

**PWP Customer Focus Group – Day After Report**

(Classification: External)

<b>Date</b>	14-Oct-2022
<b>Location</b>	Teams
<b>Chair</b>	Jo Williams
<b>Notes/Actions</b>	Kirsty McGarry

**Agenda**

1	Change Packs – New Bulk File Upload
	Demo of file upload in SUT
2	Change Packs – Set to Extinct
3	Change Packs – Performance of Query Management
4	Launch Comms
5	AOB

1	<p>Change Packs – New Bulk File Upload</p> <p>XRN 5556c raised as the bulk upload will be used across multiple processes. The change pack will be published on Xoserve’s change page</p> <p>Richard: Talked through current process of loading files via the UI and IX</p> <p>Reason for change:</p> <ul style="list-style-type: none"> <li>• The method of checking on the success of the contacts is clunky, not notifications, user has to search for results</li> <li>• Aiming to simplify</li> <li>• As more contacts make use of a bulk load the file will need to change</li> <li>• In the future some contacts which use the existing bulk file will require different information</li> <li>• Introducing a new file type rather than changing the existing one</li> </ul> <p>Questions: Will populating the template be an easier process? RC – yes – we’ll make it simpler, and easier to identify what data is needed, and will simplify the upload process</p> <p>Issues were raised regarding multiple swaps RC: Looking at creating a new swapped address process. Will remove from the ADD process. It will allow all swaps to be entered and will notify user which ones won’t be accepted.</p>
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When we go live with ADD it will include swaps but they will be taken out when the new swaps process is ready.

On the existing QMP file we have 2 networks with multiple stakeholder references which we have to remember references for, and link up manually. Can these be auto filled?

RC: Everything will be against the short code so these references won't be needed

the file doesn't allow us to expand or work with the columns – makes it difficult to populate

RC: please send through suggestions on how this can be made better, to the team or in responses to the change pack

Having the from and to address is useful for audit. If we don't have to enter the from address anymore will we lose the audit trail?

RC: We are pulling the data from UK Link and prepopulating it – you'll still see it

We have difficulties with alpha numeric restrictions – can we put alpha numeric in all fields?

RC: no – some fields are restricted like building number as UK link won't accept alpha. Example : building name, 1A – this would need to go into the building name field to capture the 1A bit

Will there be a visible history of address amendments in GES? So hoping that Networks can see all amendments even when raised by a shipper. As a network we need to be able to see all amendments

RC: not sure – GES doesn't do this, whilst this isn't on our requirements list but we can have a look at it

Query raised about handing of duplicate and triplicate addresses on GES

RC- there are validations in place to try to stop this but is not a fuzzy match, an exact match is used.

There is an issue with addresses changing from one part of the country to another

RC: New validation is being added to stop this

Response files were discussed:

RC: We are proposing that response files aren't generated in future. Users aren't always aware that they are there in IX. Instead a notification will be sent to the person who submitted the file

Richard demo'd New CMS – showing notifications for file tracking.

The customer focus groups attendees are checking usage of response files in their organisations.

	<p>RC: we don't think its used. We think the alternative notification offering is better but need to check</p> <p>A suggestion was raised to check with IX to understand if the response file might be used by a system somewhere – not just the person who submitted the file</p>
2	<p>Change Pack – Set To Extinct</p> <p>For STE we have listened to pain points raised and think we have made this easier to raise a contact. Jo Walked through the process and asked CFG members to share the change pack with teams. Once the Product team start building we will provide a demo.</p> <p>Questions: Are these just single or can they be added in bulk? Jo: Single at the moment but once the bulk file upload is approved we'll add in bulk updates</p> <p>Was always told that an MPRN could never go from dead to live. Will the same happen with XRX's? Jo: We'll need to take this question away</p>
3	<p>Change Pack – Performance of Query Management</p> <p>Jo: We are trying to find out form the Shipper Community, is the standard of service query management still used?  Shippers: We'll have to take the query back to teams  Jo: If its not used then we propose not building it into the new system.</p>
4	<p>Launch Comms</p> <p>A final guided walkthrough is scheduled for 18<sup>th</sup> Oct. We'll share a link to Eventbrite for this. The walkthrough will include MNC and SUT.</p> <p>Soft Launch is targeted for 24<sup>th</sup> October for CFG members (MNC) with a wider go live on 26<sup>th</sup> Oct</p> <p>We have 2 GoNGS:</p> <ul style="list-style-type: none"> <li>- Friday 14<sup>th</sup> Oct for Correla teams</li> <li>- Monday 17<sup>th</sup> with Xoserve Limited</li> </ul> <p>We are awaiting the outcome of these before any comms is issued.</p>

Once issued there will be 2 messages:

1 message for users who already have a single sign on for the Portal / GES. These users should use their current login credentials.

1 Message for users who don't have a single sign on – will include how to set it up. It can take around 10 minutes.

There will be links to FAQs and videos to help.

We have reached out to LSOs to send us updated user lists. Some have still not responded – we will be sending chaser emails out and Customer Experience teams will also be calling people.

The rest of the comms will come from the Customer experience box about the launch – dates and time etc.

Organisations will be added in batches, so we don't get everyone trying to log on at once.

We will schedule some triage sessions with Teams calls for people to ask questions and get help

New CMS will also be available on the Help and Support function on the website

Training material has been completed and will be published on the New CMS page.

The current and New CMS pages will show which process are live on which systems

Next steps:

- As soon as we have launched MNC we'll be started on DUPs
- We'll be contacting LSOs again for lists of users for DUPs, ready for a go live before Christmas