

# **ERS User Guide**

## **Core Meter Point Administration Manage Supply Registration**

Version 0.4

Date Issued: 31 October 2011

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UG-CO-MPA-210 Manage Supply Registration v0.4	Issue Date: 31 October 2011

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## 1. Introduction

### 1.1 Purpose

The registration process is intended to enable each supply to be registered automatically, with no manual intervention by users required. However, the process also identifies certain exceptions where the case will require manual intervention. When specific exceptions are encountered the case is placed in a related worklist. The purpose of this document is to describe how each of these cases may be processed.

Once a case has been processed, one or more of the following outcomes is expected:

- The registration or supply point details are updated for a supply
- The case is removed from the worklist and
  - The registration process continues for a supply
  - Action is deferred until a selected date
  - The registration of a supply is restarted
  - The registration of a supply is abandoned

### 1.2 References

Reference Number	Document
UG-GE-BAA-100	GUI Features
UG-CO-MPA-260	Guide to Using MPA Worklists
UG-CO-CSM-247	Change Supply Point & Tariff Rates

### 1.3 Overview

The registration process is triggered when a contract has been loaded into ERS and the supply start date (SSD) is between 1 day and 28 days in the future.

The process starts with a registration request (D0055) being sent to MPAS and will continue automatically until the registration is accepted at the end of the objection period, the registration is rejected or the registration is objected to.

Exceptions can arise at various points in the process as a result of rejections, objections, overdue dataflows or a mismatch in data.

This document details how to use the worklists and screens used in managing these cases.

The cases covered in this document are:

- Wait for Overdue D0217 or D0057
- Failed Registrations
- D0217 Confirmation of Regi Exception
- Contract Objection CSR

In each case the User Guide assumes that supplier specific written instructions will be available that describe the steps followed before the necessary ERS action is taken.

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## 2. Manage the Wait for Overdue D0217 or D0057 Worklist Case

Where a Registration Request (D0055) has been sent to MPAS and neither a confirmation of registration (D0217) nor a Registration Rejection (D0057) has been received within two working days of the date of the D0055, the case is referred to the “Wait for Overdue D0217 or D0057” worklist to initiate investigation.

### 2.1 Accessing the Wait for Overdue D0217 or D0057 Worklist

The MPA Process Mode pop-up displays details of the MPAN status and a list of the outstanding MPA cases. Explanation on how to access this pop-up and on the Generic buttons on the right hand side at the bottom of the screen is found on the User Guide ‘UG-CO-MPA-260 Guide to Using MPA Worklists’.

**MPA (1200010021170) Process Mode**

**MPAN Core:** 1200010021170    **Supply Start Date:** 01-Aug-2011    **Supply Termination Date:**   
**Registration Status:** Pending    **Energisation Status:** E Energised    **Locked By:** admin

Case Started	Worklist Description	Task Started	Decision
04-Jul-2011	3210002 - Wait For Overdue D0217 or D0057	28-Jul-2011	

**Details**    Data Flow    Notes    Tasks    Info

- (supplypoint) : 1200010021170
- (contract) : 69267
- (d0055docid) : 5443237
- (d0055createdate) : 20110704153844
- (registrationsequence) : 1

**Defer Until:** 09/08/2011    **Defer**    **Clear**    **Confirm**    **Refresh**    **Ext**

**Figure 2.1: MPA Process Mode – Wait For Overdue D0217 or D0057 worklist**

- Select the “Wait for Overdue D0217 or D0057” Worklist from the list of worklists in the MPA Process Mode pop-up and select the case that is to be worked.

### 2.2 Working a Case on the Wait for Overdue D0217 or D0057 Worklist

Once any required action has been taken as specified in the supplier specific work instructions, the case can be removed from the worklist. The only action available is:

- “Defer” which will move the case from this worklist to the “Pending Registration” worklist until the selected date is reached. The “Pending Registration” worklist can be reviewed by authorised users but doesn’t need to be actioned. If by the selected date, neither a D0217 nor D0057 have been received, the supply will be returned to this worklist.

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If a D0217 is received before the selected date, the case is removed from the “Pending Registration” worklist automatically and the registration process continues as if would have had the flow been received in time.

If a D0057 is received and is one of the below, processing also continues automatically as it would have had the flow been received in time.

