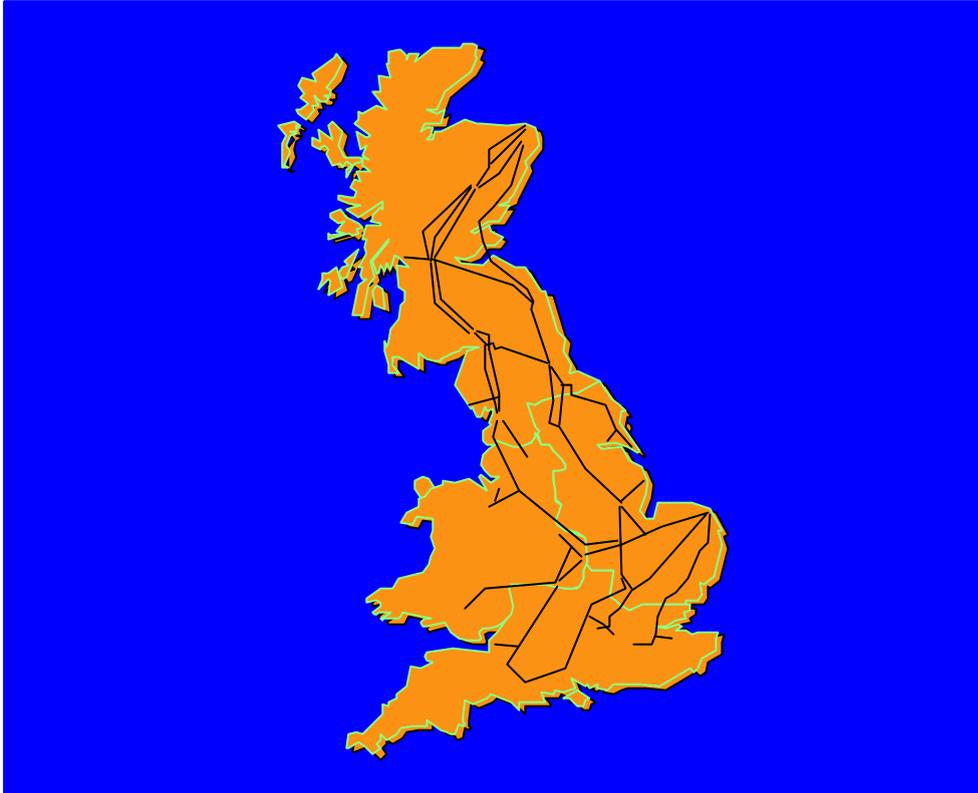


# Training Document

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## Shipper Operational & Invoicing ConQuest User Guide



xserve

Version 4

22 June 2005

## **Acknowledgement**

This training package could not have been developed without the participation of the following:

xoserve Staff and their Customers

Thanks to everyone who helped.

## **Disclaimer**

Whilst every effort is made to ensure the technical accuracy of the information contained within this training package, xoserve can accept no responsibility for any claims (however they arise) made against the Company as a result of using the information contained within this package.

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## GENERIC INFORMATION

### User Guide Manual Information

User Guide For External ConQuest Users

This training manual will include the following

- Guide to Symbols and phrases used
- List of relevant buttons
- A Step-by-Step user manual

### Aims and Objectives

The purpose of this User Guide For Shippers is to successfully demonstrate the ConQuest enquiry and logging screens and processes

At the end of this manual you will be able to successfully enquire on an existing contact and log a new contact

### Help

Where applicable; Technical issues – Helpdesk (0800 91 77111)

### Symbols Used



Use Mouse and Click



Press a Key or Type Text



Screen Details



Useful Information



Handy Hints

## **Phrases Used Within This Manual**

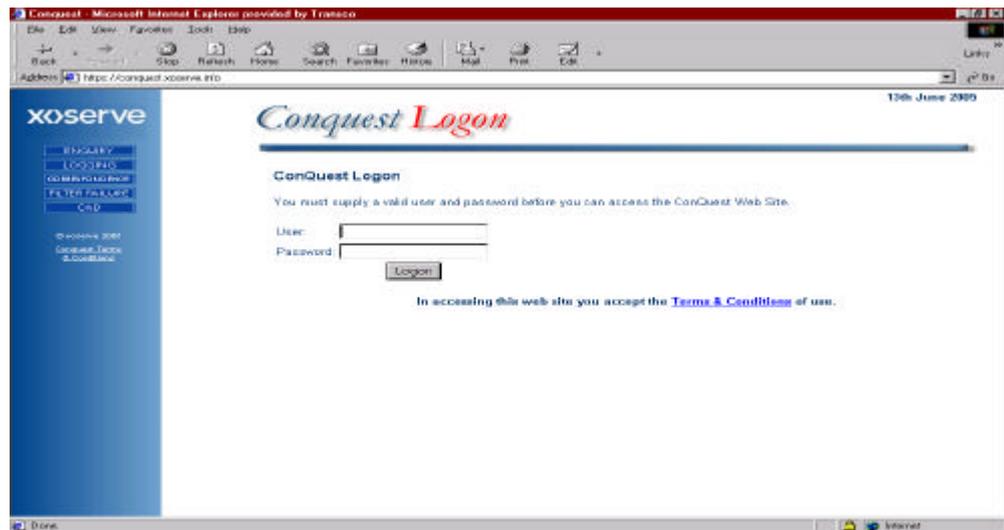
<b>Click</b>	Once the mouse is positioned click on the left mouse button, unless otherwise stated.
<b>Double Click</b>	Click twice in quick succession.
<b>Icon</b>	Short cut options depicted by symbols, move the mouse pointer over the symbol and a description will appear.

## LOGGING ON



Ensure you have selected the correct IP Address to access the ConQuest Logon screen - (<https://conquest.xoserve.info>)

The **ConQuest Logon** screen will be displayed



Click in the **User ID** field and enter your User ID



Ensure the cursor is in the **Password** field and enter your password

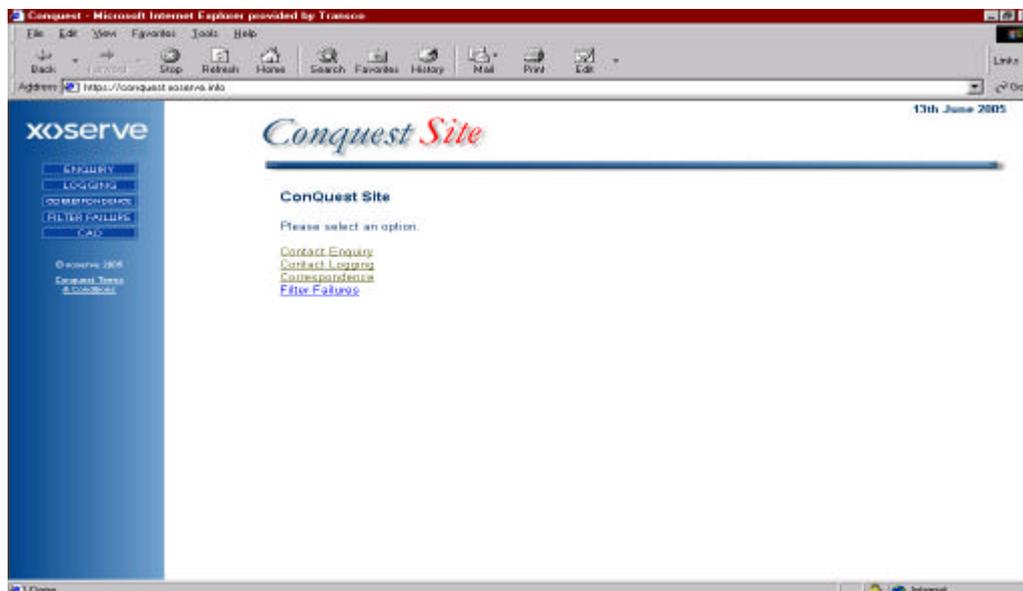


Click on the **Logon** Button

## SELECTING CONQUEST OPTIONS



The ConQuest Site screen will be displayed



Four options will be available: **Contact Enquiry**, **Contact Logging**, **Correspondence** and **Filter Failures**. Click on appropriate one.



Depending on your selection on this screen you will need to follow a different section in the User Guide. If you have selected **Contact Enquiry** go to page 8, if you have selected **Contact Logging** go to page 17 and if you have selected **Correspondence** go to page 63. If you have selected **Filter Failures** please refer to documents **User Guide for External ConQuest Users (Filters Failures)** and **How to Recognise an NDM Consumption Adjustment and Complete the Adjustment Template**.

## CONTACT ENQUIRIES



Click on the **Contact Enquiry** option



The **Contact Enquiry** screen will be displayed



It is possible to populate all fields or as few as two, however, the more information entered at this point the more specific the search will be. Enter data in the fields as detailed below:

**Contact Category:** The category under which the contact was logged.

**Meter Point Reference Number:** The M number for a particular Meter Point. This field can be used for a specific search and in conjunction with another field.

**Confirmation Number:** A unique number issued to a shipper when an MPRN is confirmed. This field can be used for a specific search.

**Contact Code:** The code a contact is given when logged.

## **SHIPPER OPERATIONAL AND INVOICING CONQUEST USER GUIDE**

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**Stakeholder Personnel Surname:** The person who logged the contact.

**Stakeholder Reference Number:** Usually a unique number, which a stakeholder attaches to contact. This field can be used for a specific search.

**Logical Meter Number:** The logical meter number for the meter relevant to the contact.

**Case Event Description:** This is the status a contact has reached during the investigation process. This field can be used to generate a report of contacts at a particular status and in conjunction with another field. It is also possible to search on 'Open' contacts, irrespective of CED.

**Post Code:** The postcode for the address concerned for a particular contact. To be used singularly or in conjunction with another field.

**Disputed Amount:** The invoiced amount being disputed.

**Withhold Amount Greater Than:** The invoiced amount being withheld.

**Invoice Number:** One or more contacts may have been raised against an invoice; all of these can be displayed by searching using this field. For a more specific search use in conjunction with another field.

**Invoice Type:** The type of invoice relevant to the contact.

**Charge Type:** The type of charge relevant to the invoice type and contact.

**Charge Item Reference:** The reference of the charge item relevant to the contact.

**Entry Zone:** The entry zone relevant to the contact.

**Exit Zone:** The exit zone relevant to the contact.

**Payment Request Status:** The status a payment has reached.

**PSQable:** Whether the contact can have a further contact raised against it.

**Valid/Invalid:** This field identifies the resolved status of a contact.

## SHIPPER OPERATIONAL AND INVOICING CONQUEST USER GUIDE

**Top 50:** If a contact has been designated as being of particular importance it will be logged as being in a Shipper's Top 50. This field **must** be used in conjunction with another field.

**Logged Dates (From) and Logged Date (To):** These fields can be used to search for contacts between two specific dates or in conjunction with other fields to narrow the search down.

**Closed Date (From) and Closed Date (To):** These fields can be used to search for contacts between two specific dates or in conjunction with other fields to narrow the search down.

**SOS Days (From) and SOS Days (To):** The SOS Days relates to the number of days a contact has been in xoserve ownership.



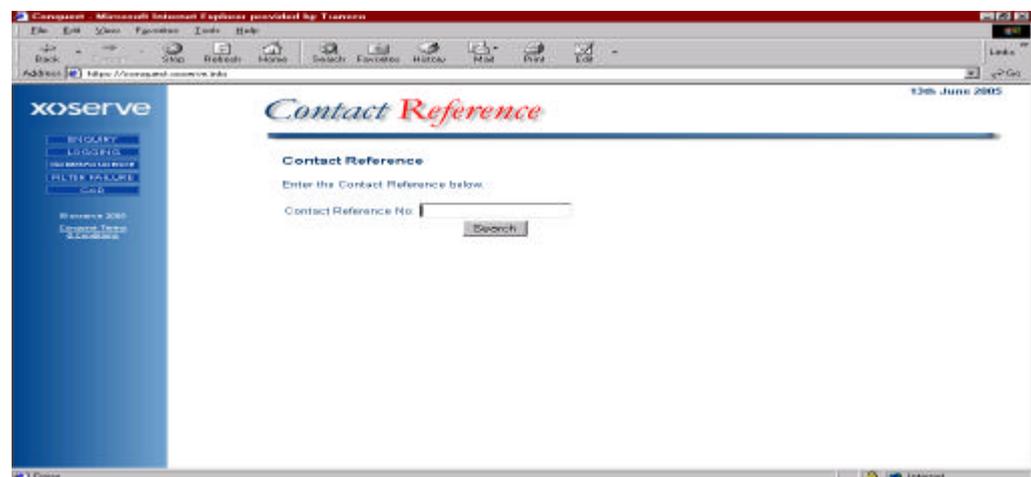
It is possible to search on a Contact Reference Number that is issued when a contact is originally logged.



Click on the Contact Reference No. hyperlink.



The **Contact Reference** screen will be displayed.



# SHIPPER OPERATIONAL AND INVOICING CONQUEST USER GUIDE



When the preferred criteria have been entered (in either screen) click on the **Search** button



The **Search Results** screen will be displayed



Depending on which way you have searched a slightly different Search Results will be displayed both are shown here.

The screenshot shows a web browser window titled "Conquest - Microsoft Internet Explorer provided by Tranaco". The address bar shows "http://conquest.xserve.co.uk". The page content includes a navigation menu on the left with links for ENQUIRY, LOGGING, SEARCH RESULTS, FILTER FAILURE, and CDO. The main content area is titled "Search Results" and displays the following information:

Your search with the criteria:  
Contact Category = Operational query, Contact Code = CDO, Logged Date (From) = 01/01/2005, Logged Date (To) = 01/03/2005.

found the following 304 matching Contacts.

<a href="#">Contact Reference No:</a>	940833	<a href="#">Date Logged:</a>	01/03/2005	<a href="#">Stakeholder Reference Identifier:</a>	UBM05
<a href="#">Meter Point Reference No:</a>	4226337208	<a href="#">Contact Code:</a>	CDO	<a href="#">Case Event Description:</a>	CLRD
<a href="#">Payment Request Status:</a>		<a href="#">Withhold Amount:</a>		<a href="#">PSQ:</a>	Not PSQable
<a href="#">Top 50 Number:</a>		<a href="#">Top 50 Req. Date:</a>			
<a href="#">Contact Reference No:</a>	940930	<a href="#">Date Logged:</a>	01/03/2005	<a href="#">Stakeholder Reference Identifier:</a>	UBM05
<a href="#">Meter Point Reference No:</a>	4230238309	<a href="#">Contact Code:</a>	CDO	<a href="#">Case Event Description:</a>	CLRD
<a href="#">Payment Request Status:</a>		<a href="#">Withhold Amount:</a>		<a href="#">PSQ:</a>	Not PSQable
<a href="#">Top 50 Number:</a>		<a href="#">Top 50 Req. Date:</a>			

# SHIPPER OPERATIONAL AND INVOICING CONQUEST USER GUIDE

Conquest - Microsoft Internet Explorer provided by Transco

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit

Address http://conquest.xoserve.info

13th June 2005

xoserve

ENQUIRY  
LOGGING  
OOMATCH DEVICE  
FILTER FAILURE  
CAD

xoserve 2005  
Detailed Terms & Conditions

## Search Results

**Search Results**

Your search with the criteria:

Contact Reference No. = 1037114;

found the following 1 matching Contacts:

Contact Reference No:	1037114	Date Logged:	07/06/2005	Stakeholder Reference Identifier:	UBMS5
Meter Point Reference No:	1816656806	Contact Code:	CDO	Case Event Description:	QCPD
Payment Request Status:		Withhold Amount:		PSQ:	Not PSQable
Top 50 Number:		Top 50 Req. Date:			

All amounts are exclusive of VAT

Raise PSQs Select All Deselect All

Done Internal

## SHIPPER OPERATIONAL AND INVOICING CONQUEST USER GUIDE



Click on the relevant **Contact Reference Number** hyperlink.



The **Contact Details** screen will be displayed

Original Contact Reference No.:		PSQ Contact Reference No.:	
Standard Service Days (elapsed):	4	Date Received:	07/05/05
Proposed Resolution Date:	21/05/05	Date Logged:	07/05/2005
Current Withhold Amount:		Date Cleared:	
Disputed Amount:		Invoice Number:	
Adjustment Invoice Number:		Payment Due Date:	
Adjustment Invoice Payment Due Date:		Charge Type:	
Adjustment Value:		Billing Period:	
Payment Request Status:		Net Off Amount:	£0.00
Valid:	YES	Payback Amount:	£0.00
Contact Explanation:	MPR 1816555805 has been invoiced from a read of 6495 on 28/01/03 to a read of 6293 on 25/01/04 with a CTZ count of 1. However, the read of 6495 is incorrect. Please recalculate charges from a read of 4813 on 24/07/02 to a read of 6293 on 25/01/04 with a CTZ count of 0. Thank You.		
Interim Resolution Text:			
Final Resolution Text:			
Resolution Text Date:			
Theft Details:			

Print Contact Details    Top City Request

All amounts are exclusive of VAT

## PSQ LOGGING



If it is necessary to raise a PSQ relating to the contact you have selected click on the checkbox in the PSQ section of the contact box in the Search Results screen as shown below.

