

Meter Point Portfolio Reconciliation



The guide has been created to support, Shipper customers, with the annual Shipper/Transporter – Meter Point Portfolio Reconciliation exercise.

This guide will provide a breakdown of all the steps required to be undertaken by Shipper customers to support the exercise.

Modification (0431) was implemented on the 1st April 2014, to Improve the completeness of data held on CDSP (Central Data Service Provider) systems on behalf of industry parties by carrying out a Meter Point portfolio reconciliation between Shipper records and CDSP held records.

Shippers are required to obtain from Supply businesses a dataset of sites (MPRNs-Meter Point Reference Number) that are actively being supplied.

The MPRNs will be provided to the CDSP, and the CDSP will then match the dataset against the MPRN data they hold and identify any MPRNs for which a supply arrangement is in place but; the MPRN is not registered to a Shipper, does not appear on the Supply Point Register, is dead or extinct or appears on one or more Supply Point Portfolios.

Discrepancies will be highlighted to Shippers and active steps will be undertaken to register these MPRNs improving the accuracy of industry held data and cost allocations.

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≡ **Handy Hints** *Page 20-21*

Key Dates and Key Information

 **Gavin Statham**



Shipper portfolio extraction must be completed on the **7th November 2020**.

Shippers must submit the extraction to Xoserve, as the Central Data Service Provider (CDSP), by **28th November 2020**

Where a Shipper cannot obtain the Supply Portfolio extract, the CDSP will need to be notified and provided the relevant Supplier contact details within 15 business days of the extract date, together with the reason why the Supplier is unable to fulfil the request.

In the event that the Shipper has been unsuccessful in securing the supply portfolio of a Supplier to whom it is contractually associated with then the Shipper will provide the Supplier's contact details to enable the Transporters agent to make a direct request to the Supplier for this information.

Non-compliance in accordance with the rules outlined in UNC (Uniform Network Code), will be reported to Ofgem.



What's in and out of scope?

In Scope

- GT & IGT Supply Meter points
- Supply Meter Points that have a confirmation of Live 'LI' or Confirmed 'CO'
 - Definition of 'live' supply points is; Supply Meter Point Reference Numbers with the confirmation status 'LI' and 'CO', where a Supply Contract is in place

Out of Scope

Some of the non-standard sites are out of scope, these are-

- Liquid Petroleum Gas (LPG) Supply Meter Points
- Interconnectors
- Shared Supply Meter Points
- Twin Stream Meter Points

A photograph showing the silhouettes of several people in a meeting, looking towards the right. The background is a bright, hazy sky. The text 'What are the responsibilities for CDSP and Shippers?' is overlaid on the image.

What are the responsibilities for CDSP and Shippers?

Responsibilities for the CDSP

- Maintain the Distribution List
- It is important that Shippers notify the CDSP of any changes to contact information, the CDSP recommend using a box account and annually reviewing internal responsibilities for this activity
- Issue communications to industry
- Provide support throughout the process
- Perform the reconciliation process & issue SPO (Supply Point output) files
- Force confirm the Shipperless and Unregistered sites
- Generate the Industry reports

