Training Document

Shipper Operational & Invoicing ConQuest User Guide





Version 4

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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	User Guide For External ConQuest Users
Manual Information	 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	
\sim	Use Mouse and Click
E	Press a Key or Type Text
	Screen Details
	Useful Information
۲	Handy Hints

Phrases Used Within This Manual

Click	Once the mouse is positioned click on the left mouse
Double Click	Click twice in quick succession.
l con	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

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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

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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.

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.

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.

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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.







Click on the relevant Contact Reference Number hyperlink.



The Contact Details screen will be displayed

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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.





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.





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





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.

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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.



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.

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	Current Address:	
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	Sub Building Name	
	Building Name	
	Principal Street	
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	Dependent Locality:	
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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

J.

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).



I f 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.



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	Principal Street.	
	Dependent Street	
	Dependent Locality:	
	Post Town:	
	PostCode	
	Alternative Address:	
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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.



CDQ



Meter Details



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



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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.



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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.



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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



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.



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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.



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.



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	Valid Contract:	

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.



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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.


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.



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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.



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.

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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.



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.



TYP



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.



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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.



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.



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	MPRN (2):	Telephone No	
	MPRN (3):	Received Date :	
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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.

J.

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.
THE CONTRACT OF THE PARTY OF TH	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
THE STREET	Ensure the cursor is in the Name field and enter the relevant Name (if applicable).
THE STREET	Ensure the cursor is in the Building Number field and enter the relevant building number (if applicable).
E.C	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.
j e	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.
j e	Ensure the cursor is in the Post Code field and enter the relevant postcode.
B	Ensure the cursor is in the Telephone No. field and enter the relevant Telephone No.
B	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 I nvoicing Queries.

INVOICING QUERIES



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



The Invoicing Query screen will be displayed.





Enter the relevant invoice number in the I nvoice Number field.



Click on the **Continue** button.

A second I nvoice Query screen will be displayed with the I nvoice Number and I nvoice Type fields pre-populated (identified from the I nvoice 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.

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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.



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)

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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)

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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 I tem 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.



Reconciliation Invoice (REC)

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



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Ensure the cursor is in the **Charge Item Reference** No. field and enter the Charge I tem 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)

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



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Asset Management Invoice (Domestic)

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Asset Management Invoice (I & C and Unique Sites)



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 I tem 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.



LOGGING RESULTS



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

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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 I nvoice.



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





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).

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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.



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

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LOGGING	Standard Service Days (elapsed):	0	Date Received:	07/06/05		
CO MARTCH DE LA CALENCE	Proposed Resolution Date:	21.06.05	Date Logged:	07/06/2005		
CAD	Current Withhold Amount:	10	Date Cleared:	07/06/2005		
	Disputed Amount:		Invoice Number:			
D accenter 2005	Adjustment Invoice Number:		Payment Due Date:			
Concern Terra	Adjustment Invoice Payment Due Date:		Charge Type:			
CADIMAN.	Adjustment Value:	1	Billing Poriod:			
	Payment Request Status:		Net Off Amount:	60.00		
	Valid:	NO	Payback Amount:	60.00		
	Contact Explanation:	Observati	on retest.			
	Interim Resolution Text:					
	Final Amolution Text:	MPRN: 1849515400 Postcode: HD6 10F				
	Resolution Text Date:	07.06/200	б			
	Theft Details:					
	Print Cont	oct Details	Plezalution Letter			

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 I nvoice.



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





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).

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		Sir atafasdfasd	10001399		AGG		555555555	Domestic	N/A	14/06/2005	MP000001, MP000597	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.

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	Personnel Name Dr dyjdgyhjug Sk dzgzowz	Stakeholder 10 10001399 10001399	Stakeholder Reference	Contact Cede ADD TOG	Supplier	MPRN 655641 54364343	Domestic Domestic	50 N(A	Rejected 10/05/2005 10/06/2005	Cede CNF00043. MP000011 MP000597 MP000597	NA NA
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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 I nvoice.



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





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).

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	Resolutio	Postcode:	Postcode: HDI2 DAP								
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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.



The Contact Details screen will be displayed.

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xoserve	Stakeholder Personnel Neme:	Mr Frank	Mr Frank					
	Post Code:	0012 0AP	Contact Code:	FLC				
ENQURY	Original Contect Reference No.:		PSQ Contact Reference No.:					
LOGGING	Standard Service Days (elapsed):	0	Date Received:	07.06.05				
PUTER PAILURE	Proposed Resolution Date:	21.06.05	Date Logged:	07.08/2005				
CAD	Current Withhold Amount:	1	Date Cleared:	07.06/2005				
	Disputed Amount:	1	Invoice Number:					
Discorve 2005	Adjustment Invoice Namber;		Payment Due Date:	- 1				
Excepted Tellini	Adjustment Invoice Payment Due Date:	1	Charge Type:					
allocation at the second	Adjustment Value:		Dilling Period:					
	Payment Request Status:	1	Net Off Amount:	£0.00				
	Valid:	NO	Payback Amount:	R0.00				
	Contact Explanation:	Observation	Observation retest.					
	Interim Resolution Text:		MPRM: 79810809 Postcode: ED12 0AP					
	Final Resolution Text:	HPBN: 79 Postcode						
	Resolution Test Date:	07.06/2006	07.06/2005					
	Theft Dotails:	1						
	Print	Contact Details	Resolution Letter					
	All amounts are exclusive of VAT							
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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

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).

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	20089	Mrs Tracy Earton	399	HC4968	OMP000945439	DUP		N/A	142662834	Opmentic	22/0
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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.

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	70063	Mrs Tracy Barton	399	HCA965	GMP000945439	DUP		N/A	142662854	Domestic	22/03
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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



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, I ndustrial 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).

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	70167	DUP	144801613		Domes	stic	23/05/2005
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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.

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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.



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, I ndustrial 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.





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.).







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 **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.)

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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**.

An acknowledgement screen will be displayed.

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 $\ensuremath{\textit{Continue}}$ button



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.

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	34619	Mr Deary	399	PROJECT MOD616	Y	NG	DUP	10000	N/A	84630282	
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Click on the down arrow for the **Sort By** option and select relevant 1st 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 2nd 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 3rd 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.

Code	Description
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
ΑΟΙΤ	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

Visit)

SDI S	Site Visit Request - Network Site Visit Request - Meter Read Agency - Special Read Request (for
SMRR	current read, meter serial no. & no. of dials)
STOP	Bulk Update 'Stop'
SUPF	System Update Pending Flag
SYIN	System Investigation/Interrogation in process - Contact owner only
SYUP	System Update Required Contact investigated & deemed valid - awaiting investigation into
VALI	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.
Code	Description
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 IX 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

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
ТҮР	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
САР	NTS Capacity Invoice
Case Event Description	The status of a submitted contact
CAZ	LDZ Capacity I nvoice
Charge I tem	A single charge on an invoice
Charge I tem Reference	A unique line on an I nvoice.
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.

NTE	Invoice 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)
Тор 50	50 Contacts which are designated as high priority, in any given month, by the Shipper.