**Search Results**

Your search with the criteria:  
Contact Category = Operational query; Contact Code = ADD; Logged Date (From) = 01/04/2005; Logged Date (To) = 13/06/2005;

Found the following 13 matching Contacts:

Contact Reference No.	Date Logged:	Stakeholder Reference Identifier
1038915	09/06/2005	0400875009
Meter Point Reference No: 1554754910	Contact Code: ADD	Case Event Description: CLRD
Payment Request Status:	Withhold Amount:	PSQ: <input checked="" type="checkbox"/>
Top 50 Number:	Top 50 Req. Date:	
1038079	09/06/2005	7005407004
Meter Point Reference No: 8848245510	Contact Code: ADD	Case Event Description: CLRD
Payment Request Status:	Withhold Amount:	PSQ: <input type="checkbox"/>
Top 50 Number:	Top 50 Req. Date:	



To select all of these checkboxes click on the Select All button deselect any checkboxes already selected, click on the Deselect All button.



Click on the Raise PSQs button. This will display the PSQ Logging screen.



**Contact Logging**

**PSQ Logging**

[ \* indicates mandatory fields]

**Stakeholder Details:**

- Title:
- First Name:
- Surname:
- Email:
- Tel. No:
- Fax. No:

**Contact:**

PSQ Reason:

Maps/Additional Info:

## SHIPPER OPERATIONAL AND INVOICING CONQUEST USER GUIDE



Click on the drop-down arrow in the **Title** field and select the by which you are known e.g.: Mr., Mrs., Miss.



Ensure the cursor is in the **First Name** field and enter your first name.



Ensure the cursor is in the **Surname** field and enter your surname.



Ensure the cursor is in the **E-Mail** field and enter your E-Mail address.



Ensure the cursor is in the **Tel.No.** field and enter your telephone number.



Ensure the cursor is in the **Fax.No.** field and enter your fax number.



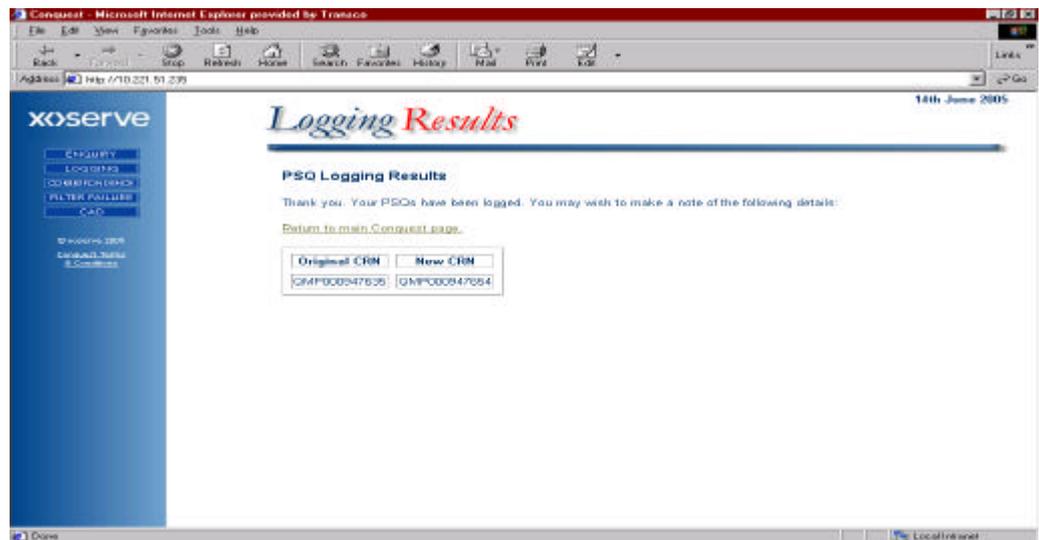
Ensure the cursor is in the **PSQ Reason** field and enter the details of the PSQ reason.



Click on the **Continue** button.



The **PSQ Logging Results** screen will be displayed.



The Original Contact Reference Number will be displayed with the new Contact Reference Number.



Access the Contact Details screen as described above for the relevant contact.

## TOP FIFTY REQUESTS



To designate a contact to be part of the Top Fifty for a particular month ensure that the process described below is followed



Access the Contact Details Screen as described above for the relevant contact



The screenshot shows the 'Conquest' web application interface. On the left is a navigation menu with options like 'ENQUIRE', 'LOG ON', 'CONTACTS', 'FILTER PALETTE', and 'LOG OFF'. The main content area displays contact details for 'MPPR 181655906'. A red box highlights the 'Top Fifty Request' button at the bottom of the details section. Below the button, it says 'All amounts are exclusive of VAT'.

Days (elapsed):	1	Date Received:	07/05/05
Proposed Resolution Date:	21/05/05	Date Logged:	07/05/2005
Current Withhold Amount:		Date Cleared:	
Disputed Amount:		Invoice Number:	
Adjustment Invoice Number:		Payment Due Date:	
Adjustment Invoice Payment Due Date:		Charge Type:	
Adjustment Value:		Billing Period:	
Payment Request Status:		Net Off Amount:	50.00
Valid:	YES	Playback Amount:	50.00
Contact Employee:	MPPR 181655906 has been moved from a read of 5495 on 28/01/03 to a read of 5293 on 25/01/04 with a CTZ count of 1. However, the read of 5296 is incorrect. Please recalculate charges from a read of 4813 on 24/07/02 to a read of 5293 on 25/01/04 with a CTZ count of 0. Thank You.		
Interim Resolution Text:			
Final Resolution Text:			
Resolution Text Date:			
Theft Details:			



Click on the Top Fifty Request button (as shown above).



The contact will be allocated to the Top Fifty and the Top Fifty Request screen will be displayed advising that the contact is now flagged as a priority contact. The screen also shows how many of these priorities for that period has been used and how many are left.

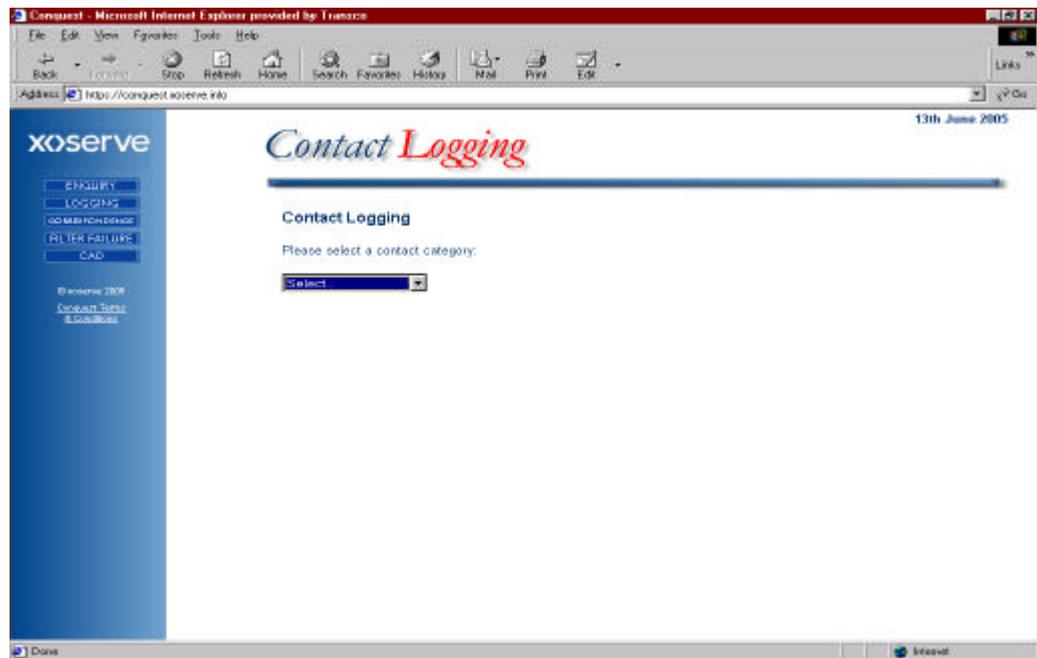
## CONTACT LOGGING



Click on the **Contact Logging** option



The **Contact Logging** screen will be displayed



Click on the drop-down menu and select the relevant Contact Category.



The screen displayed next is dependent on the selection made from this drop-down menu.

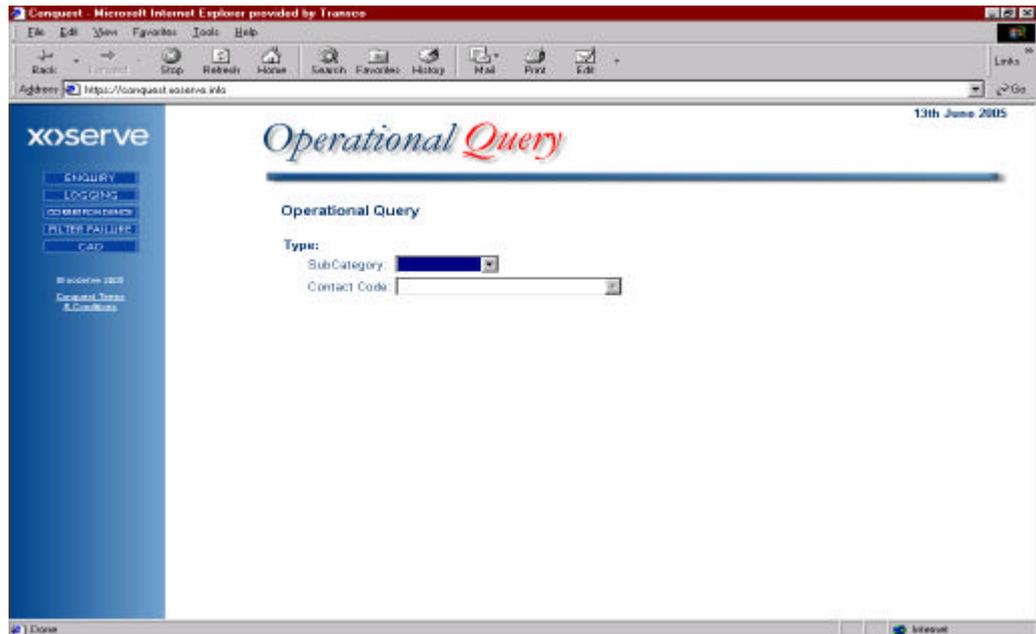
## OPERATIONAL QUERIES



Ensure you have selected **Operational Queries** from the drop-down menu on the **Contact Logging** screen.



The **Operational Query** screen will be displayed



Click on the drop-down arrow in the **Sub-Category** field and select the relevant Sub-Category.



Click on the drop-down arrow in the **Contact Code** field and select the relevant Contact Code.



When a Contact Code is selected a second **Operation Query** screen will be displayed.



All screens, which are prefixed by a red asterisk, indicate that a field is a mandatory entry field. Depending on the type of query, different fields will be mandatory.



The fields should be populated as follows:

Click on the drop-down arrow in the **Title** field and select the by which you are known eg: Mr., Mrs., Miss .



Ensure the cursor is in the **First Name** field and enter your first name.



Ensure the cursor is in the **Surname** field and enter your surname.



Ensure the cursor is in the **E-Mail** field and enter your E-Mail address.



Ensure the cursor is in the **Tel.No.** field and enter your telephone number.



Ensure the cursor is in the **Fax.No.** field and enter your fax number.



Ensure the cursor is in the **Stakeholder Reference** field and enter the reference by which you can identify the contact.



If the contact has been designated as being in the Top 50 priority contacts for this particular month of your organisation, click in the **Top 50** checkbox.



Depending on whether your contact is in relation to a domestic or industrial site click on the relevant radio button.



Ensure the cursor is in the **Contact Explanation** field and enter the details of the contact.

## SHIPPER OPERATIONAL AND INVOICING CONQUEST USER GUIDE

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When all fields are populated click on the **Continue** button.



A further **Operational Query** screen will be displayed.



The screen displayed at this point will depend on the contact code selected on the first of the operational query screens. Each of the screens is dealt with here in turn.

## MNC

Computer - Microsoft Internet Explorer provided by Transco  
Address: http://xoserve.xoserve.info  
13th June 2005

xoserve

ENSURE  
LOGGING  
OPERATIONAL QUERY  
METER BILLING  
CAP

Operational 2005  
Escorted Sites  
& Conditions

### Operational Query

( \* indicates mandatory fields)

**Meter Details:**

MPRN:

Confirmation Number:

AQ (kWh):

BTU Form / Bills:

\* MSN:

\* Meter Location:

**Current Address:**

Building Number:

Sub Building Name:

Building Name:

Principal Street:

Dependent Street:

Dependent Locality:

Post Town:



Most of the fields on this screen are designated as optional but if information for these optional fields available it should be entered. The screen should be populated as follows:

### Meter Details



Ensure the cursor is in the **MPRN** field and enter the relevant meter point reference (in this case this field should be used if an MPRN exists on this site already and a further MPRN is being requested).



Ensure the cursor is in the **Confirmation No.** field and enter the relevant confirmation number (if any).



Ensure the cursor is in the **AQ (kWh)** field and enter the relevant annual quantity of gas (if applicable).



If additional information can be made available click in the **BTU Form/Bills** checkbox.



Ensure the cursor is in the **MSN** (Meter Serial Number) field and enter the relevant meter serial number.



Click on the drop-down arrow in the **Meter Location** field and select relevant meter location.

### Current Address



Ensure the cursor is in the **Building Number** field and enter the relevant building number (if applicable).



Ensure the cursor is in the **Sub-Building Name** field and enter the relevant building name (if applicable).



Ensure the cursor is in the **Building Name** field and enter the relevant building name (if applicable).



Ensure the cursor is in the **Principal Street** field and enter the first line of the address.



Ensure the cursor is in the **Dependent Street** field and enter the second line of the address.



Ensure the cursor is in the **Dependent Locality** field and enter the locality for the address.



Ensure the cursor is in the **Post Town** field and enter the town name.



Ensure the cursor is in the **Post Code** field and enter the relevant postcode.

### End User Details



Ensure the cursor is in the **First Name** field and enter the end user's first name.



Ensure the cursor is in the **Surname** field and enter the end user's surname.



Ensure the cursor is in the **Tel.No.** field and enter the end user's telephone number.



Ensure the cursor is in the **Preferred Time To Call** field and enter the agreed time for and engineer to call in 24 hour clock format ie: 09:30



Ensure the cursor is in the **Access Information** field and enter details of how an engineer can access the property eg: phone before calling.

### Site Details



Click on the drop-down arrow in the **Make** field and select relevant meter manufacturer.



Click on the drop-down arrow in the **Model** field and select relevant meter model.



If a meter reading is being supplied in addition to periodic readings click in the **Any Meter Reads Outside SPA** checkbox.

### Alternative Address



If an alternative address to the one previously entered is involved in the contact eg: if the billing address is different that address should be entered in the following fields:



Ensure the cursor is in the **Building Number** field and enter the relevant building number (if applicable).



Ensure the cursor is in the **Sub-Building Name** field and enter the relevant building name (if applicable).



Ensure the cursor is in the **Building Name** field and enter the relevant building name (if applicable).



Ensure the cursor is in the **Principal Street** field and enter the first line of the address.



Ensure the cursor is in the **Dependent Street** field and enter the second line of the address



Ensure the cursor is in the **Dependent Locality** field and enter the locality for the address.



Ensure the cursor is in the **Town** field and enter the town name.



Ensure the cursor is in the **Post Code** field and enter the relevant postcode.



Click on the **Continue** button

## ADD

The screenshot shows a web browser window titled 'Microsoft Internet Explorer provided by Tiscali'. The address bar shows 'http://conquest.xoserve.info'. The page content includes the 'xoserve' logo on the left and the 'Operational Query' title in red. Below the title, there is a section for 'Operational Query' with a note that an asterisk indicates mandatory fields. The form is divided into three main sections: 'Meter Details' with fields for MPRN, Confirmation Number, and a checkbox for 'Maps/Additional Paper Info'; 'Current Address' with fields for Building Number, Sub Building Name, Building Name, Principal Street, Dependent Street, Dependent Locality, Post Town, and Post Code; and 'Alternative Address' with a field for Building Number.



Ensure the cursor is in the **MPRN** field and enter the relevant meter point reference.



Ensure the cursor is in the **Confirmation No.** field and enter the relevant confirmation number.



Click in the **Maps/Additional Info.** checkbox if any additional information is available.



Ensure the cursor is in the **Building Number** field and enter the relevant building number (if applicable).



Ensure the cursor is in the **Sub-Building Name** field and enter the relevant building name (if applicable).