Responsibilities for the Shipper

- Advise CDSP of updates to the contact information

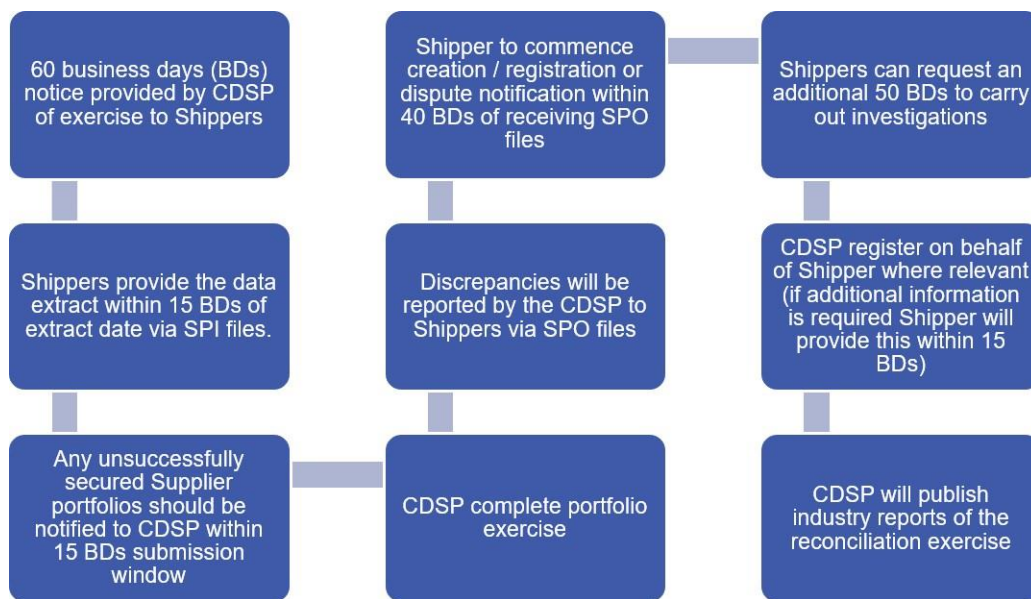
- Submit supply meter point portfolio within the submission window
- Shippers shall use reasonable endeavours to secure the supply portfolio of a Supplier with which it has a shipping arrangement.
- Monitor and investigate SPI (Supply Point Input) file rejections
- Investigate SPO (Supply Point Output) file outputs

Process

GS Gavin Statham



Process flow of Meter Point Portfolio Reconciliation



Step One - Portfolio Extraction:



Shipper Action:

Extract supply meter point portfolio data, from Suppliers customer database (supply portfolio of the associated Supplier for each Shipper)

by 7th November 2020

Important Information

- The portfolios should include all actively supplied Supply Meter Point Reference Numbers (MPRNs) that are currently live in each Supplier's database, where a Supply Contract is in place
- Permitted exclusion supply points from this activity:
 - Shared Supply Points
 - Liquid Petroleum Gas (LPG) Supply MPRNs
 - Twin Stream Supply MPRNs
 - Interconnector
- Only Supply MPRNs with the confirmation status 'LI' and 'CO' should be provided within Supply Portfolios.
- The Confirmation Status 'CO' is an interim status which immediately precedes the Status of 'LI' in the Confirmation process.
- The Meter Point will go to the Status of 'CO' 2 days before the Confirmation Effective Date. Once at the CO Status, the Confirmation is irreversible.

Step Two - Portfolio Submission



Shipper Action:

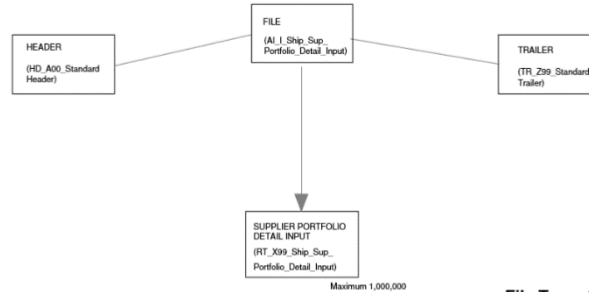
Submit supply meter point portfolio via SPI files within the submission window

7th November 2019 -28th November 2020

The SPI file can be found in UK Link Documentation, the file path is;
Documents → 3. UK Link Interface Documents → 3.b System Interface Documents → Shipper → File Hierarchies → SPI Hierarchy V1

