

CONTACT MANAGEMENT SERVICE (CMS)

The Contact Management Service (CMS) is a secure, two-way communication system for managing the Operational and Invoicing data and is held and maintained by Xoserve. It is a system through which our customers can challenge the data that we hold, providing an audit trail for both parties. Additionally, the service can be used to request that a stakeholder takes action on a Supply Meter Point within their portfolio.

Where a customer wishes to challenge data held by Xoserve, they log into the system and raise a Contact, using descriptive identifiers as to the nature of the challenge to ensure that it reaches the relevant team/resolver group and the Contact is investigated and resolved in a timely manner.

The service is available to Shippers, Network Operators, Utility Infrastructure Providers, Meter Reading Agencies and Daily Metered Service Providers for the execution of operational duties.

If you have any specific queries related to the CMS, you can contact the team on ewenquiries.spa@xoserve.com

A vast range of Contact Codes are used to raise challenges and /or log Contacts:

ADD / UNC	Address Amendment/Unconfirmed Address Amendment
AGG	Twin stream Challenges
DMQ	Daily Metered Query
DUP	Duplicate Meter Point
ENQ	Enquiry
FILE	File Enquiry
FOM / MNC	Found Meter /MPRN Creation
GSR	Gas Safety Regulations
ISO / DTL	Isolation request/Dead to Live
MUR	Must Read Requests
MUS	Manage Unregistered Sites
PRS / PSA	Prime and Sub Configuration Change/Reads
PSI	Primes and Subs Invoice
RFA / CDQ	Request For Adjustment/Consumption Dispute Query
TOG	Theft of Gas

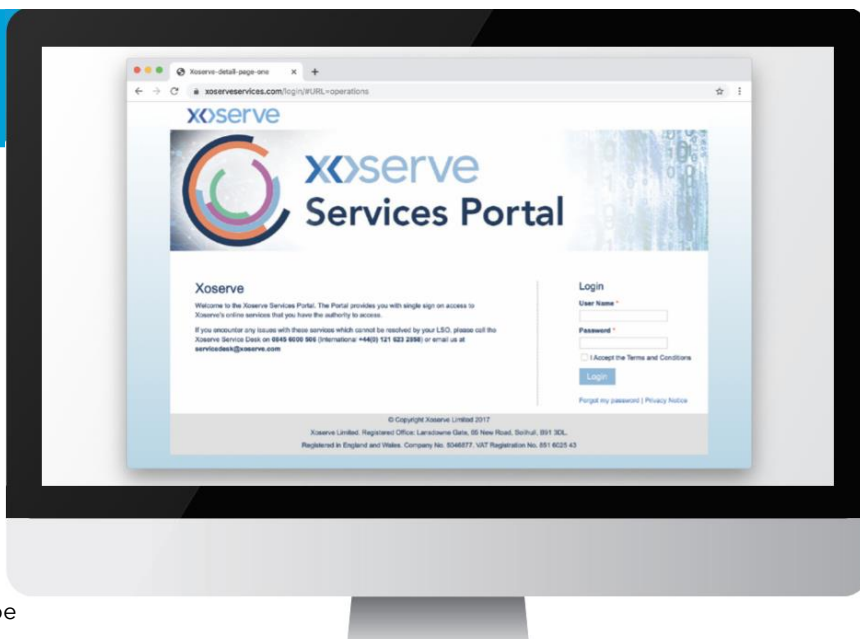
DATA ENQUIRY SERVICE (DES)

The Data Enquiry Service enables customers to access relevant data held in the UK Link system. All changes to data are visible at "D-1", which means on any given day, you can see the previous day's changes, as well as historical data.

Customers can only see data relating to supply points within their own portfolio and all users must be authorised to gain access to the UK Link system.

The DES is a general service available to Shippers, Suppliers, Network Operators and Meter Asset Managers (MAMs).

The Xoserve Service Desk can help with any queries relating to UK Link and supply point data. They can be contacted on **0845 6000 506** or servicedesk@xoserve.com.



ACCESSING CMS AND DES

Only Authorised Users can use CMS & DES, with access managed by your **Local Security Officer (LSO)**. If you are unsure who your LSO is, please contact us via [Help and Support](#) on Xoserve.com.