Ensure the cursor is in the **Building Name** field and enter the relevant building name (if applicable).



Ensure the cursor is in the **Principal Street** field and enter the first line of the address.



Ensure the cursor is in the **Dependent Street** field and enter the second line of the address.



Ensure the cursor is in the **Dependent Locality** field and enter the locality

for the address.



Ensure the cursor is in the **Town** field and enter the town name.



Ensure the cursor is in the **Post Code** field and enter the relevant postcode.

### Alternative Address



Enter the amended (new address in the following fields:



Ensure the cursor is in the **Building Number** field and enter the relevant building number (if applicable).



Ensure the cursor is in the **Sub-Building Name** field and enter the relevant building name (if applicable).



Ensure the cursor is in the **Building Name** field and enter the relevant building name (if applicable).



Ensure the cursor is in the **Principal Street** field and enter the first line of the address.



Ensure the cursor is in the **Dependent Street** field and enter the second line of the address



Ensure the cursor is in the **Dependent Locality** field and enter the locality for the address.



Ensure the cursor is in the **Town** field and enter the town name.



Ensure the cursor is in the **Post Code** field and enter the relevant postcode.



Ensure the cursor is in the **Access Information** field and enter details of how an engineer can access the property eg: phone before calling.



Click on the **Continue** button

## CDQ

### Meter Details



Ensure the cursor is in the **MPRN** field and enter the relevant meter point reference.



Ensure the cursor is in the **Confirmation No.** field and enter the relevant confirmation number.



Ensure the cursor is in the **Current Post Code** field and enter the relevant postcode.



Click in the **Maps/Additional Info.** checkbox if any additional information is available.

### Contact Details



Click on the drop-down arrow in the **Meter Location** field and select relevant meter location.



Click on the drop-down arrow in the **Make** field and select relevant meter manufacturer.



Click on the drop-down arrow in the **Model** field and select relevant meter model.

## SHIPPER OPERATIONAL AND INVOICING CONQUEST USER GUIDE



Ensure the cursor is in the **Full MSN** field and enter the full meter serial number.



If a meter reading is being supplied in addition to periodic readings click in the **Read Outside SPA** checkbox.



Ensure the cursor is in the **OPNN Readings** field and enter any relevant opening readings.



Ensure the cursor is in the **Access Information** field and enter details of how an engineer can access the property eg: phone before calling.



Click on the **Continue** button.

## DMQ

The screenshot shows a web browser window titled "Conquest - Microsoft Internet Explorer provided by Tranee". The address bar shows "http://conquest.xoserve.info". The page content includes a navigation menu on the left with links for ENQUIRY, LOGGING, CORRESPONDENCE, FILTER FAILURE, and CAD. The main content area is titled "Operational Query" and contains a form with the following fields and options:

- Operational Query** (Section Header)
- (\* Indicates mandatory fields)
- Stakeholder Details:**
  - Title:  (with a dropdown arrow)
  - First Name:
  - Surname:
  - Email:
  - Tel. No.:
  - Fax. No.:
- Contact:**
  - Stakeholder Reference Identifier:
  - Domestic
  - Industrial
  - Top 50:
  - Contact Explanation:

### Meter Details



Ensure the cursor is in the **MPRN** field and enter the relevant meter point reference.



Ensure the cursor is in the **Confirmation No.** field and enter the relevant confirmation number.



Ensure the cursor is in the **Current Post Code** field and enter the relevant postcode.



Click in the **Maps/Additional Info.** checkbox if any additional information is available.

### Contact Details



Click on the drop-down arrow in the **Meter Location** field and select relevant meter location.



Click on the drop-down arrow in the **Make** field and select relevant meter manufacturer.



Click on the drop-down arrow in the **Model** field and select relevant meter model.



Ensure the cursor is in the **Full MSN** field and enter the full meter serial number.



If a meter reading is being supplied in addition to periodic readings click in the **Read Outside SPA** checkbox.



Ensure the cursor is in the **OPNN Readings** field and enter any relevant opening readings.



Ensure the cursor is in the **Access Information** field and enter details of how an engineer can access the property eg: phone before calling.



Click on the **Continue** button.

## PRS

**Operational Query**

(\* indicates mandatory fields)

**Meter Details:**

- \* MPRN:
- \* Confirmation Number:
- \* Current Postcode:

Maps/Additional Paper Info:

**Contact Details:**

First name:

Surname:

Tel. No:

Rejection Reason:

Access Information:

### Meter Details



Ensure the cursor is in the **MPRN** field and enter the relevant meter point reference.



Ensure the cursor is in the **Confirmation No.** field and enter the relevant confirmation number.



Ensure the cursor is in the **Current Post Code** field and enter the relevant postcode.



Click in the **Maps/Additional Paper Info.** checkbox if any additional information is available.

### Contact Details



Ensure the cursor is in the **Site Configuration** field and enter the relevant site configuration e.g. Primary Meter, Sub Meter.

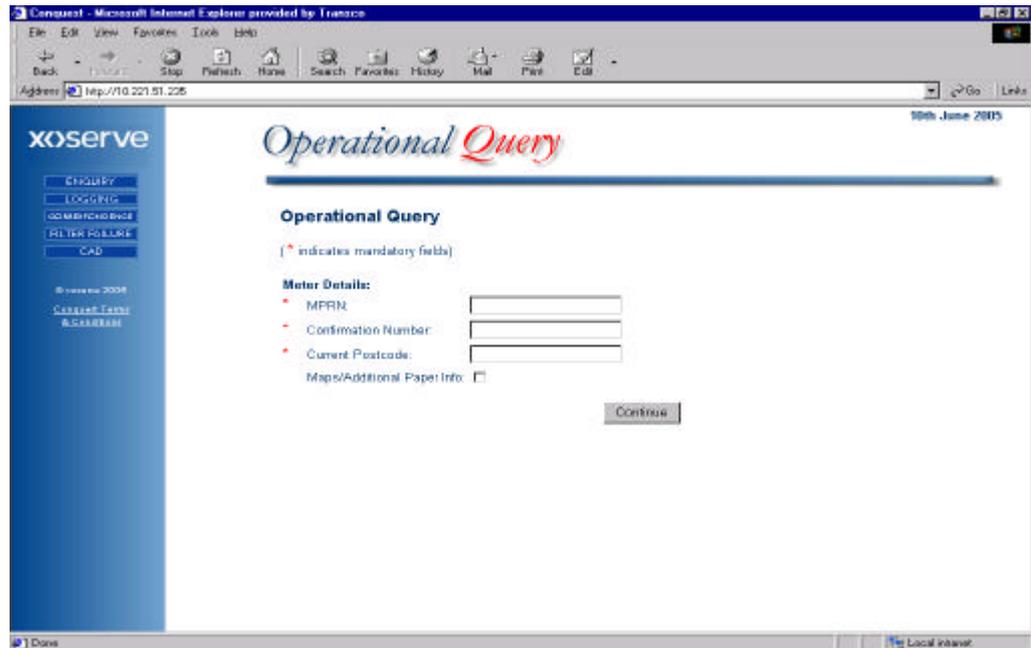


Ensure the cursor is in the **Access Information** field and enter details of how an engineer can access the property eg: phone before calling



Click on the **Continue** button.

## APP



### Meter Details



Ensure the cursor is in the **MPRN** field and enter the relevant meter point reference.



Ensure the cursor is in the **Confirmation No.** field and enter the relevant confirmation number.



Ensure the cursor is in the **Current Post Code** field and enter the relevant postcode.



Click in the **Maps/Additional Paper Info.** checkbox if any additional information is available.



Click on the **Continue** button.

## AGG

Conquest - Microsoft Internet Explorer provided by Tranaco

http://110.201.51.235

10th June 2005

xoserve

Operational Query

Operational Query

(\* indicates mandatory fields)

**Meter Details:**

- \* MPRN:
- \* Confirmation Number:
- \* Current Postcode:

Maps/Additional Paper Info:

**Contact Details:**

First name:

Surname:

Tel. No:

Rejection Reason:

Access Information:

### Meter Details



Ensure the cursor is in the **MPRN** field and enter the relevant meter point reference.



Ensure the cursor is in the **Confirmation No.** field and enter the relevant confirmation number.



Ensure the cursor is in the **Current Post Code** field and enter the relevant postcode.



Click in the **Maps/Additional Paper Info.** checkbox if any additional information is available.

### Contact Details



Ensure the cursor is in the **First Name** field and enter the end users first name



Ensure the cursor is in the **Surname** field and enter the end user's surname.



Ensure the cursor is in the **Tel.No.** field and enter the end user's telephone number.

## SHIPPER OPERATIONAL AND INVOICING CONQUEST USER GUIDE



Click on the drop-down arrow in the **Rejection Reason** field and select the relevant rejection reason.



Ensure the cursor is in the **Access Information** field and enter details of how an engineer can access the property eg: phone before calling.



Click on the **Continue** button.

## DUP

The screenshot shows a web browser window titled "Conquest - Microsoft Internet Explorer provided by Tranoco". The address bar shows "http://10.201.51.235". The page content includes the "xoserve" logo on the left and the "Operational Query" title in the center. Below the title, there is a section for "Operational Query" with a note that an asterisk (\*) indicates mandatory fields. The form is divided into two main sections: "Meter Details" and "Contact Details".

**Meter Details:**

- MPRN:
- MPRN (2):
- MPRN (3):
- Confirmation Number:
- Current Postcode:
- Maps/Additional Paper Info:

**Contact Details:**

- First name:
- Surname:
- Tel. No:
- Valid Contract:
- Access Information:

### Meter Details



Ensure the cursor is in the **MPRN** field and enter the relevant meter point reference.



Ensure the cursor is in the **MPRN (2)** field and enter the relevant meter point reference.



Ensure the cursor is in the **MPRN (3)** field and enter the relevant meter point reference.



Ensure the cursor is in the **Confirmation No.** field and enter the relevant confirmation number.



Ensure the cursor is in the **Current Post Code** field and enter the relevant postcode.



Click in the **Maps/Additional Paper Info.** checkbox if any additional information is available.

### Contact Details



Ensure the cursor is in the **First Name** field and enter the end users first name



Ensure the cursor is in the **Surname** field and enter the end user's surname.



Ensure the cursor is in the **Tel.No.** field and enter the end user's telephone number.



Click in the **Valid Contract** checkbox if there is a valid contract.



Ensure the cursor is in the **Access Information** field and enter details of how an engineer can access the property eg: phone before calling.



Click in the **ISD Resolved** checkbox if the contact involves an Inter-Shipper Dispute which has been resolved.

### Resolution Details



Ensure the cursor is in the **Contact Name** field and enter the relevant contact name.



Ensure the cursor is in the **Tel.No.** field and enter the contact telephone number.



Click on the **ISD Shipper** drop-down arrow and select the relevant shipper.



Click on the **Continue** button.

## NOM

### Meter Details



Ensure the cursor is in the **MPRN** field and enter the relevant meter point reference.



Ensure the cursor is in the **Confirmation No.** field and enter the relevant confirmation number.



Ensure the cursor is in the **Current Post Code** field and enter the relevant postcode.



Click in the Maps/**Additional Paper Info.** checkbox if any additional information is available.

### Contact Details



Ensure the cursor is in the **Input File Name** field and enter the relevant input file name.



Ensure the cursor is in the **Date Sent** field and enter the relevant date.



Ensure the cursor is in the **Response File Name** field and enter the relevant response file name.

## **SHIPPER OPERATIONAL AND INVOICING CONQUEST USER GUIDE**

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Ensure the cursor is in the **Date Received** field and enter the relevant date.



Click on the drop-down arrow in the **Rejection Reason** field and select the relevant rejection reason.



Click on **Continue** button.

## CNO

### Meter Details



Ensure the cursor is in the **MPRN** field and enter the relevant meter point reference.



Ensure the cursor is in the **Confirmation No.** field and enter the relevant confirmation number.



Ensure the cursor is in the **Current Post Code** field and enter the relevant postcode.



Click in the Maps/**Additional Paper Info.** checkbox if any additional information is available.

### Contact Details



Ensure the cursor is in the **Input File Name** field and enter the relevant input file name.



Ensure the cursor is in the **Date Sent** field and enter the relevant date.



Ensure the cursor is in the **Response File Name** field and enter the relevant response file name.

## **SHIPPER OPERATIONAL AND INVOICING CONQUEST USER GUIDE**

---



Ensure the cursor is in the **Date Received** field and enter the relevant date.



Click on the drop-down arrow in the **Rejection Reason** field and select the relevant rejection reason.

Click on **Continue** button.

## ISO

Conquest - Microsoft Internet Explorer provided by Transco

http://10.221.51.235

10th June 2005

xoserve

Operational Query

Operational Query

(\* indicates mandatory fields)

**Meter Details:**

\* MPRN:

\* Confirmation Number:

\* Current Postcode:

Maps/Additional Paper Info:

**Contact Details:**

Meter Location:

Make:

Model:

MSN:

Any Meter Reads Outside SPA:

OPNN Readings:

Access Information:

### Meter Details



Ensure the cursor is in the **MPRN** field and enter the relevant meter point reference.



Ensure the cursor is in the **Confirmation No.** field and enter the relevant confirmation number.



Ensure the cursor is in the **Current Post Code** field and enter the relevant postcode.



Click in the **Maps/Additional Paper Info.** check box if any additional information is available.

### Contact Details



Click on the drop-down arrow in the **Meter Location** field and select relevant meter location.



Click on the drop-down arrow in the **Make** field and select relevant meter manufacturer.

## SHIPPER OPERATIONAL AND INVOICING CONQUEST USER GUIDE



Click on the drop-down arrow in the **Model** field and select relevant meter model.



Ensure the cursor is in the **Full MSN** field and enter the full meter serial number.



If a meter reading is being supplied in addition to periodic readings click in the **Read Outside SPA** checkbox.



Ensure the cursor is in the **OPNN Readings** field and enter any relevant opening readings.



Ensure the cursor is in the **Access Information** field and enter details of how an engineer can access the property eg: phone before calling.



Click on **Continue** button.

## TYP

The screenshot shows a web browser window titled "Conquest - Microsoft Internet Explorer provided by Tranco". The address bar shows "http://10.201.51.235". The page content includes the "xoserve" logo on the left, a navigation menu with links like "BULKY", "LOGOFF", "OPERATIONAL", "FILTER FAILURE", and "C&D". The main heading is "Operational Query" with a date of "10th June 2005". Below the heading, there is a section titled "Operational Query" with a note "( \* indicates mandatory fields)". Under "Meter Details:", there are three mandatory fields: "MPRN:", "Confirmation Number:", and "Current Postcode:", each with an input box. There is also a checkbox for "Maps/Additional Paper Info:". A "Continue" button is located at the bottom right of the form area.

### Meter Details



Ensure the cursor is in the **MPRN** field and enter the relevant meter point reference.



Ensure the cursor is in the **Confirmation No.** field and enter the relevant confirmation number.



Ensure the cursor is in the **Current Post Code** field and enter the relevant postcode.



Click in the **Maps Additional Paper Info.** checkbox if any additional information is available.



Click on the **Continue** button.

## FILE

**Operational Query**

(\* indicates mandatory fields)

**Meter Details:**

- \* MPRN:
- \* Confirmation Number:
- \* Current Postcode:
- BTU-Form / Bills:

**Contact Details:**

- Input File Name:
- Date Sent:
- Response File Name:
- Date Received:
- Rejection Reason:

Continue

### Meter Details



Ensure the cursor is in the **MPRN** field and enter the relevant meter point reference.



Ensure the cursor is in the **Confirmation No.** field and enter the relevant confirmation number.



Ensure the cursor is in the **Current Post Code** field and enter the relevant postcode.



Click in the **BTU Form/Bills** check box if any billing information is available.

### Contact Details



Ensure the cursor is in the **Input File Name** field and enter the relevant input file name.



Ensure the cursor is in the **Date Sent** field and enter the relevant date.



Ensure the cursor is in the **Response File Name** field and enter the relevant response file name.

## **SHIPPER OPERATIONAL AND INVOICING CONQUEST USER GUIDE**

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Ensure the cursor is in the **Date Received** field and enter the relevant date.



Click on the drop-down arrow in the **Rejection Reason** field and select the relevant rejection reason from the menu which appears.



Click on the **Continue** button.

## TOG

### TOG Details



Ensure the cursor is in the **Do Allegations require Emergency Job** field and enter either **Y** (yes), or **N** (no).



Ensure the cursor is in the **Type of Theft** field and select relevant Type of Theft.

### Current Address



Ensure the cursor is in the **Building Number** field and enter the relevant building number (if applicable).



Ensure the cursor is in the **Sub-Building Name** field and enter the relevant building name (if applicable).



Ensure the cursor is in the **Building Name** field and enter the relevant building name (if applicable).



Ensure the cursor is in the **Principal Street** field and enter the first line of the address.