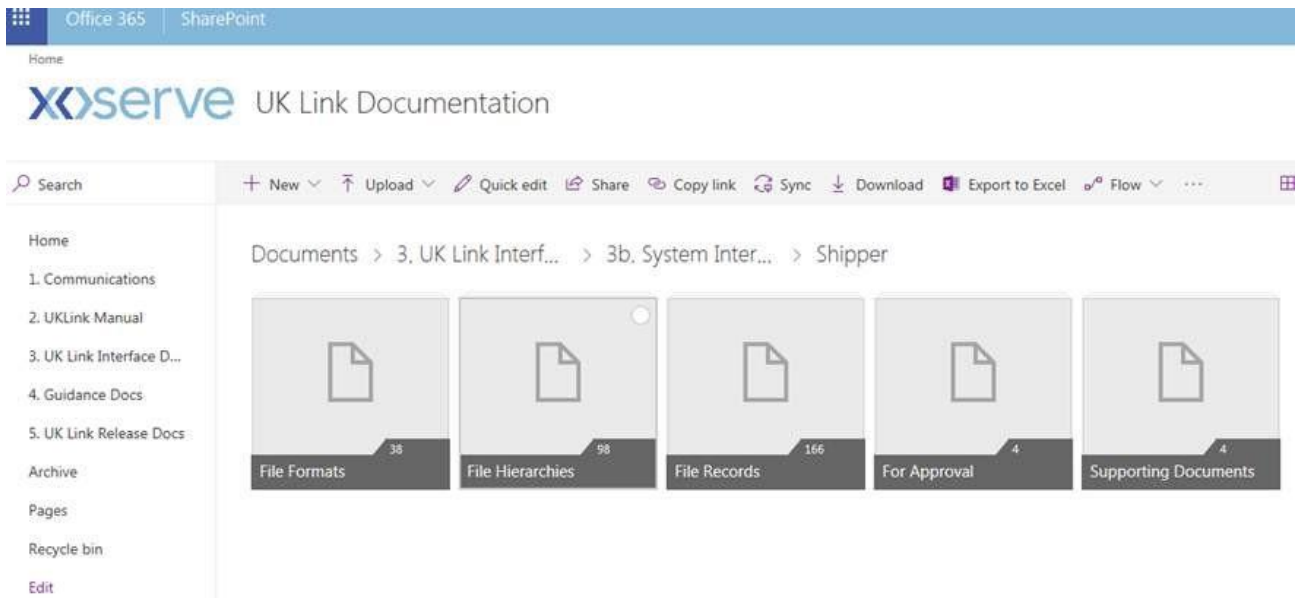
SPI Hierarchy:

SYSTEM USER TO TRANSPORTER Shipper Supply Portfolio Detail Input File



File Type: SPI

Version 1 Live
Issued: 08/05/2014
Implemented: 28/05/14



Screen shot of navigation to file formats

The SPI file records within this hierarchy are;

- Header Record - A00
- Supplier Portfolio Input Record- X99
- Trailer Record - Z99

File Header Record - A00

Record Format Document

HD_A00_STANDARD_HEADER

(UK Link standard header for all files sent between CDSP and other Organisations)

| | |
|----------|------------|
| Author: | Xoserve |
| Owner: | Xoserve |
| Version: | V11 |
| Status: | Live |
| Date: | 21/08/2001 |

Version Control

| Version | COR | Issue Date | Implementation Date | Summary of Change |
|---------|-----|------------|---------------------|----------------------|
| 1L | | 21/08/2001 | 21/08/2001 | Current Live Version |

Notes

Note 1

OPT - Optional/Mandatory (O - Optional, M - Mandatory)
DOM - Domain (T - text, N - Numeric, D - Date (YYYYMMDD), M - Timestamp)
LNG - Number of characters
DEC - Number of decimal places

Note 2

All text fields will be enclosed in double quotes ("")

HD_A00_STANDARD_HEADER
Version:

Page 2 of 3
Approved

Issue Date: 21/08/2001
Implementation Date: 21/08/2001

Record Type Definition

| RECORD/FIELD NAME | OPT | DOM | LNG | DEC | DESCRIPTION |
|-------------------|-----|-----|-----|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| TRANSACTION_TYPE | M | T | 3 | 0 | A code identifying the type of request that this record represents. VALUE : A00 |
| ORGANISATION_ID | M | N | 10 | 0 | An reference which uniquely identifies a System User / Organisation. |
| FILE_TYPE | M | T | 3 | 0 | An application specific code used to identify the structure and the usage of the file. |
| CREATION_DATE | M | D | 8 | 0 | The date on which the file was generated. FORMAT : YYYYMMDD |
| CREATION_TIME | M | M | 8 | 0 | The time at which the file was generated (within the Creation Date) FORMAT : HHMMSS |
| GENERATION_NUMBER | M | N | 8 | 0 | A sequence number which represents an issue of a file from the System User (indicated by the organisation id), and of the file type (indicated by file type) e.g. The first Nominations file from an System User will have the number 1, the second number 2 etc. Each file sent either from a System User to CDSP or from CDSP to a System User within one file type must have consecutive numbers. |
| Total: | | | 38 | | |

HD_A00_STANDARD_HEADER
Version:

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Approved

Issue Date: 21/08/2001
Implementation Date: 21/08/2001

Supplier Portfolio Input Record- X99

5Record Format Document

X99 SHIPPER SUPPLY PORTFOLIO INPUT

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| | |
|----------|---------|
| Author: | Xoserve |
| Owner: | Xoserve |
| Version: | 2L |
| Status: | Live |
| Date: | PNID |

Version Control

| Version | COR | Issue Date | Implementation Date | Summary of Change |
|---------|------|------------|---------------------|-----------------------|
| 1L | | | | Previous Live Version |
| 2L | 1154 | 12/12/2015 | PNID | Live Version at PNID |

Notes

Note 1

OPT - Optional/Mandatory (O - Optional, M - Mandatory)

DOM - Domain (T - text, N - Numeric, D - Date (YYYYMMDD), M - Timestamp)

LNG - Number of characters

DEC - Number of decimal places

Note 2

All text fields will be enclosed in double quotes (")

X99 SHIPPER SUPPLY PORTFOLIO INPUT Page 2 of 3
Version: 2L

Implementation Date: PNID

Record Type Definition

| RECORD/FIELD NAME | OPT | DOM | LNG | DEC | DESCRIPTION |
|-----------------------|-----|-----|-----|-----|--------------------------------------------------------------------------------------------------------------------------------------------|
| TRANSACTION_TYPE | M | T | 3 | 0 | A code identifying the type of request that this record represents. Value:X99 |
| METER_POINT_REFERENCE | M | N | 10 | 0 | A unique identifier for the point at which a meter is, has been or will be connected to the gas network. |
| METER_SERIAL_NUMBER | O | T | 14 | 0 | DEFINITION: The manufacturers meter serial number. This field will be populated with the information provided in the input file. |
| POSTCODE_OUTCODE | M | T | 4 | 0 | Standard PAF outcode as defined in the PAF digest. This field will be populated with the information provided in the input file. |
| POSTCODE_INCODE | M | T | 4 | 0 | Standard PAF incode as defined in the PAF digest. This field will be populated with the information provided in the input file. |
| SHIPPER_SHORT_CODE | M | T | 3 | 0 | This field identifies the 3 digit unique shipper short code. This field will be populated with the information provided in the input file. |
| SUPPLIER_SHORT_CODE | M | T | 3 | 0 | Supplier code for the supply meter point. This field will be populated with the information provided in the input file. |
| Total | | | 41 | | |

X99 SHIPPER SUPPLY PORTFOLIO INPUT Page 3 of 3
Version: 2L

Implementation Date: PNID

Record Format Document

TR_Z99_STANDARD_TRAILER

(Standard trailer for all files sent between other organisations and CDSP)

Frequency: 1 per file.

| | |
|----------|------------|
| Author: | Xoserve |
| Owner: | Xoserve |
| Version: | V2L |
| Status: | Live |
| Date: | 21/06/2001 |

Version Control

| Version | COR | Issue Date | Implementation Date | Summary of Change |
|---------|-----|------------|---------------------|----------------------|
| 2L | | 21/06/2001 | 21/06/2001 | Current Live Version |

