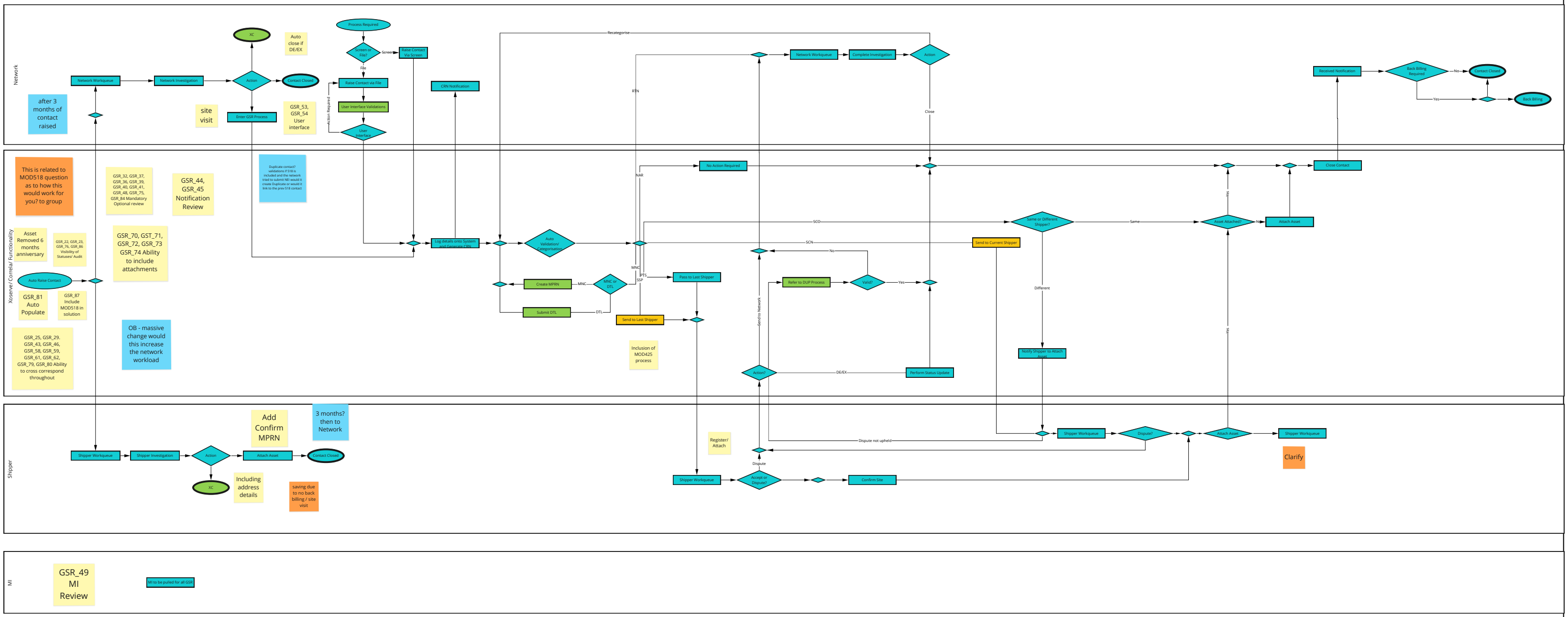
Network
Network Workqueue
Network Investigation
Action
XC
Contact Closed
Enter GSR Process
Auto close if DE/EX
site visit
after 3 months of contact raised
Process Required
Screen or File?
Screen
Raise Contact Via Screen
File
Raise Contact via File
User Interface Validations
User Interface
Action Required
GSR_53, GSR_54 User interface
CRN Notification
Recategorise
RTN
Network Workqueue
Complete Investigation
Action
Close
Received Notification
Back Billing Required
No
Yes
Contact Closed
Back Billing
Xoserve / Correla/ Functionality
This is related to MOD518 question as to how this would work for you? to group
GSR_32, GSR_37, GSR_36, GSR_39, GSR_40, GSR_41, GSR_48, GSR_75, GSR_84 Mandatory Optional review
GSR_44, GSR_45 Notification Review
Duplicate contact? validations if 518 is included and the network tried to submit NEI would it create Duplicate or would it link to the prev 518 contact
Asset Removed 6 months anniversary
GSR_22, GSR_23, GSR_76, GSR_86 Visibility of Statuses/ Audit
GSR_70, GST_71, GSR_72, GSR_73 GSR_74 Ability to include attachments
Auto Raise Contact
GSR_81 Auto Populate
GSR_87 Include MOD518 in solution
GSR_25, GSR_29. GSR_43, GSR_46, GSR_58, GSR_59, GSR_61, GSR_62, GSR_79, GSR_80 Ability to cross correspond throughout
OB - massive change would this increase the network workload
Log details onto System and Generate CRN
Auto Validation/ Categorisation
NAR
No Action Required
SCO
SCN
MNC
PTS
SSP
Create MPRN
MNC
MNC or DTL
Submit DTL
DTL
Pass to Last Shipper
Send to Last Shipper
Inclusion of MOD425 process
No
Refer to DUP Process
Valid?
Yes
Send to Network
Action?
DE/EX
Perform Status Update
Same or Different Shipper?
Same
Different
Asset Attached?
No
Yes
Attach Asset
Close Contact
Send to Current Shipper
Notify Shipper to Attach Asset
Shipper
Shipper Workqueue
Shipper Investigation
Action
Attach Asset
Contact Closed
XC
Add Confirm MPRN
3 months? then to Network
Including address details
saving due to no back billing / site visit
Register/ Attach
Dispute
Accept or Dispute?
Confirm Site
Dispute not upheld
Shipper Workqueue
Dispute?
Attach Asset
Shipper Workqueue
Clarify
MI
GSR_49 MI Review
MI to be pulled for all GSR