## SHIPPER OPERATIONAL AND INVOICING CONQUEST USER GUIDE

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Ensure the cursor is in the **Dependent Street** field and enter the second line of the address.



Ensure the cursor is in the **Dependent Locality** field and enter the locality for the address.



Ensure the cursor is in the **Post Town** field and enter the town name.



Ensure the cursor is in the **Post Code** field and enter the relevant postcode.

### Meter Details



Click in the **Maps/Additional Paper Info.** check box if any additional information is available.



Ensure the cursor is in the **MPRN (1)** field and enter the relevant MPRN (1).



Ensure the cursor is in the **MPRN (2)** field and enter the relevant MPRN (2).



Ensure the cursor is in the **MPRN (3)** field and enter the relevant MPRN (3).

### Meter Serial Details



Ensure the cursor is in the **Meter Serial No (1)** field and enter the relevant Meter Serial No (1).



Ensure the cursor is in the **Meter Serial No (2)** field and enter the relevant Meter Serial No (2).



Ensure the cursor is in the **Meter Serial No (3)** field and enter the relevant Meter Serial No (3).



Ensure the cursor is in the **Confirmation** field and enter the relevant Confirmation No.



Ensure the cursor is in the **Estimate of Amnt. of Gas (kWh)** field and enter the relevant Estimate of Amount of Gas (kWh).



Once the relevant screen is completed click on the **Continue** button

### Call Received Details



Ensure the cursor is in the **Name** field and enter the relevant Name.



Ensure the cursor is in the **Location** field and select relevant Location.



Ensure the cursor is in the **Telephone No.** field and enter the relevant Telephone No.



Ensure the cursor is in the **Received Date** field and enter the relevant Received Date.



Ensure the cursor is in the **Received Time** field and enter the relevant Received Time.

### Informant Address



Ensure the cursor is in the **Name** field and enter the relevant Name (if applicable).



Ensure the cursor is in the **Building Number** field and enter the relevant building number (if applicable).



Ensure the cursor is in the **Sub-Building Name** field and enter the relevant building name (if applicable).



Ensure the cursor is in the **Building Name** field and enter the relevant building name (if applicable).



Ensure the cursor is in the **Principal Street** field and enter the first line of the address.



Ensure the cursor is in the **Dependent Street** field and enter the second line of the address.



Ensure the cursor is in the **Dependent Locality** field and enter the locality for the address.



Ensure the cursor is in the **Post Code** field and enter the relevant postcode.



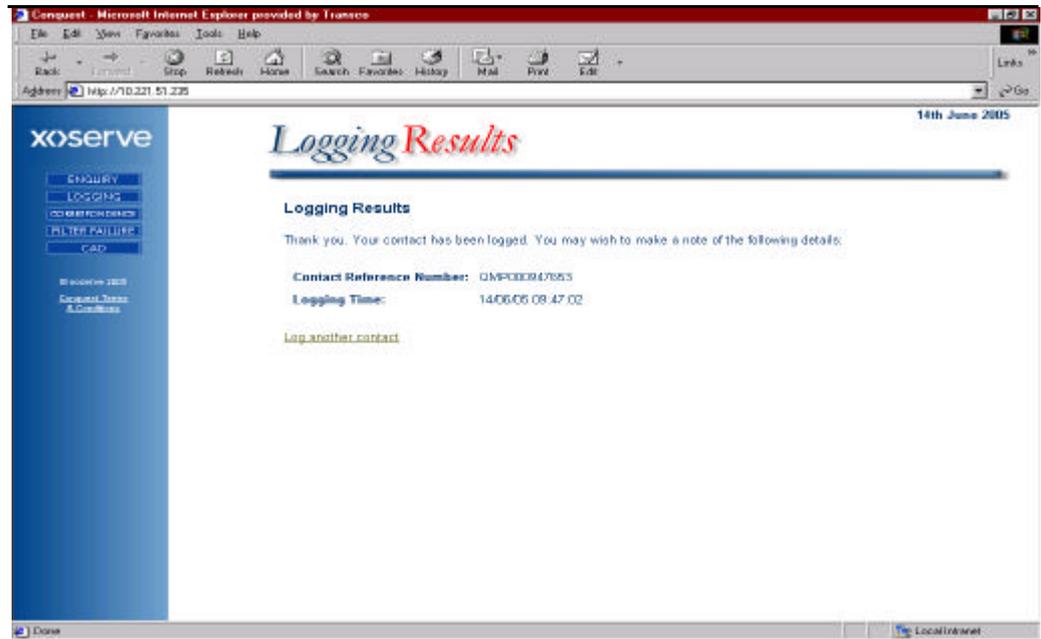
Ensure the cursor is in the **Telephone No.** field and enter the relevant Telephone No.



Once the relevant screen is completed click on the **Continue** button.



The **Logging Results** screen will be displayed



The **Contact Reference** number will be displayed on this screen

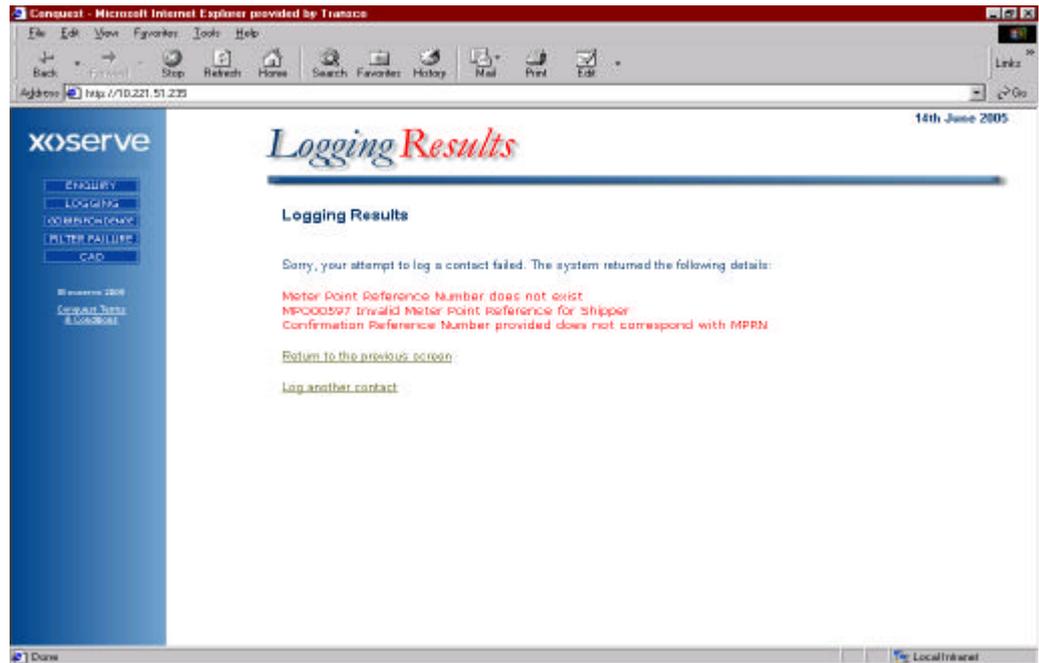
## REJECTIONS



There is a possibility that a logged contact will be rejected for a variety of reasons which can be found along with associated codes in a separate document, **Appendix M8**.



A rejection code will be shown on screen in a window as displayed.



## INVOICE CONTACTS

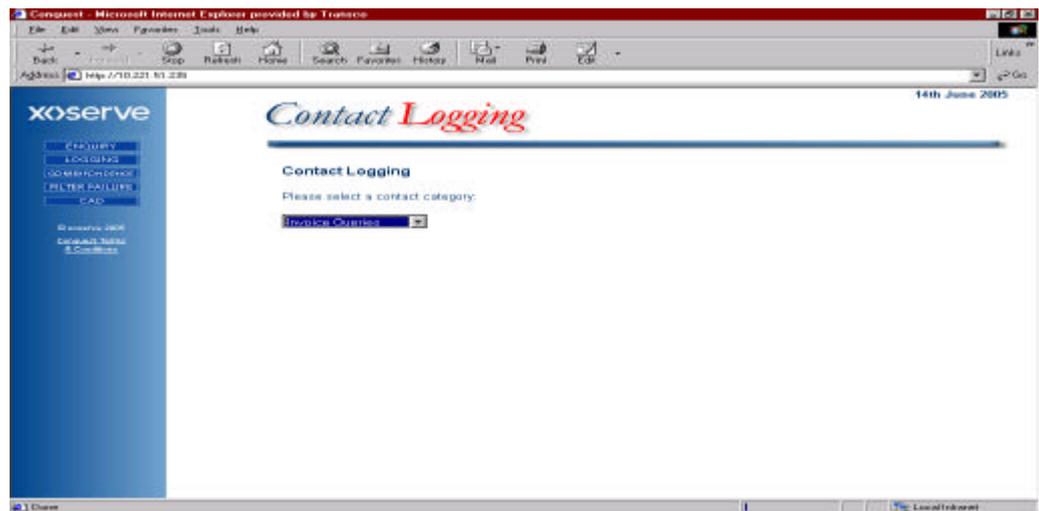
### CONTACT LOGGING



Click on the **Contact Logging** option.



The **Contact Logging** screen will be displayed.



Click on the drop-down menu and select **Invoicing Queries**.

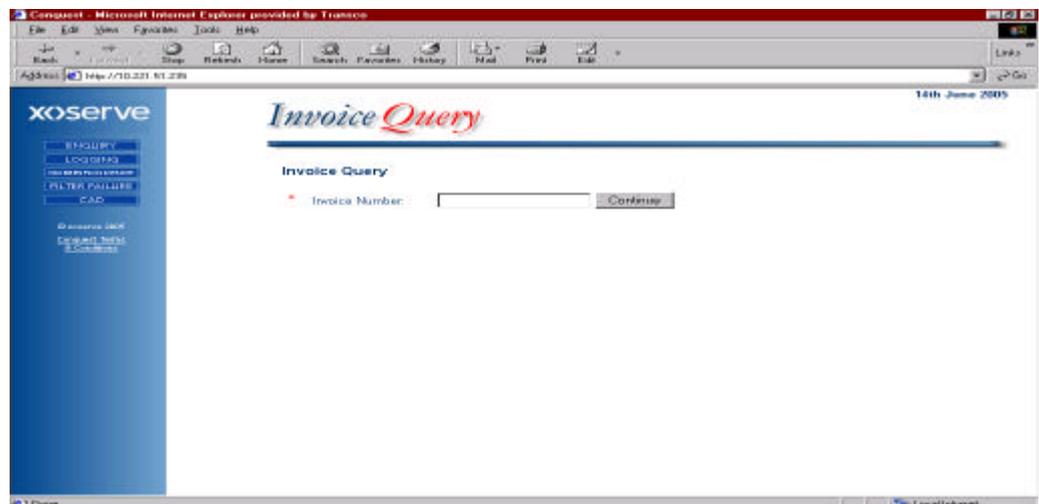
### INVOICING QUERIES



Ensure you have selected **Invoicing Queries** from the drop-down menu on the **Contact Logging** screen.



The **Invoicing Query** screen will be displayed.



## SHIPPER OPERATIONAL AND INVOICING CONQUEST USER GUIDE



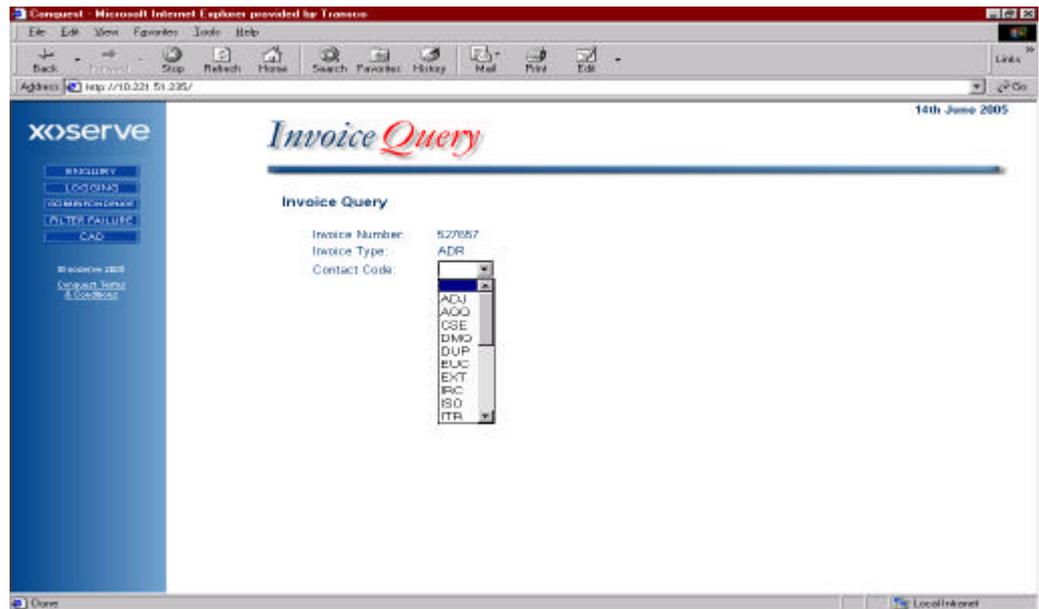
Enter the relevant invoice number in the Invoice Number field.



Click on the **Continue** button.



A second Invoice Query screen will be displayed with the Invoice Number and Invoice Type fields pre-populated (identified from the Invoice Number on the previous screen).



Click on the drop-down arrow in the **Contact Code** field and select the relevant contact code.



When a Contact Code is selected a second **Invoicing Query** screen will be displayed.



All fields that are prefixed by a red asterisk indicate a mandatory entry field.

The fields should be populated as follows:



Click on the drop-down arrow in the **Title** field and select the title by which you are known e.g.: Mr., Mrs., Miss.



Ensure the cursor is in the **First Name** field and enter your first name.



Ensure the cursor is in the **Surname** field and enter your surname



Ensure the cursor is in the **E-Mail** field and enter your E-Mail address



Ensure the cursor is in the **Tel.No.** field and enter your telephone number.



Ensure the cursor is in the **Fax.No.** field and enter your fax number



Ensure the cursor is in the **Stakeholder Reference** field and enter the reference by which you can identify the contact.



If the contact has been designated as being in the top 50 for your organisation for the current month click in the **Top 50** checkbox.

## SHIPPER OPERATIONAL AND INVOICING CONQUEST USER GUIDE

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Depending on whether your contact is in relation to a domestic or industrial site click on the relevant radio button.



Ensure the cursor is in the **Contact Explanation** field and enter the details of the contact.



Click in the **Maps/Additional Info.** checkbox if more information can be made available



When all fields are populated click on the **Continue** button.



A further **Invoicing Query** screen will be displayed.



The screen displayed at this point will depend on the invoice type in dispute. The invoice type will also determine which fields are mandatory. Each of the screens is dealt with here in turn.

## NTS Capacity Invoice (CAP)

Microsoft Internet Explorer provided by Tomson

Address: http://193.221.51.235/

14th June 2005

xoserve

ENQUIRY  
LOGGING  
ORDER HISTORY  
FILTER FAILURE  
CAP

14th June 2005  
Default: Tools & Location

### Invoice Query

( \* indicates mandatory fields)

**Charge Item Details:**

- \* Charge Item Reference No.
- \* Amount In Dispute (€)
- \* Withheld Amount (€)

**Charge Type Details:**

- \* Charge Type Code:
- Logical Meter Number:

**Enabling Data:**

- MPRN:
- Confirmation No.:
- Billing Entry Zone:
- Billing Exit Zone:

Continue

All accounts are members of VAT



Most of the fields on this screen are designated as optional but if information for these optional fields is available it should be entered. The screen should be populated as follows:



Ensure the cursor is in the **Confirmation No.** field and enter the relevant confirmation number.



Click on the drop-down arrow in the **Billing Entry Zone** field and select the relevant entry zone.



Click on the drop-down arrow in the **Billing Exit Zone** field and select the relevant exit zone.



Click on the drop-down arrow in the **Charge Type Code** field and select the relevant charge type code.



Ensure the cursor is in the **Amount In Dispute** field and enter the relevant amount, exclusive of VAT.



Ensure the cursor is in the **Withheld Amount** field and enter the amount being withheld, exclusive of VAT.



Ensure the cursor is in the **MPRN** field and enter the relevant Meter Point Reference Number.



Click on the **Continue** button.

### LDZ Capacity/Commodity Invoice (CAZ/COM)



Ensure the cursor is in the **Confirmation No.** field and enter the relevant confirmation number.



Ensure the cursor is in the **Charge Item Reference No.** field and enter the Charge Item Reference number.



Ensure the cursor is in the **Amount In Dispute** field and enter the relevant amount, exclusive of VAT.



Ensure the cursor is in the **Withheld Amount** field and enter the amount being withheld, exclusive of VAT.



Ensure the cursor is in the **MPRN** field and enter the relevant Meter Point Reference Number.