Notes

Note 1

OPT - Optional/Mandatory (O - Optional, M - Mandatory)
DOM - Domain (T - text, N - Numeric, D - Date (YYYYMMDD), M - Timestamp)
LNG - Number of characters
DEC - Number of decimal places

Note 2

All text fields will be enclosed in double quotes ("")

Record Type Definition

| RECORD/FIELD NAME | OPT | DOM | LNG | DEC | DESCRIPTION |
|-------------------|-----|-----|-----|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| TRANSACTION_TYPE | M | T | 3 | 0 | DEF: A code identifying the type of information that this record contains. VALUE: Z99 |
| RECORD_COUNT | M | N | 10 | 0 | DEF: The number of detail records contained within the file. This should not include the standard header and the standard trailer but should include any file specific headers if specified for this file ie: only A00 and Z99 records excluded. |
| Total: | | | 13 | | |

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Important Information

- Supplier Portfolio Detail Input - X99
 - a. The submission of Supply Portfolios should adhere to the record format: X99 SHIPPER SUPPLY PORTFOLIO INPUT and can only be sent to Xoserve via the IX gateway.
 - b. Following the initial X99 file submission, please check with your IT department that it has not rejected or stuck at your organisations IX gateway.
 - c. It is also worth noting that Xoserve must respond to a file rejection within D+2 of submission

Step Three - Investigate File Rejections

Shipper Action

Shipper to monitor and investigate SPI file rejections from Xoserve, take corrective action and re-submit SPI records if required. The two file level rejection codes for the SPI file are FRJ and ERR

- FRJ is a file level rejection - for example the file contains no records
- ERR is a record based rejection - for example the transaction type is not recognised
- All of the rejection codes and descriptions within FRJ and ERR can be found below



A link to the ERR and FRJ File Formats can be found in UK Link Documentation, the file path is;
Documents → 3. UK Link Interface Documents → 3b. System Interface Documents -> All Users → File Formats

| File Level Rejection Codes (FRJ rejections) | |
|-----------------------------------------------------|---------------------------------------------------------------------------------------------------------------|
| FIL00010 | File contains no records |
| FIL00011 | Record contains incorrectly formatted data |
| FIL00012 | Records are not in the expected order |
| FIL00013 | Organisation Id on the Header cannot be found |
| FIL00014 | Organisation Id on the Header does not match the Sender's Id in the File Name |
| FIL00015 | File Type on the Header is not the same as that in the File Name |
| FIL00016 | Generation Number on the Header is not the same as that in File Name |
| FIL00017 | A file with this Generation Number has already been received and successfully processed |
| FIL00018 | A physical count of the Detail Records in the File does not match that held in the count field on the Trailer |
| FIL00019 | Invalid Record Type found |
| FIL00023 | Generation number in filename is not numeric |
| FIL00024 | Invalid sub-record transaction type for high-level record transaction type |
| FIL00124 | File rejected and will not be processed |

| Record Level Rejection Codes (ERR rejections) | |
|-------------------------------------------------------|---------------------------------|
| CSV00010 | Transaction type not recognized |
| CSV00011 | Invalid character |
| CSV00012 | Invalid numeric field |
| CSV00013 | Premature end of record |
| CSV00014 | Invalid record termination |
| CSV00015 | Invalid text field |
| CSV00016 | Invalid decimal value |
| CSV00017 | Too many digits |
| CSV00018 | Invalid field |
| CSV00019 | Record too short |
| CSV00020 | Mandatory field expected |
| CSV00021 | Invalid Date/Time field |

All rejection codes can be found in UK Link Documentation, the file path is;
Documents → 3. UK Link Documents → 3b. System Interface Documents → Shipper → Supporting Documents → Rejection Codes

Step Four - Investigate SPO outputs



CDSP Action

Once the File submission window closes the CDSP will issue SPO files to Shippers highlighting discrepancies to be investigated

