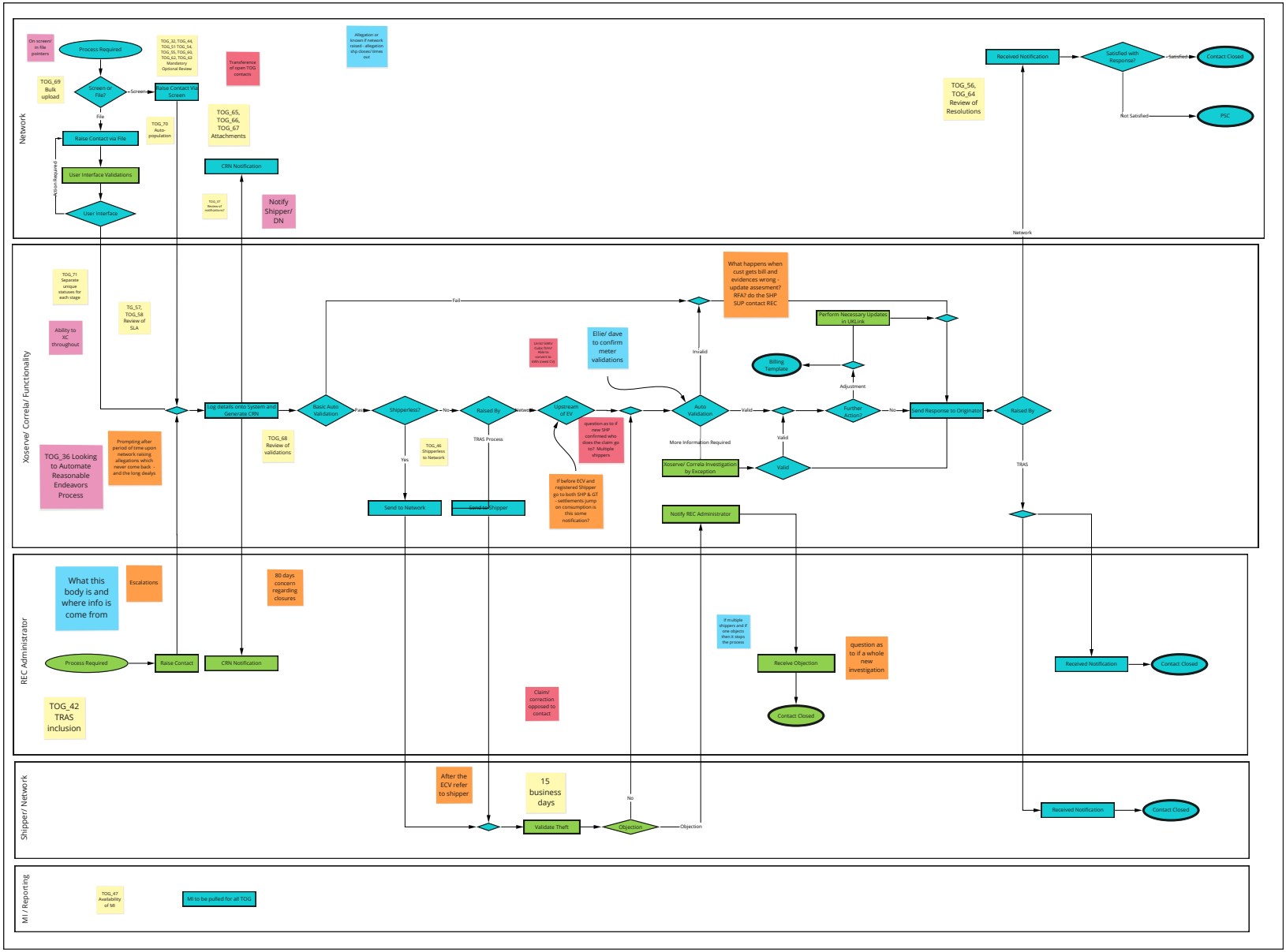
Network
On screen/ in file pointers
Process Required
TOG_69 Bulk upload
Screen or File?
Screen
File
Raise Contact Via Screen
TOG_32, TOG_44, TOG_51 TOG_54, TOG_55, TOG_60, TOG_62, TOG_63 Mandatory Optional Review
TOG_70 Auto-population
Transference of open TOG contacts
Allegation or known if network raised - allegation ship closes/ times out
TOG_65, TOG_66, TOG_67 Attachments
Raise Contact via File
User Interface Validations
Action Required
User Interface
CRN Notification
TOG_37 Review of notifications?
Notify Shipper/ DN
Received Notification
Satisfied with Response?
Satisfied
Contact Closed
Not Satisfied
PSC
TOG_56, TOG_64 Review of Resolutions
Network
Xoserve/ Correla/ Functionality
TOG_71 Separate unique statuses for each stage
TG_57, TOG_58 Review of SLA
Ability to KC throughout
Fail
What happens when cust gets bill and evidences wrong - update assesment? RFA? do the SHP SUP contact REC
Perform Necessary Updates in UKLink
Billing Template
Adjustment
Invalid
Ellie/ dave to confirm meter validations
Log details onto System and Generate CRN
Basic Auto Validation
Pass
Shipperless?
No
Raised By
Network
Upstream of EV
question as to if new SHP confirmed who does the claim go to? Multiple shippers
Auto Validation
Valid
Further Action?
No
Send Response to Originator
Raised By
TOG_36 Looking to Automate Reasonable Endeavors Process
Prompting after period of time upon network raising allegations which never come back - and the long dealys
TOG_68 Review of validations
Yes
TOG_46 Shipperless to Network
TRAS Process
More Information Required
Xoserve/ Correla Investigation by Exception
Valid
TRAS
If before ECV and registered Shipper go to both SHP & GT - settlements jump on consumption is this some notification?
Send to Network
Send to Shipper
Notify REC Administrator
REC Administrator
What this body is and where info is come from
Escalations
80 days concern regarding closures
If multiple shippers and if one objects then it stops the process
Receive Objection
question as to if a whole new investigation
Received Notification
Contact Closed
Process Required
Raise Contact
CRN Notification
Contact Closed
TOG_42 TRAS inclusion
Claim/ correction opposed to contact
Shipper/ Network
After the ECV refer to shipper
15 business days
No
Validate Theft
Objection
Objection
Received Notification
Contact Closed
MI / Reporting
TOG_47 Availability of MI
MI to be pulled for all TOG