Click on the **Continue** button.

## Reconciliation Invoice (REC)

The screenshot shows a web browser window titled "Conquest - Microsoft Internet Explorer provided by Tomson". The address bar shows "http://10.221.51.225". The page content includes a navigation menu on the left with links for "ENQUIRY", "LOG OFF", "METER POINTS", "FILTER CALLS", and "CAD". The main content area is titled "Invoice Query" and contains the following fields and buttons:

- Charge Item Details:**
  - Charge Item Reference No. (mandatory field)
  - Amount In Dispute (E) (mandatory field)
  - Withheld Amount (E) (mandatory field)
- Enabling Data:**
  - MPRN (mandatory field)
- Continue** button
- Footnote: "All amounts are exclusive of VAT"



Ensure the cursor is in the **Charge Item Reference No.** field and enter the Charge Item Reference number.



Ensure the cursor is in the **Amount In Dispute** field and enter the relevant amount, exclusive of VAT.



Ensure the cursor is in the **Withheld Amount** field and enter the amount being withheld, exclusive of VAT.



Ensure the cursor is in the **MPRN** field and enter the relevant Meter Point Reference Number.



Click on the **Continue** button.

## Ad Hoc Invoice

The screenshot shows a web browser window titled 'Conquest - Microsoft Internet Explorer provided by Tranac'. The address bar shows 'http://10.221.51.235'. The page content includes the 'xoserve' logo on the left and the 'Invoice Query' title in a stylized font. Below the title, there is a section for 'Invoice Query' with a note that a red asterisk indicates mandatory fields. The form contains several input fields and dropdown menus, each with a red asterisk indicating it is mandatory. The fields are: Charge Item Reference No., Amount In Dispute (E), Withheld Amount (E), Charge Type Code (with a dropdown arrow), Logical Meter Number, MPRN, Confirmation No., Billing Entry Zone (with a dropdown arrow), and Billing Exit Zone (with a dropdown arrow). A 'Continue' button is located at the bottom right of the form area.



Ensure the cursor is in the **Charge Item Reference No.** field and enter the Charge Item Reference number.



Ensure the cursor is in the **Amount In Dispute** field and enter the relevant amount, exclusive of VAT.



Ensure the cursor is in the **Withheld Amount** field and enter the amount being withheld, exclusive of VAT.



Click on the drop-down arrow in the **Charge Type Code** field and select the relevant charge type code.



Ensure the cursor is in the **Logical Meter Number** field and enter the relevant meter number.



Ensure the cursor is in **MPRN** field and enter the relevant meter point reference number.



Ensure the cursor is in the **Confirmation No.** field and enter the relevant confirmation number.



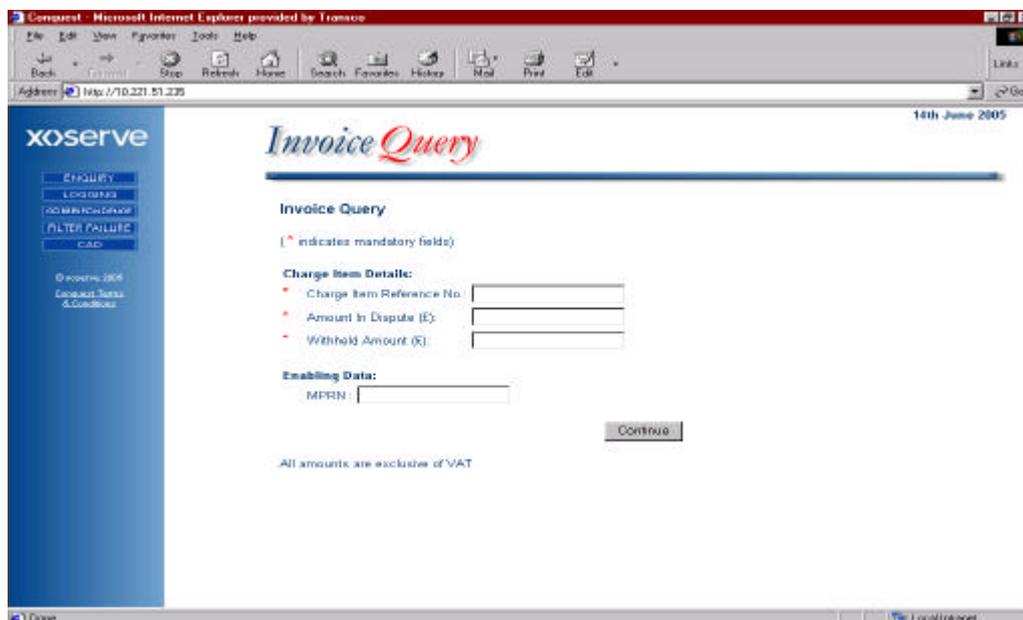
Click on the drop-down arrow in the **Billing Entry Zone** field and select the relevant entry zone.



Click on the drop-down arrow in the **Billing Exit Zone** field and select the relevant exit zone.

Click on the **Continue** button.

### RGTA Invoice (NTE & ECB)



The screenshot shows a web browser window titled "Microsoft Internet Explorer provided by Transco". The address bar shows "http://10.221.51.225". The page content includes a navigation menu on the left with links for "ENQUIRY", "LOGGING", "NO BILLS FOR CHARGE", "FILTER FAILURE", and "CARD". The main heading is "Invoice Query" in a stylized font. Below the heading, there is a section titled "Invoice Query" with a note "( \* indicates mandatory fields)". The form contains three input fields under "Charge Item Details": "Charge Item Reference No.", "Amount In Dispute (£)", and "Withheld Amount (£)". Below these is an "Enabling Data" section with an "MPRN" input field. A "Continue" button is located at the bottom right of the form area. A footer note states "All amounts are exclusive of VAT".



Ensure the cursor is in the **Charge Item Reference No.** field and enter the Charge Item Reference number.



Ensure the cursor is in the **Amount In Dispute** field and enter the relevant amount, exclusive of VAT.



Ensure the cursor is in the **Withheld Amount** field and enter the amount being withheld, exclusive of VAT.



Ensure the cursor is in the **MPRN** field and enter the relevant Meter Point Reference Number.



Click on the **Continue** button.

## Asset Management Invoice (Domestic)

The screenshot shows a web browser window titled 'Conquest - Microsoft Internet Explorer provided by Tranaco'. The address bar shows 'http://10.221.51.235'. The page content includes a navigation menu on the left with links for ENQUIRY, LOGGING, ORDER FOR DOMESTIC, FILTER PAULIFE, and CAD. The main content area is titled 'Invoice Query' and contains the following form fields:

- Invoice Details:**
  - MPRN: [Text Input]
  - Multiple Meter Point Backup Identifier:
- Charge Item Details:**
  - Charge Item Reference No.: [Text Input]
  - Charge Item Code: [Dropdown Menu]
  - Amount In Dispute (E): [Text Input]
  - Withheld Amount (E): [Text Input]
- Charge Type Details:**
  - Charge Type Code: [Dropdown Menu]
  - LDZ: [Dropdown Menu]
  - Gas Field Day: [Text Input]

A 'Continue' button is located at the bottom right of the form.



Ensure the cursor is in the **MPRN** field and enter the relevant charge item code.



If a multi meter, click on the check box **Multi Meter Backup Identifier**.



Ensure the cursor is in the **Charge Item Code** field and enter the relevant charge item code.



Ensure the cursor is in the **Amount In Dispute** field and enter the relevant amount, exclusive of VAT.



Ensure the cursor is in the **Withheld Amount** field and enter the amount being withheld, exclusive of VAT.



Click on the drop-down arrow in the **Charge Type Code** field and select the relevant charge type code.



Click on the drop-down arrow in the **LDZ** field and select the relevant LDZ.



Ensure the cursor is in the **Gas Field Day** field and enter the relevant day.



Click on the **Continue** button

## Asset Management Invoice (I & C and Unique Sites)

The screenshot shows a web browser window titled 'Conquest - Microsoft Internet Explorer provided by Tranaco'. The address bar shows 'http://10.221.51.235'. The page content includes a navigation menu on the left with buttons for 'ENQUIRY', 'LOGGING', 'ORDER FORDOMC', 'FILTER PAULIFE', and 'CAD'. The main heading is 'Invoice Query' in a stylized font. Below the heading, there is a section for 'Invoice Query' with a note that an asterisk indicates mandatory fields. The form contains three sections: 'Invoice Details' with an 'MPRN' field; 'Charge Item Details' with fields for 'Charge Item Reference No.', 'Charge Item Code' (a dropdown menu), 'Amount In Dispute (E)', and 'Withheld Amount (E)'; and 'Charge Type Details' with fields for 'Charge Type Code' (a dropdown menu) and 'Logical Meter Number'. A 'Continue' button is located at the bottom right of the form area. A footer note states 'All amounts are exclusive of VAT'.



Ensure the cursor is in **MPRN** field and enter the relevant meter point reference number.



Ensure the cursor is in the **Charge Item Reference No.** field and enter the Charge Item Reference number.



Ensure the cursor is in the **Charge Item Code** field and enter the relevant charge item code.



Ensure the cursor is in the **Amount In Dispute** field and enter the relevant amount, exclusive of VAT.



Ensure the cursor is in the **Withheld Amount** field and enter the amount being withheld, exclusive of VAT.



Click on the drop-down arrow in the **Charge Type Code** field and select the relevant charge type code.



Ensure the cursor is in the **Logical Meter Number** field and enter the relevant meter number.



Click on the **Continue** button.

## LOGGING RESULTS



Once you have clicked on the **Continue** button the **Logging Results** screen will be displayed.



The **Contact Reference** number will be displayed on this screen.

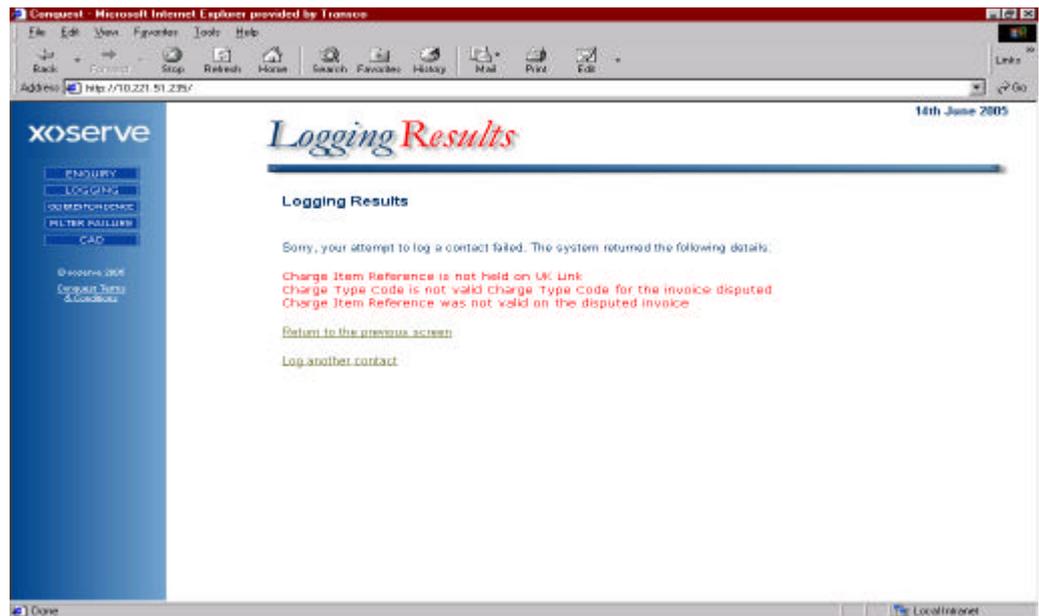
## REJECTIONS



There is a possibility that a logged contact will be rejected for a variety of reasons which can be found along with associated codes in a separate document, **AppendixM8**.



A **rejection code** will be shown on screen in a window as displayed



## CORRESPONDENCE SECTION

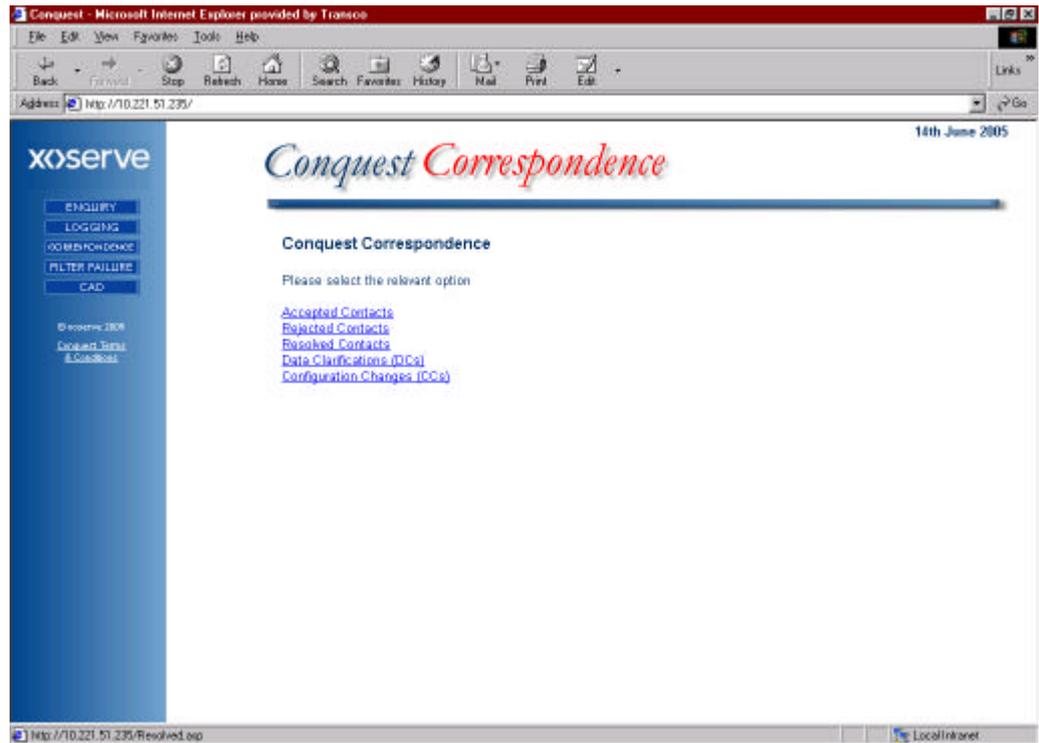
### CORRESPONDENCE OPTIONS



Click on the **Correspondence** option from ConQuest Options screen.



The **Correspondence** Options screen will be displayed



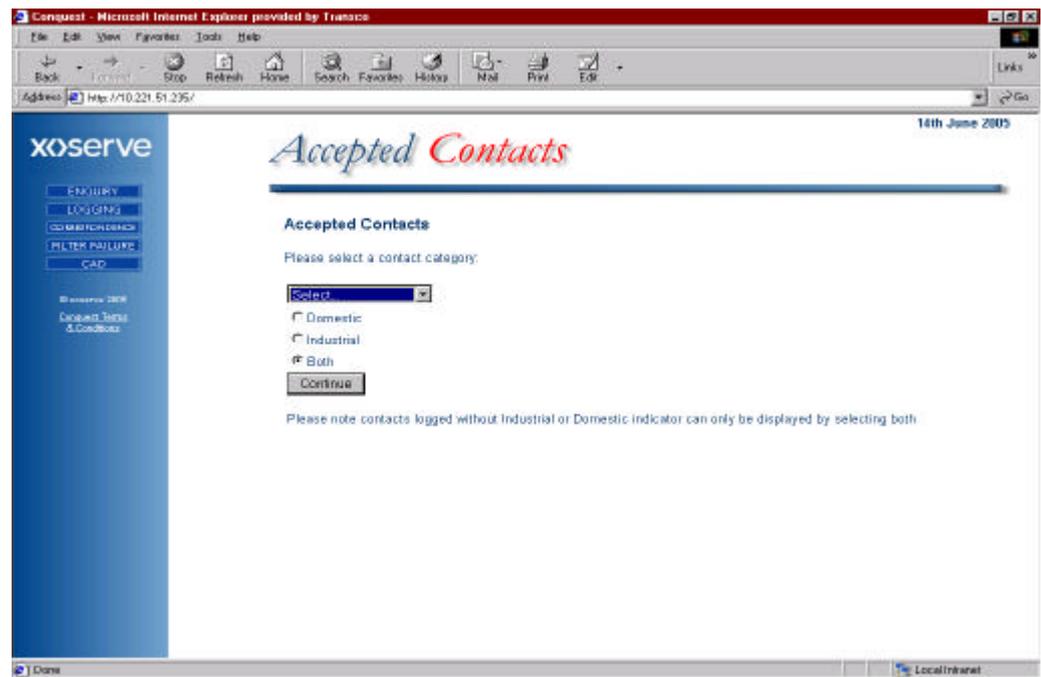
## ACCEPTED CONTACTS



Click on the **Accepted Contacts** icon



The **Accepted Contacts** screen is displayed



Click on the drop-down arrow and select which query type you wish to view i.e. Operational or Invoice.