Shipper Action

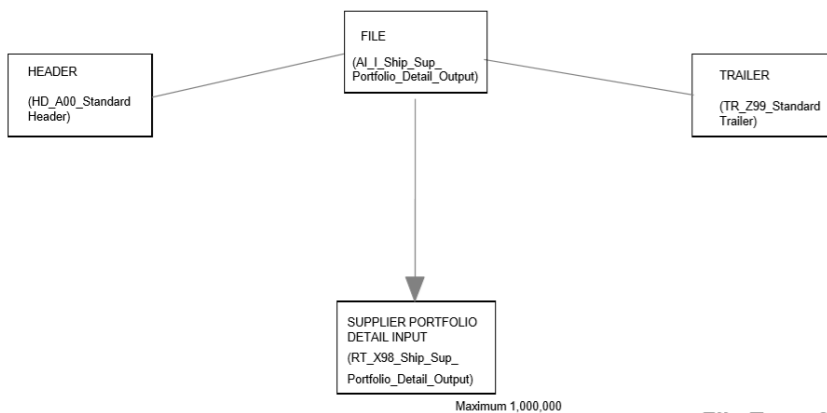
Shipper to investigate output file flags and either take corrective action or dispute within 40 Business Days of receiving SPO files

The SPO file records within this hierarchy are;

- Header Record - A00
- Supplier Portfolio Output Record- X98
- Trailer Record - Z99

SPO Hierarchy - A00

TRANSPORTER TO SYSTEM USER Shipper Supply Portfolio Detail Output File



File Type: SPO

Version 1 Live
Issued: 08/05/2014
Implemented: 13/06/14

File Header Record - A00

Record Format Document

HD_A00_STANDARD_HEADER

(UK Link standard header for all files sent between CDSP and other Organisations)

| | |
|----------|------------|
| Author: | Xoserve |
| Owner: | Xoserve |
| Version: | V1L |
| Status: | Live |
| Date: | 21/06/2001 |

Version Control

| Version | COR | Issue Date | Implementation Date | Summary of Change |
|---------|-----|------------|---------------------|----------------------|
| 1L | | 21/06/2001 | 21/06/2001 | Current Live Version |

Notes

Note 1

OPT - Optional/Mandatory (O - Optional, M - Mandatory)
DOM - Domain (T - text, N - Numeric, D - Date (YYYYMMDD), M - Timestamp)
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Note 2

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HD_A00_STANDARD_HEADER

Version:

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Approved

Issue Date: 21/06/2001
Implementation Date: 21/06/2001

Record Type Definition

| RECORD/FIELD NAME | OPT | DOM | LNG | DEC | DESCRIPTION |
|-------------------|-----|-----|-----|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| TRANSACTION_TYPE | M | T | 3 | 0 | A code identifying the type of request that this record represents. VALUE : A00 |
| ORGANISATION_ID | M | N | 10 | 0 | An reference which uniquely identifies a System User / Organisation. |
| FILE_TYPE | M | T | 3 | 0 | An application specific code used to identify the structure and the usage of the file. |
| CREATION_DATE | M | D | 8 | 0 | The date on which the file was generated. FORMAT : YYYYMMDD |
| CREATION_TIME | M | M | 6 | 0 | The time at which the file was generated (within the Creation Date) FORMAT : HHMMSS |
| GENERATION_NUMBER | M | N | 6 | 0 | A sequence number which represents an issue of a file from the System User (indicated by the organisation id), and, of the file type (indicated by file type) e.g. The first Nominations file from an System User will have the number 1, the second, number 2 etc. Each file sent either from a System User to CDSP or from CDSP to a System User within one file type must have consecutive numbers. |
| Total: | | | 36 | | |

HD_A00_STANDARD_HEADER

Version:

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Issue Date: 21/06/2001
Implementation Date: 21/06/2001