- 28 Registration Too Soon After Previous
- 32 Future Registration Already Exists
- 44 Objection Outstanding

Where a rejection code is received before the selected date and is not one of the above the case is moved from this worklist to a “Failed Registrations” worklist automatically.

## 2.3 Industry Expected Outcomes

Failure to receive either a D0217 or a D0057 in response to registration request is a serious failure in terms of industry process and the supplier must continue pursuing the relevant party for this response until one is received. There is no way to abandon the process.

The expected outcome is that either a D0217 is received and the registration process continues or a D0057 is received and the registration is rejected.

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### 3. Manage Failed Registrations Worklist Case

Where a Registration Request (D0055) is sent and MPAS respond with a Registration Rejection (D0057) the rejection will be processed as follows:

- Where Registration is set up as automated and a Rejection is received that contains a single Rejection Reason Code which is one of the below, the D0055 for the supply is resent:
  - 28 Registration Too Soon After Previous
  - 32 Future Registration Already Exists
  - 44 Objection Outstanding
- Where Registration is set up as automated and the Rejection reason Code is not one of the above the case is placed on the “Failed Registrations” worklist to be manually actioned.
- Where Registration is set up to work manually, on receipt of the Rejection the case will always be placed on the “Failed Registrations” worklist.
- Where Registration is set up to work manually and an objection is upheld, the case will always be placed on the “Failed Registrations” worklist.

#### 3.1 Access the Failed Registrations Worklist

The MPA Process Mode pop-up displays details of the MPAN status and a list of the outstanding MPA worklists. Explanation on how to access this pop-up and on the Generic Buttons on the right hand side at the bottom of the screen can be found on the User Guide ‘UG-CO-MPA-260 Guide to Using MPA Worklists’

The screenshot shows the 'MPA (1100000007021) Process Mode' window. At the top, there's a header bar with 'Mpan', 'Actions', and 'Window' tabs. Below this, a status bar displays: 'MPAN Core: 1100000007021', 'Supply Start Date: 11-Apr-2011', 'Supply Termination Date:', 'Registration Status: Pending', 'Energisation Status: E Energised', and 'Locked By: wsagar'. A table below the status bar shows a single entry: 'Case Started: 11-Jun-2011', 'Worklist Description: 3220001 - Failed Registrations', 'Task Started: 11-Jun-2011', and 'Decision:'. Below the table, there are tabs for 'Details', 'Data Flow', 'Notes', 'Tasks', and 'Info'. The 'Details' tab is selected, showing a tree view of data: '(supplypoint) : 1100000007021', '(contract) : 72861', '(d0055docid) : 6331952', '(d0055createdate) : 20110323131929', '(registrationssequence) : 1', and '(d0057docid) : 6363779'. At the bottom, there's a row of buttons: 'Abandon', 'Defer Until: 11/06/2011', 'Defer', 'Edit Regi', 'Restart', 'Clear', 'Confirm', 'Refresh', and 'Exit'.

**Figure 3.1: MPA Process Mode – Failed Registrations Worklist**

- Select the “Failed Registrations” worklist from the list of worklists in the MPA Process Mode pop-up and select the case that is to be worked.

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### 3.2 Work a Case on the Failed Registrations Worklist

Once any required action has been taken as specified in the supplier specific work instructions, the case can be actioned from the worklist. The actions available are:

- “Abandon” which will abandon the supply registration and remove it from this worklist.

Once this action to abandon a supply registration has been confirmed, the supply cannot be re-registered from this contract. The case will not have been moved to another worklist and will not reappear in the worklist screen.

Where all the supplies on a contract are abandoned, the last registration that is abandoned will also abandon the contract. A new contract is required before any of the supplies can be registered.


- “Defer” which will move the case from this worklist to the “Defer Action” worklist until the selected date is reached, when it will be returned to the “Failed Registrations” worklist.
- “Edit Regi” which can be used to amend registration information including the Supply Start Date and Agents prior to selecting the “Restart” action. The Edit Registration Details pop-up opens (see section 3.3) to edit the registration details before re-registering.
- “Restart” which will restart the registration process and send a new registration request to MPAS. The “Pending Registration” worklist will appear in the list of available worklists for the MPAN.