Click on the relevant radio button to select which contacts are shown, i.e. Domestic, Industrial or Both.



Click on the **Continue** button.



A second Accepted Contacts screen will be displayed listing the contacts that meet the criteria selected in the previous screen. (A scroll bar is available to allow the user to view all data).

Personnel Name	Stakeholder ID	Contact Reference Number	Stakeholder Reference	Contact Code	Supplier ID	MPBN	Industrial/Domestic	Top 50	Date Logged
Miss Took	399	QMP0009476333		FLE		1848515400	Industrial	N/A	07/06/2005
Miss Took	399	QMP0009476334		FRS		8901368507	Industrial	N/A	07/06/2005
Miss Took	399	QMP0009476335		UNC		48951905	Industrial	N/A	07/06/2005
Miss Took	399	QMP0009476331		FOM			Industrial	N/A	07/06/2005
Miss Took	399	QMP0009476324		FOM			Industrial	N/A	07/06/2005
Miss Took	399	QMP0009476325		RFA		50075310	Industrial	N/A	07/06/2005
Miss Took	399	QMP0009476326		FLE		2999361203	Industrial	N/A	07/06/2005
Miss Took	399	QMP0009476328		UNC		88117705	Industrial	N/A	07/06/2005



Only contacts up to 8 working days old will be displayed on this screen.



It is possible to re-order these contacts by either clicking on the hyperlink titles of each column, or by using the triple **Sort Criteria** facility (see end of correspondence for details on triple sort criteria).



Click on the **Contact Reference number** to view the details of the contact.

# SHIPPER OPERATIONAL AND INVOICING CONQUEST USER GUIDE



The **Contact Details** screen will be displayed.

The screenshot shows a Microsoft Internet Explorer browser window displaying the 'Contact Details' screen of the Conquest system. The browser title is 'Conquest - Microsoft Internet Explorer provided by Tranac'. The address bar shows 'http://10.221.51.235/'. The page features a blue sidebar with the 'xoserve' logo and navigation links: ENQUIRY, LOGGING, ORDERFORMS, FILTER FAILURE, and CAD. Below these are links for 'Discover 2005', 'Contact Us', and 'Feedback'. The main content area is a table of contact details:

Stakeholder Personnel Name:	ALWQ	07/06/05 12:26:48	
	RECD	07/06/05 12:26:28	
	Miss Took		
Post Code:	HDS 1QF	Contact Code:	FLE
Original Contact Reference No.:		PSO Contact Reference No.:	
Standard Service Days (elapsed):	0	Date Received:	07/06/05
Proposed Resolution Date:	21.06.05	Date Logged:	07/06/2005
Current Withheld Amount:		Date Cleared:	07/06/2005
Disputed Amount:		Invoice Number:	
Adjustment Invoice Number:		Payment Due Date:	
Adjustment Invoice Payment Due Date:		Charge Type:	
Adjustment Value:		Billing Period:	
Payment Request Status:		Net Off Amount:	£0.00
Valid:	NO	Payback Amount:	£0.00
Contact Explanations:	Observation retest.		
Interim Resolution Text:			
Final Resolution Text:	REFN: 1848515400 Postcode: HDS 1QF		
Resolution Text Date:	07/06/2005		
Theft Details:			

Below the table are two buttons: 'Print Contact Details' and 'Resolution Letter'. At the bottom of the page, it states 'All amounts are exclusive of VAT'.

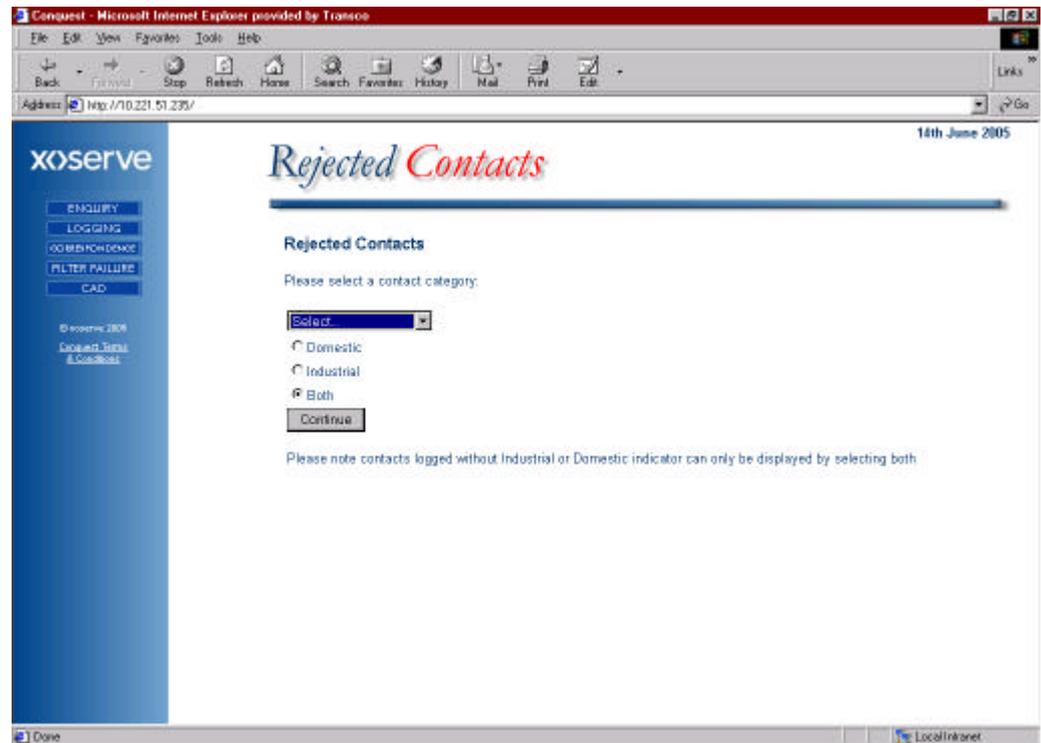
## REJECTED CONTACTS



Click on the **Rejected Contacts** option.



The first **Rejected Contacts** screen will be displayed.



Click on the drop-down arrow and select which query type you wish to view i.e. Operational or Invoice.



Click on the relevant radio button to select which contacts are shown, i.e. Domestic, Industrial or Both.



Click on the **Continue** button.

## SHIPPER OPERATIONAL AND INVOICING CONQUEST USER GUIDE



A second Rejected Contacts screen will be displayed listing the contacts that meet the criteria selected in the previous screen. (A scroll bar is available to allow the user to view all data).

**Rejected Contacts**

Rejected Operational Contacts:  
Found the following 7 matching Contacts.

Sort Criteria:  
Sort by: [Dropdown] Ascending  Descending   
Then by: [Dropdown] Ascending  Descending   
Then by: [Dropdown] Ascending  Descending

Personnel Name	Stakeholder ID	Stakeholder Reference	Contact Case	Supplier ID	MPRN	Industrial/Domestic	Tag ID	Date Rejected	Rejection Case	EET EMail Name	Rejection Reason
Dr dyjdgyhijg	10001399		ADD		555641	Domestic	N/A	10/05/2005	CNF00043, MP000011, MP000587	NA	
Sr dzgzcavz	10001399		TGG		54354343	Domestic	N/A	10/05/2005	MP000011, MP000587	NA	
Sr dzgzcavz	10001399		TGG		5464646464	Domestic	N/A	10/05/2005	MP000011, MP000587	NA	
Sr afafafafaf	10001399		AGG		5555555555	Domestic	N/A	14/05/2005	CNF00043, MP000011, MP000587	NA	
Sr ...	10001399		AGG		1461913910	Domestic	N/A	14/05/2005	CNF00043	NA	



Only contacts up to 8 working days old will be displayed on this screen.



It is possible to re-order these contacts by either clicking on the hyperlink titles of each column, or by using the triple **Sort Criteria** facility (see end of correspondence for details on triple sort criteria).



Click on the Hyperlink for the relevant Contact to display the rejection details.



The **Rejection Reasons** screen will be displayed.

**Rejected Contacts**

Rejected Operational Contacts:

Found the following 7 matching Contacts:

Sort Criteria:

Sort by: [Dropdown] Ascending  Descending

Then by: [Dropdown] Ascending  Descending

Then by: [Dropdown] Ascending  Descending  [Go] [Cancel]

Personnel Name	Stakeholder ID	Stakeholder Reference	Contact Code	Supplier ID	MPRN	Industrial/Domestic	Top 50	Date Rejected	Rejection Code	ECI File Name	Re
Dr dyjdyhyhg	10001389		ADD		659641	Domestic	N/A	10/06/2005	CNF00043, MF000001, MF000597	NA	
Sr dzgzkwz	10001390		TGC		54364343	Domestic	N/A	10/06/2005	MF000001, MF000597	NA	
Sr dzgzkwz	10001390		TGC		8464646464	Domestic	N/A	10/06/2005	MF000001, MF000597	NA	
Sr afafafafaf	10001389		AGG		6666666666	Domestic	N/A	14/06/2005	CNF00043, MF000001, MF000597	NA	
Sr ...	10001390		AGG		1481913910	Domestic	N/A	14/06/2005	CNF00043	NA	

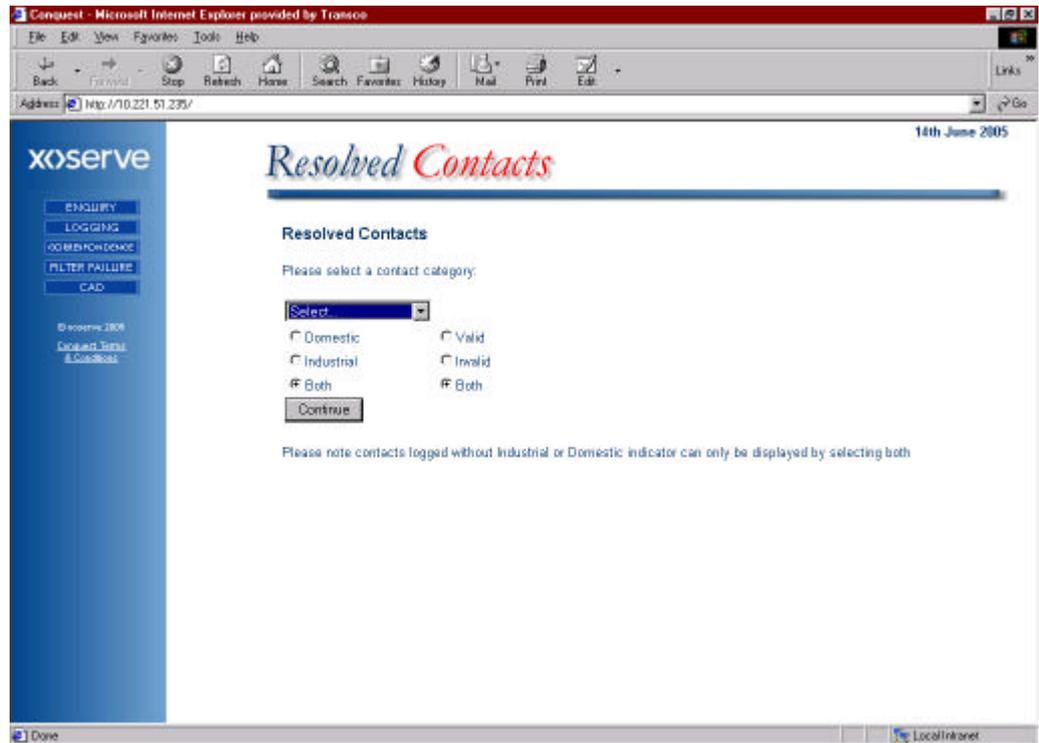
## RESOLVED CONTACTS



Click on the **Resolved Contacts** option.



The first **Resolved Contacts** screen will be displayed.



Click on the drop-down arrow and select which query type you wish to view i.e. Operational or Invoice.



Click on the relevant radio buttons to select which contacts are shown, i.e. Domestic, Industrial or Both for the left-hand radio buttons and Valid, Invalid or Both for the right-hand radio buttons.



Click on the **Continue** button.

## SHIPPER OPERATIONAL AND INVOICING CONQUEST USER GUIDE



A second Resolved Contacts screen will be displayed listing the contacts that meet the criteria selected in the previous screen. (This screen is shown in two parts; scroll across to view all data).

Personnel Name	Stakeholder ID	Contact Reference Number	Stakeholder Reference	Contact Code	Supplier ID	MPRN	Industrial/Domestic	Top 50	Confirmation Number	Date Recd
Mr Frank	10001399	QMP000647547		FLE		79810809	Domestic	M/A	148956493	07/05
<b>Resolution Text</b>		MPRN: 79810809 Postcode: RD12 0AP								
<b>Contact Explanation</b>		Observation retest								



Only contacts up to 8 working days old will be displayed on this screen.



It is possible to re-order these contacts by either clicking on the hyperlink titles of each column, or by using the triple **Sort Criteria** facility (see end of correspondence for details on triple sort criteria).

# SHIPPER OPERATIONAL AND INVOICING CONQUEST USER GUIDE



Click on the **Contact Reference number** to view the details of the contact.



The **Contact Details** screen will be displayed.

The screenshot shows a Microsoft Internet Explorer browser window displaying the Xoserve Conquest web application. The browser's address bar shows the URL <http://10.221.51.235/>. The page features a blue sidebar with navigation links: ENQUIRY, LOGGING, MESSAGES, FILTER FAILURE, and C&O. Below these links are links for Resource 2005, Support 2005, and Logout. The main content area displays contact details for 'Mr. Frank' in a table format. The table includes fields for Stakeholder Personnel Name, Post Code, Original Contact Reference No., Standard Service Days (elapsed), Proposed Resolution Date, Current Withheld Amount, Disputed Amount, Adjustment Invoice Number, Adjustment Invoice Payment Due Date, Adjustment Value, Payment Request Status, Valid, Contact Explanation, Interim Resolution Text, Final Resolution Text, Resolution Text Date, and Theft Details. The 'Valid' field is set to 'NO' and the 'Contact Explanation' is 'Observation note.'. The 'Final Resolution Text' field contains 'REFN: 79810809' and 'Post code: RD12 0AP'. The 'Resolution Text Date' is '07/06/2005'. At the bottom of the table, there are two buttons: 'Print Contact Details' and 'Resolution Letter'. Below the table, a note states 'All amounts are exclusive of VAT'. The browser's status bar at the bottom shows 'Done' and 'LocalIntranet'.

ALWO	07/05/05 13:00:52		
RECD	07/05/05 13:00:33		
Stakeholder Personnel Name:	Mr. Frank		
Post Code:	RD12 0AP	Contact Code:	FLE
Original Contact Reference No.:		PSQ Contact Reference No.:	
Standard Service Days (elapsed):	0	Date Received:	07/06/05
Proposed Resolution Date:	21/06/05	Date Logged:	07/06/2005
Current Withheld Amount:		Date Cleared:	07/06/2005
Disputed Amount:		Invoice Number:	
Adjustment Invoice Number:		Payment Due Date:	
Adjustment Invoice Payment Due Date:		Charge Type:	
Adjustment Value:		Billing Period:	
Payment Request Status:		Not Off Amount:	£0.00
Valid:	NO	Payback Amount:	£0.00
Contact Explanation:	Observation note.		
Interim Resolution Text:			
Final Resolution Text:	REFN: 79810809 Post code: RD12 0AP		
Resolution Text Date:	07/06/2005		
Theft Details:			

Print Contact Details    Resolution Letter

All amounts are exclusive of VAT

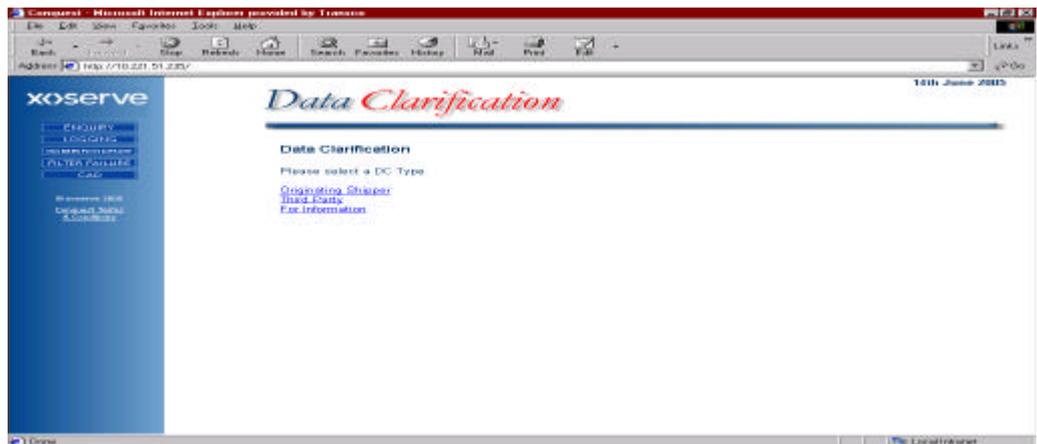
## DATA CLARIFICATIONS



Click on the **Data Clarifications** option.