File Header Record - X98

Record Format Document

X98 SHIPPER SUPPLY PORTFOLIO OUTPUT

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| | |
|----------|---------|
| Author: | Xoserve |
| Owner: | Xoserve |
| Version: | 2L |
| Status: | Live |
| Date: | PNID |

Version Control

| Version | COR | Issue Date | Implementation Date | Summary of Change |
|---------|------|------------|---------------------|-----------------------|
| 1L | | | | Previous Live Version |
| 2L | 1154 | 12/12/2014 | PNID | Live Version at PNID |

Notes

Note 1

OPT - Optional/Mandatory (O - Optional, M - Mandatory)
DOM - Domain (T - text, N - Numeric, D - Date (YYYYMMDD), M - Timestamp)
LNG - Number of characters
DEC - Number of decimal places

Note 2

All text fields will be enclosed in double quotes ("")

X98 SHIPPER SUPPLY PORTFOLIO OUTPUT Page 2 of 4
Version: 2L

Implementation Date: PNID

Record Type Definition

| RECORD/FIELD NAME | OPT | DOM | LNG | DEC | DESCRIPTION |
|---------------------------------|-----|-----|-----|-----|--------------------------------------------------------------------------------------------------------------------------------------------|
| TRANSACTION_TYPE | M | T | 3 | 0 | A code identifying the type of request that this record represents. Value:X98 |
| METER_POINT_REFERENCE | M | N | 10 | 0 | DEFINITION: A unique identifier for the point at which a meter is, has been or will be connected to the gas network. |
| METER_SERIAL_NUMBER | O | T | 14 | 0 | DEFINITION: The manufacturers meter serial number. This field will be populated with the information provided in the input file. |
| POSTCODE_OUTCODE | M | T | 4 | 0 | Standard PAF outcode as defined in the PAF digest. This field will be populated with the information provided in the input file. |
| POSTCODE_INCODE | M | T | 4 | 0 | Standard PAF incode as defined in the PAF digest. This field will be populated with the information provided in the input file. |
| SHIPPER_SHORT_CODE | M | T | 3 | 0 | This field identifies the 3 digit unique shipper short code. This field will be populated with the information provided in the input file. |
| SUPPLIER_SHORT_CODE | M | T | 3 | 0 | Supplier code for the supply meter point. This field will be populated with the information provided in the input file. |
| UNREGISTERED_FLAG | O | T | 1 | 0 | Will be populated if the criteria is met. Allowable value: Y – report criteria met. |
| SHIPPERLESS_FLAG | O | T | 1 | 0 | Will be populated if the criterion is met. Allowable value: Y – report criteria met. |
| SMP_UNRECOGNISED_FLAG | O | T | 1 | 0 | Will be populated if the criterion is met. Allowable value: Y – report criteria met. |
| SMP_ON_MULTIPLE_PORTFOLIOS_FLAG | O | T | 1 | 0 | Will be populated if the criterion is met. Allowable value: Y – report criteria met. |

Trailer Record - Z99

Record Format Document

TR_Z99_STANDARD_TRAILER

(Standard trailer for all files sent between other organisations and CDSP)

Frequency: 1 per file.

| | |
|----------|------------|
| Author: | Xoserve |
| Owner: | Xoserve |
| Version: | V2L |
| Status: | Live |
| Date: | 21/06/2001 |

Version Control

| Version | CCR | Issue Date | Implementation Date | Summary of Change |
|---------|-----|------------|---------------------|----------------------|
| 2L | | 21/06/2001 | 21/06/2001 | Current Live Version |

Notes

Note 1

OPT - Optional/Mandatory (O - Optional, M - Mandatory)
DOM - Domain (T - Text, N - Numeric, D - Date (YYYYMMDD), M - Timestamp)
LNG - Number of characters
DEC - Number of decimal places

Note 2

All text fields will be enclosed in double quotes ("")

