489 exclusions. Review will be planned within the next cycle however indication is this may still be outstanding at the end of the next Invoice period.

• Work continues to understand the fix required for the single scenario causing SLA failure. Resolution date not known as yet will be by next update. | **Latest status**

• Overall open defect volumes increasing (now 55) due to code contention (Nov 19), focus on AQ corrections and newly identified – likely that a further 10 defects will miss their SLA.

• 31 Defects targeted to be deployed early December. Likely SLA misses. Result of change freeze, rolled forward defects (as above) and 24 with a 6th Dec SLA deadline.

Return to Green (plan in development ready for 7th Nov)

• Continue to review and improve planning and process

• Identify options to minimise Dec SLA impact.

• Review options to how best to elevate code contention as a blocker with CTO

• RTG Plan defined and agreed by 7th November | **Latest status**

• 1st cycle of MI issued on 15th October

• Customer WebEx to discuss general comments

• Individual customer calls to be arranged to discuss specific customer questions

• MI well received by customers

• MI for September invoice cycle sent yesterday and met SLA |

In summary...

- We are disappointed the number of MPRNs with a mismatch remains higher than previous months. We have identified a manual error that caused the increase and have steps in place to avoid this next month.

- A copy these slides will be available on the Xoserve website for your information.

- Any customer who would like to arrange a 1-2-1 call to discuss the MI reports please feel free to contact Deborah.Coyle@Xoserve.com.