A further menu will be displayed with three options: Originating Shipper DC, Third Party DC and For Information.



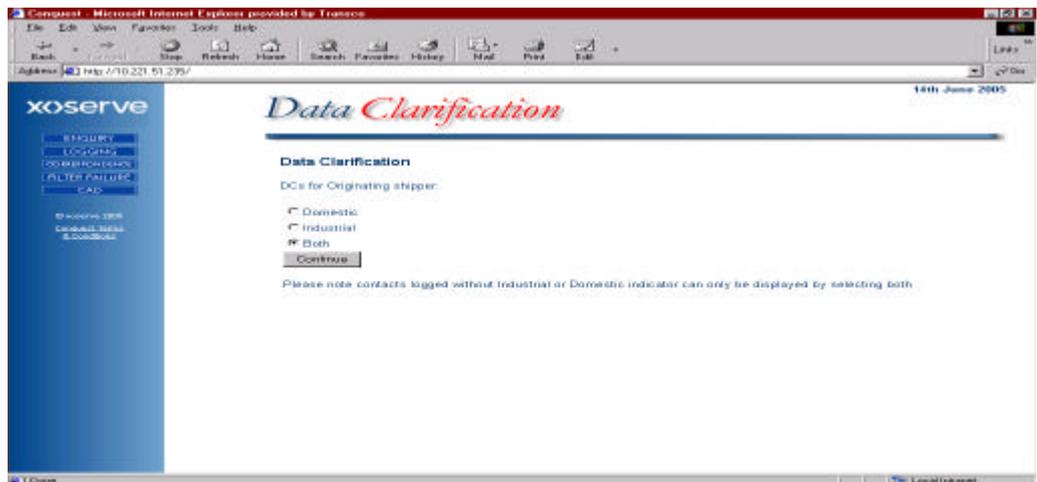
## Originating Shipper DC



Click on the **Originating Shipper DC** icon.



The **Data Clarification** screen for an Originating Shipper will be displayed.



Click on the relevant radio button to select which contacts are shown, i.e. Domestic, Industrial or Both.



Click on the **Continue** button



Another Data Clarification screen will be displayed listing the contacts which meet the criteria selected in the previous screen (This screen is

## SHIPPER OPERATIONAL AND INVOICING CONQUEST USER GUIDE

shown in two parts scroll across to view all data.) – as shown overleaf



The Data Clarifications will be displayed in three sections; those older than 19 days, those older than 9 days and those less than or equal to 9 days old (A scroll bar is available to allow the user to view all data).



It is possible to re-order these contacts by either clicking on the hyperlink titles of each column, or by using the triple **Sort Criteria** facility (see end of correspondence for details on triple sort criteria).



Click on the **Contact Reference number** to view the details of the contact (as shown above in the Accepted Contacts section).



Click on the **DC ID** for the relevant contact to create a response.



The **DC Response** screen will be displayed.

DC ID	Personnel Name	Stakeholder ID	Stakeholder Reference	Contact Reference Number	Contact Code	Supplier ID	Top 50	Confirmation Number	Industrial/Domestic	Date
70003	Mrs Tracy Barton	388	HCA800	CME00345408	DJP		N/A	142662034	Domestic	22/03/05



If you wish to view details of the contact before you make your response click on the contact reference number hyperlink. To return to the DC Response screen click on the **back** button.



Ensure the cursor is in the **free text** response field and enter an explanation, which clarifies the data required.



Ensure the cursor is in the **Personnel Name** and enter your full name.



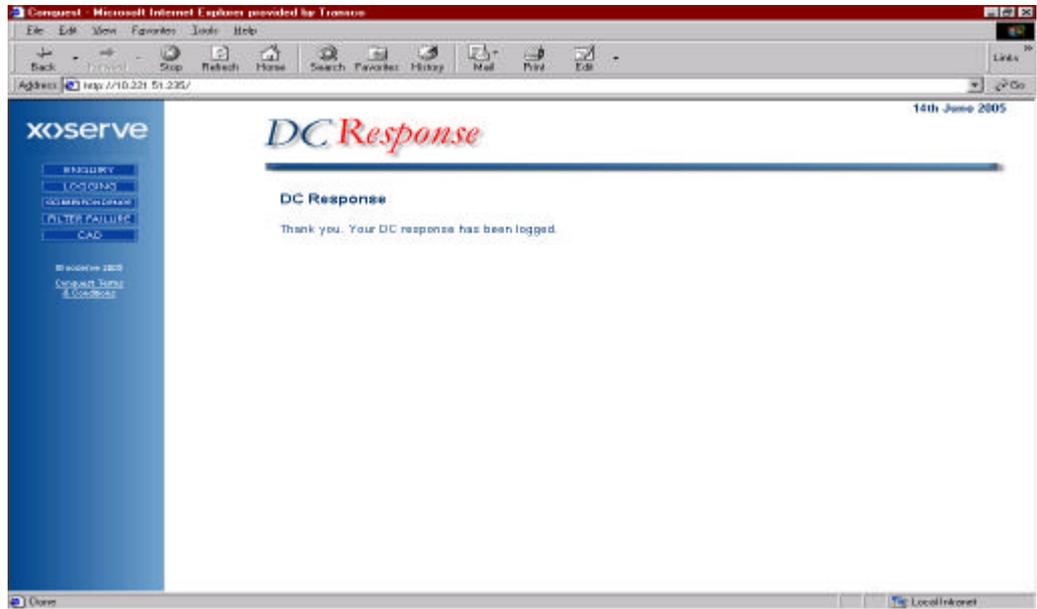
Click on the **Continue** button

## SHIPPER OPERATIONAL AND INVOICING CONQUEST USER GUIDE

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An acknowledgement of your response will be displayed.



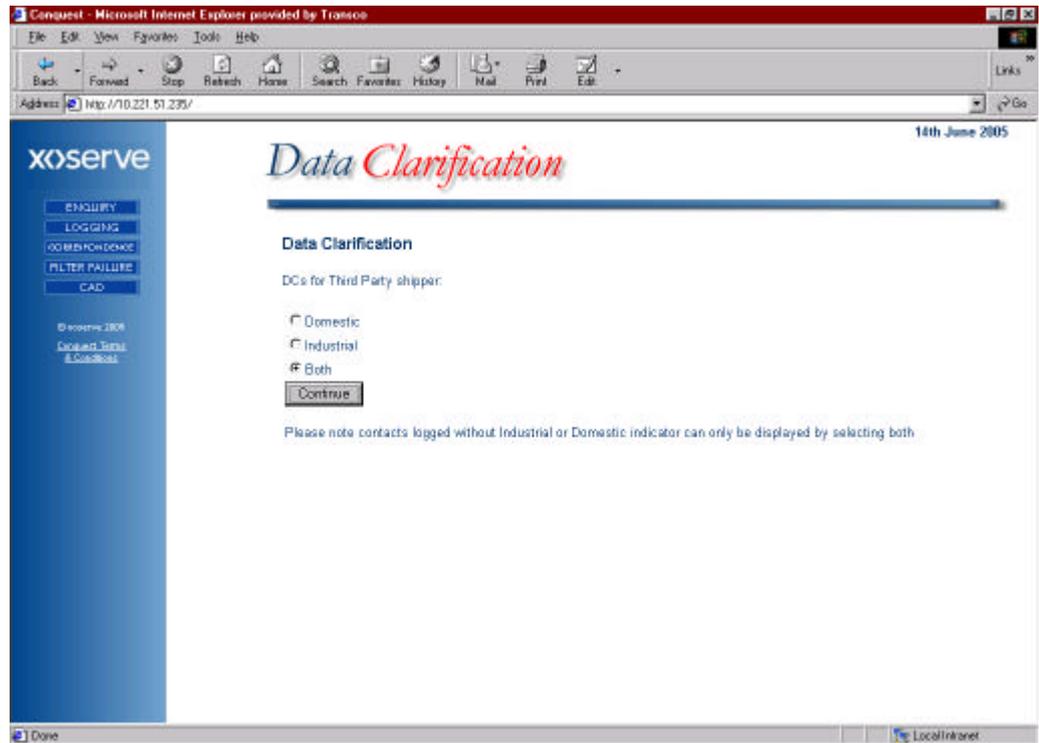
## Third Party DC



Click on the **Third Party DC** option.



The **Data Clarification** screen for a Third Party Shipper will be displayed.



Click on the relevant radio button to select which contacts are shown, i.e. Domestic, Industrial or Both.



Click on the **Continue** button.



Another Data Clarification screen will be displayed listing the contacts, which meet the criteria selected in the previous screen (A scroll bar is available to allow the user to view all data).

**Data Clarification**

DC Third Party Requests:

**Sort Criteria:**  
Sort by: [dropdown] Ascending  Descending   
Then by: [dropdown] Ascending  Descending   
Then by: [dropdown] Ascending  Descending  [Go] [Cancel]

DCs older than 1 days

found the following 5 matching DCs for Third Party.

Notifications have been communicated to the contact originator for the following data clarifications:

DC ID	Contact Code	Confirmation Number	Industrial/Domestic	Date Data
<a href="#">70148</a>	APP	17234541	Industrial	29/04/2005
Interrogation of our systems has resulted in the necessity for a visit to the property. We have telephoned you today and you have not been able to provide such information.				
<a href="#">70157</a>	DJP	144801513	Domestic	23/05/2005
Interrogation of our systems has resulted in the necessity for a visit to the property. We have telephoned you today and you have not been able to provide such information.				



It is possible to re-order these contacts by either clicking on the hyperlink titles of each column, or by using the triple **Sort Criteria** facility (see end of correspondence for details on triple sort criteria).



Click on the **DC ID** for the relevant contact to create a response.



The **DC Response** screen will be displayed.

14th June 2005

**DC Response**

Please enter the details of the response:

DC ID	Contact Code	Confirmation Number	Industrial/ Domestic	Due Date
70148	APP	17234641	Industrial	29/04/2005

Interrogation of our systems has resulted in the necessity for a visit to the property. We have telephoned you today and you have not been able to provide such information.

Personnel Name:



Ensure the cursor is in the **free text** response field and enter an explanation, which clarifies the data required.



Ensure the cursor is in the **Personnel Name** and enter your full name.

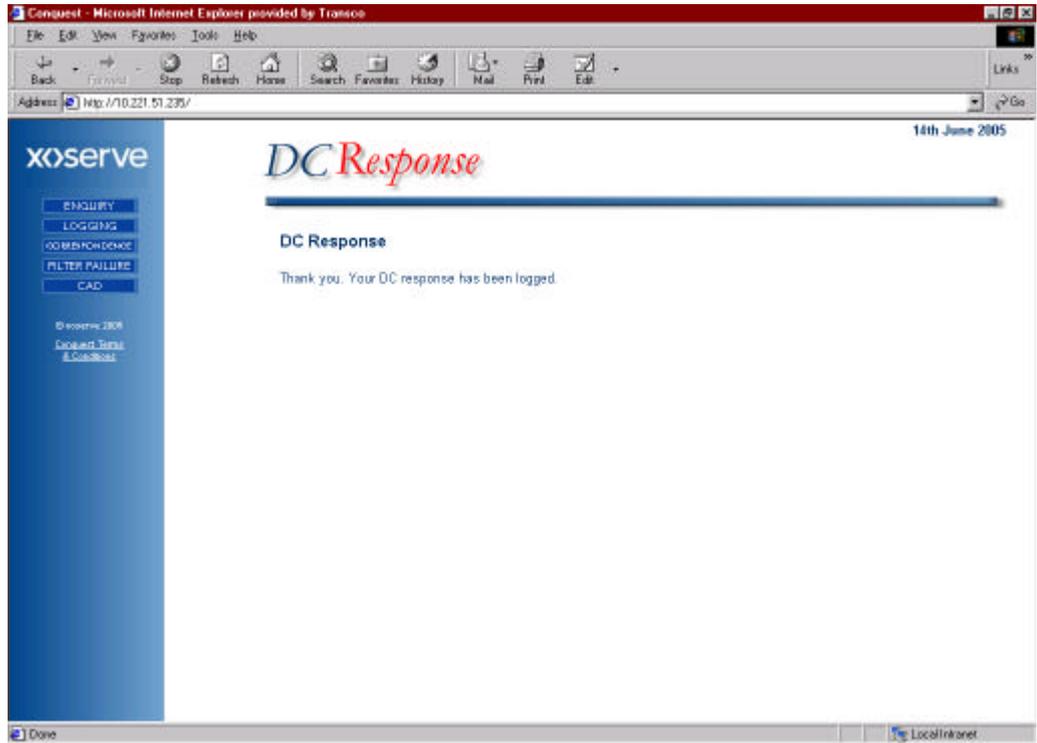


Click on the **Continue** button.

## SHIPPER OPERATIONAL AND INVOICING CONQUEST USER GUIDE



An acknowledgement of your response will be displayed.



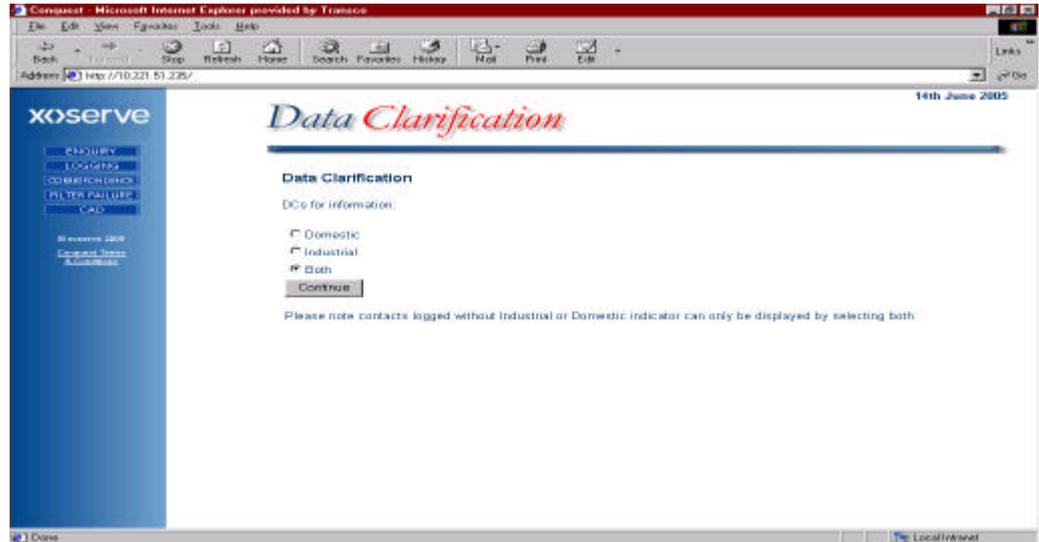
## For Information



Click on the **For Information** option



The Data Clarification screen For Information will be displayed



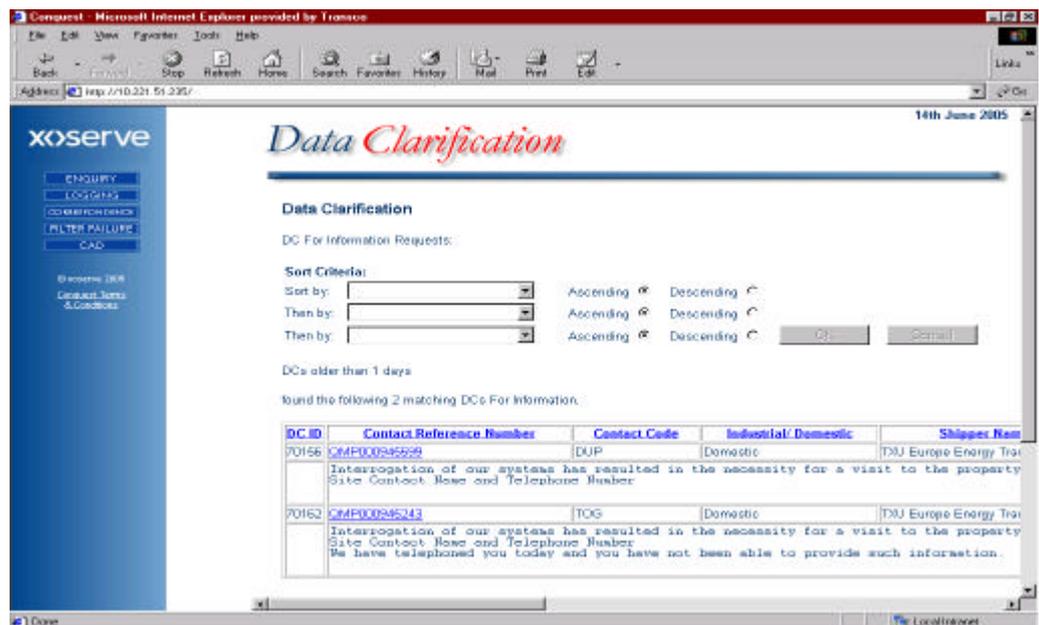
Click on the relevant radio button to select which contacts are shown, i.e. Domestic, Industrial or Both.