TR_Z99_STANDARD_TRAILER
Version: 2L

Page 2 of 3
Live

Issue Date: 21/06/2001
Implementation Date: 21/06/2001

Record Type Definition

| RECORD/FIELD NAME | OPT | DOM | LNG | DEC | DESCRIPTION |
|-------------------|-----|-----|-----|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| TRANSACTION_TYPE | M | T | 3 | 0 | DEF: A code identifying the type of information that this record contains. VALUE: Z99 |
| RECORD_COUNT | M | N | 10 | 0 | DEF: The number of detail records contained within the file. This should not include the standard header and the standard trailer but should include any file specific headers if specified for this file ie: only A00 and Z99 records excluded. |
| Total: | | | 13 | | |

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TR_Z99_STANDARD_TRAILER
Version: 2L

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Live

Issue Date: 21/06/2001
Implementation Date: 21/06/2001

The output file flags are as follows

- **Unregistered Flag:** Shipper to investigate and submit NOM/CNF files where appropriate.
- **Shipperless Flag:** Shipper to investigate and submit NOM/CNF files where appropriate.
- **MPRN Unrecognised Flag:** Shipper to investigate and submit MNC via xoserve.mprncreation@xoserve.com . IGT MPRN's need to be created by iGT' s.
- **MPRN on Multiple Portfolio Flag:** This indicates if a supply meter point has a live/dead account, as it has been submitted across multiple stakeholders' portfolios. It may highlight however, possible evidence of dual billing and this is for informational purposes only.
- **Dead or Extinct MPRN Flag:** If following investigations Shipper believes that supply meter point with DE (Dead) status should be LI (Live) they need to raise a DTL (Dead to Live) contact via the Contact Management Service (CMS) where appropriate. If supply meter point with EX (extinct) status should be LI (Live) submit an MNC via xoserve.mprncreation@xoserve.com where appropriate

If you wish to raise a dispute, please email xoserve.sats.spa@xoserve.com

Step Five - CDSP Obligations



If after 40 business days the Shipper has taken no action, CDSP will force confirm the Shipperless & Unregistered supply meter points on the Shippers behalf. If additional information is required for MPRN creations, the CDSP will

request this and the Shipper will provide this within 15 business days.

The CDSP will publish an anonymised industry report of the reconciliation exercise on [Xoserve.com](https://www.xoserve.com) In parallel a non-anonymised report will also be sent to Ofgem.

If you have any questions about the process, or would like to arrange a call to discuss this activity, please contact Lee Jackson or Matthew Taylor on xoserve.sats.spa@xoserve.com

Handy Hints

GS Gavin Statham



We have listed below some handy hints and tips to support the successful completion of this activity!

1

You must include your 6 digit Shipper Organisation ID into the SPI file sent to Xserve. If you are unsure of your Organisations ID, please contact our Customer Onboarding Life Cycle Team: [.box.xserve.customerlifecycle.spa](mailto:box.xserve.customerlifecycle.spa)

2

Prior to the submission of your portfolio extract, we would strongly advise that you check for your last SPI file number sequence (i.e. XXX01.PN000001.SPI). As it is important to ensure that the file number you submit for this year has not be used previously, as it will be rejected.

3

You can only submit 1 million records per X99 record.

4

You must carriage return at the end of the Z99 record

5

The SPI file extension must be in capital letters, with the following structure XXX01.PN000001.SPI. NB: the XXX should relate to your organisations Shipper Short Code

6

Files should be submitted with an ANSI format, they should **not** be submitted in a UTF-8 format

7

There must not be extra commas at the end of a data line (',') and there must not be spaces included within the lines of data

8

If you receive an SPI file rejection, you must re-submit using the next sequential number i.e. XXX01.PN000001.SPI XXX01.PN000002.SPI

9

Please note, if you do receive an .ERR rejection, it can only produce 50 records at a time, therefore, you will receive multiple rejection files relation a single SPI file submission.

10

Please note, the X98 file is not issued until the X99 file submission window is closed.

11

If you want to send us a sample file through prior to the extraction date our team are available to validate via: xoserve.sats.spa@xoserve.com