Click on the **Continue** button



Another Data Clarification screen will be displayed listing the information requests that meet the criteria selected in the previous screen.



## SHIPPER OPERATIONAL AND INVOICING CONQUEST USER GUIDE



It is possible to re-order these contacts by either clicking on the hyperlink titles of each column, or by using the triple **Sort Criteria** facility (see end of correspondence for details on triple sort criteria).



Click on the **Contact Reference number** to view the details of the contact (as shown above in the Accepted Contacts section).

## CONFIGURATION CHANGES



Click on the **Configuration Changes** option.



The **Configuration Changes** screen will be displayed listing the contacts that meet the criteria selected in the previous screen. (This screen is shown here in two parts; scroll across to view all data.)

**Configuration Changes**

CC Requests:

Sort Criteria:  
 Sort by: [ ] Ascending  Descending   
 Then by: [ ] Ascending  Descending   
 Then by: [ ] Ascending  Descending

CCs older than 1 days

found the following 88 matching CCs.

CC ID	Personnel Name	Stakeholder ID	Stakeholder Reference	Transporter Initiated	Contact Reference Number	Contact Code	Supplier ID	Top 50	Confirmation Number
34625	Mr Deery	399	PROJECT MOD616	Y	N/A	DUP		N/A	100913218

CC3 YES MFRN To Remain

Following investigations we have identified that MFRN 8892471003 is a duplicate of MFRN and is currently in a third party shipper's portfolio.  
 The MFRN that requires deletion is 8892471003. Please facilitate this process by subse  
 Following withdrawal, the duplicate MFRN will be removed from your portfolio and a cea  
 If you wish to object to this process please reply using the same medium.

34619	Mr Deery	399	PROJECT MOD616	Y	N/A	DUP		N/A	84530262
-------	----------	-----	----------------	---	-----	-----	--	-----	----------

CC3 Originator MFRN To Remain

Following investigations we have identified that MFRN 8865582009 is a duplicate of MFRN MFRN 706124200 is to remain on Sites and Meters and is currently part of your portfolio.  
 The MFRN that requires deletion is 8865582009. Please facilitate this process by subse  
 Following withdrawal, the duplicate MFRN will be removed from your portfolio and a cea  
 If you wish to object to this process please reply using the same medium.

34626	Mr Steve Deery	399	PROJECT MOD616	Y	N/A	DUP		N/A	80086262
-------	----------------	-----	----------------	---	-----	-----	--	-----	----------

CC3 Originator MFRN To Remain

Following investigations we have identified that MFRN 8849392708 is a duplicate of MFRN MFRN 648204906 is to remain on Sites and Meters and is currently part of your portfolio.  
 The MFRN that requires deletion is 8849392708. Please facilitate this process by subse



It is possible to re-order these contacts by either clicking on the hyperlink titles of each column, or by using the triple **Sort Criteria** facility (see end of correspondence for details on triple sort criteria).

# SHIPPER OPERATIONAL AND INVOICING CONQUEST USER GUIDE



Click on the **Contact Reference number** to view the details of the contact (as shown above in the Accepted Contacts section).



Click **CC ID** hyperlink on the left-hand side of the screen.



The **CC Response** screen will be displayed (This screen is shown in two parts; scroll across to view all data.)

**Configuration Changes**

**CC Response**

Please enter the details of the response:

CC ID	Personnel Name	Stakeholder ID	Stakeholder Reference	Transporter Initiated	Contact Reference Number	Contact Code	Supplier ID	Top 50	Confirmation Number
34625	Mr Deery	399	PROJECT MOD516	Yes	N/A	DUP		N/A	100913218

CC9 TPG MPRN To Remain

Following investigations we have identified that MPRN 8892471003 is a duplicate of MPRN and is currently in a third party shipper's portfolio.

The MPRN that requires deletion is 8892471003. Please facilitate this process by submitting a voluntary withdrawal for this MPRN. Following withdrawal, the duplicate MPRN will be removed from your portfolio and a ceased responsibility notice will then follow to confirm action taken, as a medium.

Please select a response:

Please enter a reason for the objection:

**Configuration Changes**

14th June 2005

Supplier ID	Top 50	Confirmation Number	Industrial/Domestic	Due Date	MPRN	Meter Serial Number	Building Name	Sub Building Name	Building Number	Principle Street	Postcode
	N/A	100913218	Domestic	06/04/2004	8892471003				7	Vatnismor	PH1 3FA

is a duplicate of MPRN 1146131007. MPRN 1146131007 is to remain on Sites and Meters

as this process by submitting a voluntary withdrawal for this MPRN.

our portfolio and a ceased responsibility notice will then follow to confirm action taken, as a medium.



Click on the **Contact Reference number** to view the details of the contact (as shown above in the Accepted Contacts section).



Click on the drop-down arrow in the field beneath the text 'Please Select A Response' and select either **Action Completed** or **Objection**.

## SHIPPER OPERATIONAL AND INVOICING CONQUEST USER GUIDE

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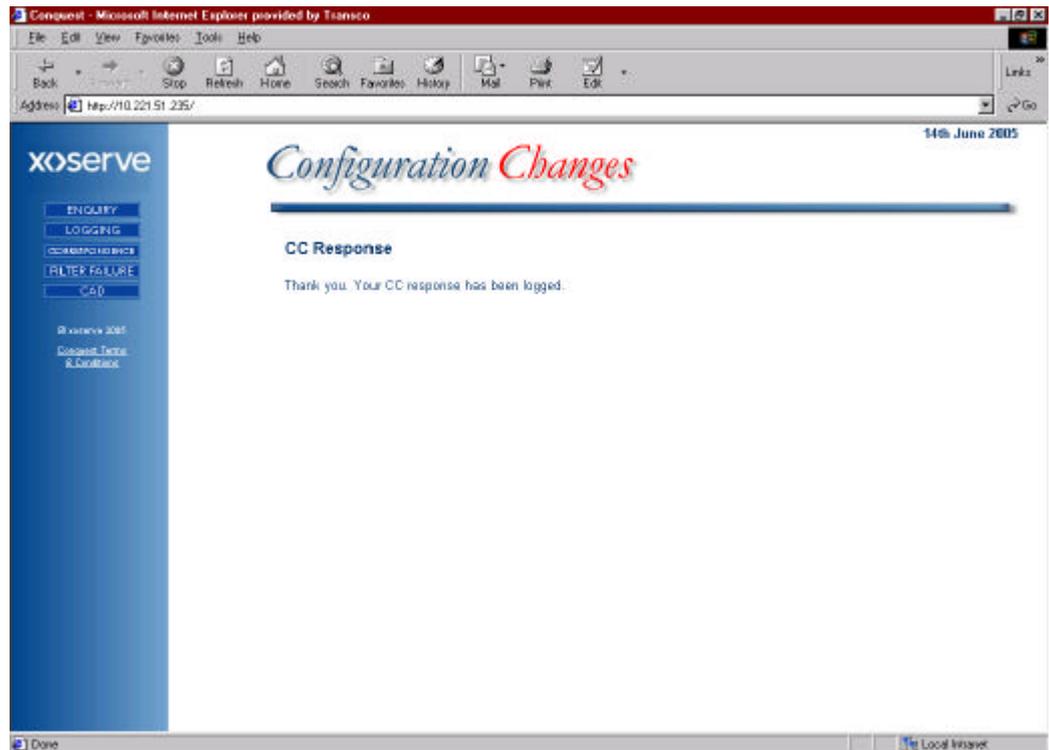


If you select Objection, ensure the cursor is in the free text field at the bottom of the screen and enter the reason for the objection.



Click on the **Continue** button

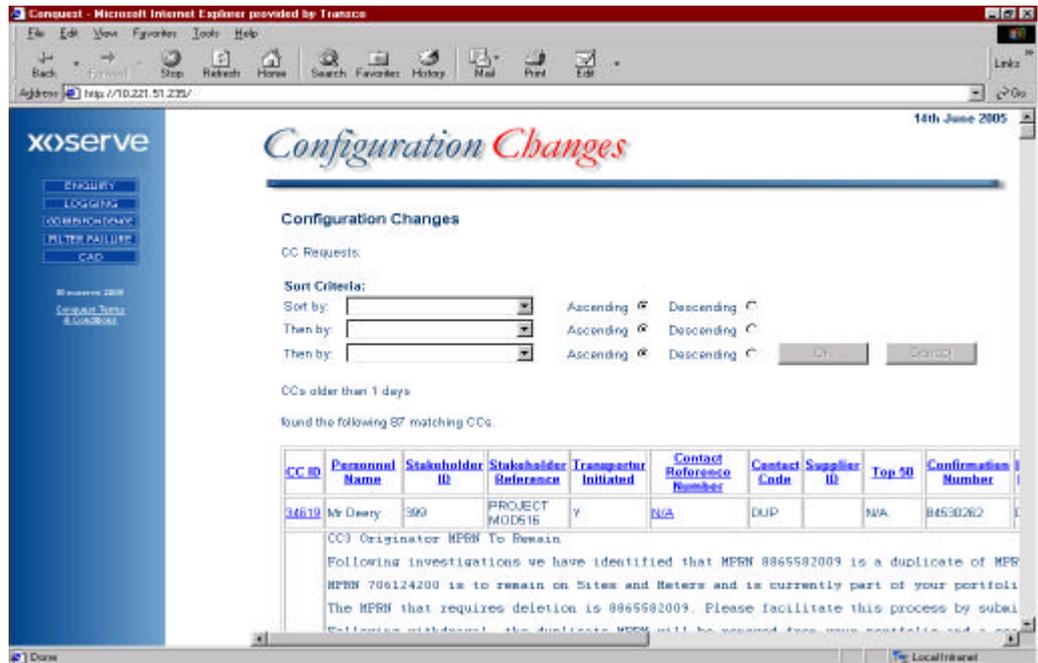
An acknowledgement screen will be displayed.



**TRIPLE SORT OPTION**



The triple **Sort Criteria** facility can be access via all options available under **Correspondence**. An example of the screen is shown below.



Click on the down arrow for the **Sort By** option and select relevant 1<sup>st</sup> Sort By option



Click on the Relevant radio button to select relevant **Ascending**, or **Descending** order



Click on the down arrow for the **Then By** option and select relevant 2<sup>nd</sup> Sort By option



Click on the Relevant radio button to select relevant **Ascending**, or **Descending** order



Click on the down arrow for the **Then By** option and select relevant 3<sup>rd</sup> Sort By option



Click on the Relevant radio button to select relevant **Ascending**, or **Descending** order



Click on the **OK** or **Cancel** button.

## APPENDIX A



The Case Event Descriptions in the following list are those that may be experienced by both xoserve staff and external users. Additions to this list may be made as development of ConQuest progresses.

<b>Code</b>	<b>Description</b>
AATP	Awaiting Action 3rd Party
ADAC	Awaiting Adjustment Actioned
ADCB	Awaiting DC from Originating & Third Party Shippers
ADCF	Awaiting DCF update from Originating Shipper (STOP THE CLOCK)
ADCT	Awaiting DCF update from 3rd Party (STOP THE CLOCK)
ALWQ	Allocated to Work queue
AOIT	Awaiting Action from Other - Inside xoserve
AOOT	Awaiting Action from Other - Outside xoserve (STOP THE CLOCK)
AWAJ	Awaiting Adjustment
CCFR	Configuration Change Returned
CCIA	Configuration Change Incomplete Action
CCOS	Configuration Change Outstanding
CLRD	Contact Cleared, Adjustment Completed and netted off or Invalid.
DCFR	Data Clarification Form Returned
DCOS	Data Clarification Outstanding
INVL	Contact investigated & deemed invalid - Reject
ISHD	Inter Shipper Dispute
MATT	Meter Attachment to new MPR
MNCR	M Number being created & meter attached
NADJ	No Financial Adjustment Required
QCPD	Quality Check Pending
RECD	Contact Received - No validation/verification completed
REJD	Contact Rejected following validation/verification - no audit history
RETP	Returned Template
RTWQ	Returned to Work queue - following information/action request (i.e.. Site

## **SHIPPER OPERATIONAL AND INVOICING CONQUEST USER GUIDE**

	Visit)
SDI S	Site Visit Request - Network
SMRR	Site Visit Request - Meter Read Agency - Special Read Request ( for current read, meter serial no. & no. of dials)
STOP	Bulk Update 'Stop'
SUPF	System Update Pending Flag
SYI N	System I nvestigation/I nterrogation in process - Contact owner only
SYUP	System Update Required
VALI	Contact investigated & deemed valid - awaiting investigation into financial impact
WPUD	Pre Notification - Withdrawal (Originator) (STOP THE CLOCK)

### APPENDIX B



The Contact Codes in the following list are those that may be experienced by both xoserve staff and external users. Additions to this list may be made as development of ConQuest progresses.

<b>Code</b>	<b>Description</b>
ADD	Any query challenging the Address details held on UK Link
ADJ	Query challenging an adjustment
AGG	Any contact challenging a response to a request to aggregate a group of meters under one supply point
AMC	Challenge to the Meter Asset Charges (AMI)
APP	Request to investigate the Bottom Stop SOQ held on UK Link for a Supply Point
AQQ	Incorrect AQ applied
CDQ	Any contact challenging a consumption for an I & C site with bundled reads where the reads are confirmed to be correct
CNQ	Any contact challenging the reason for a specific response to a confirmation file.
CSE	Incorrect charges applied to a CSEP
DMQ	DM Datalogger queries of both reads and Assets
DUP	Any contact challenging two MPRN's for one service to a property and where the asset matches
ECB	Exit Capacity Buyback
EUC	Queries challenging End User Category
FLE	Any contact challenging the response to an I X file sent in by a Shipper
IOC	Any contact where an invalid offer has been received and caused the subsequent confirmation to be rejected.
IRC	Challenge to the Meter Read Charges
ISO	Any contact challenging the status of a supply point (service pipe)
ITR	Challenge to the charges levied on the Ad-Hoc (interest charges) invoice
LIA	Challenge to the charges levied on the Ad-Hoc (liability charges) invoice
MFF	Meter Read Frequency used to bill against is incorrect
MNC	A request to create a MPRN for a meter that is live, but not on Sites and Meters.
MRQ	Any contact challenging the reconciliation charges based upon the validity of an NDM meter read
NOM	Any contact challenging the reason for a non specific nomination response

## **SHIPPER OPERATIONAL AND INVOICING CONQUEST USER GUIDE**

NTE	Challenge to the charges levied on the NTE invoice
OVR	Any contact challenging the validity of an overrun charge
PRS	An operational contact disputing the Primary, Sub or Freestanding Meter Link Codes
PSI	Dispute against Prime and Sub charges where the Prime and Sub set up is correct.
RAC	Any contact challenging the validity of a ratchet charge
RAT	Query challenging the rate used
RBD	Reconciliation by Difference
SOQ	Challenge to the Supply Off-take Quantity
SQQ	Billed Supply Off-take Quantity is incorrect
TOG	Any contact reporting a non emergency Theft of Gas Case
TYP	Any contact requesting a change of supply type from Firm to Interruptible or vice versa
UQS	Incorrect calculation of charges applied to a unique site

### **APPENDIX C GLOSSARY**

AJI	Asset Job Invoice
AMI	Asset Management Invoice
CAP	NTS Capacity Invoice
Case Event Description	The status of a submitted contact
CAZ	LDZ Capacity Invoice
Charge Item	A single charge on an invoice
Charge Item Reference	A unique line on an Invoice.
Charge Type	An identifier for a set of charges
COM	A commodity invoice, this includes NTS and LDZ with the commodity element of the customer charge where appropriate.
Confirmation Number	A unique number issued when a site is confirmed.
Contact	A Query or Request for information, originating from a Stakeholder.
Contact Reference Number	Unique Query Reference
Entry Zone/Exit Zone	Where gas enters or leaves an LDZ.
Logical Meter Number	A unique sites reference for a power station
MPRN	Meter Point Reference Number. Unique reference number given to a meter point regardless of the serial number.

## **SHIPPER OPERATIONAL AND INVOICING CONQUEST USER GUIDE**

NTE	I nvoice relating to the Revised Gas Trading Arrangements
PSQ	Previously Submitted Query
REC	A reconciliation invoice, this details the NTS and LDZ charge adjustments for all NDM meters read during billing periods.
Stakeholder	An interested party who raises a contact (usually a Shipper)
Top 50	50 Contacts which are designated as high priority, in any given month, by the Shipper.