### 3.3 Edit Registration Details

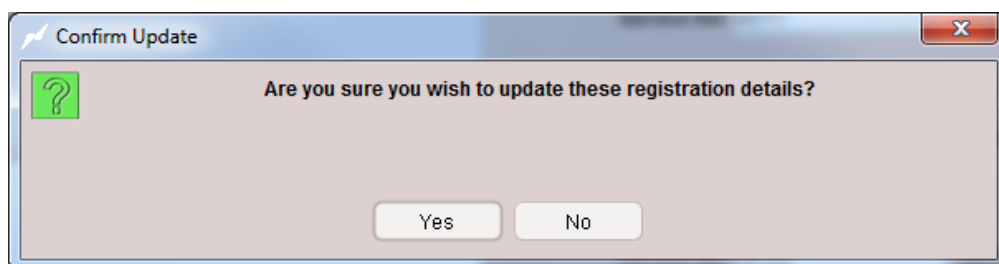
The Edit Registration Details pop-up allows to change the Supply Start Date.

**Figure 3.2: Edit Registration Details**

To change the SSD for a supply:

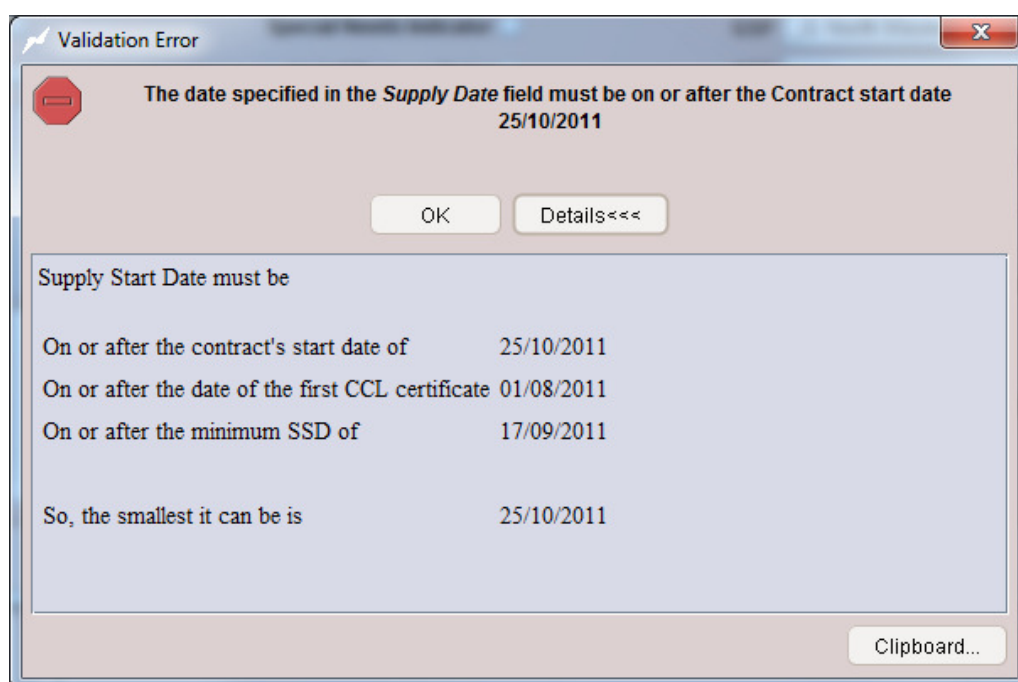
- Click the calendar button on the Supply Date field and select the new Supply Start date. This date must be later than the business defined number of days after the current date.
- Click the Save button  to confirm the change to the SSD. The Confirm Update pop-up opens to confirm the changes.

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**Figure 3.3: Confirm Update**

- Click the Yes button to confirm the changes. If validation is successful the Confirm Update pop-up closes. If the validation fails, a Validation Error pop-up opens giving the earliest possible date that the SSD can be.



**Figure 3.4: Validation Error**

- Click OK to close the Validation Error pop-up.

To continue the registration attempt:

- Enter the new SSD in the Supply Date on the Edit Registration Details pop-up.

Alternatively

- If the registration attempt is to be stopped, click on Close to exit the Edit Registration Details pop-up.

### 3.4 Industry Expected Outcomes

The expected outcome is that the registration request for the supply has been rejected. To register the supply, a new registration request will need to be made.



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## 4. Manage D0217 Confirmation of Regi Exception Worklist Case

When a D0217 Confirmation of the Registration of a Metering Point is received, if the values in the dataflow are not the same as the values held on the system for the supply point, a case is automatically created on the “D0217 Confirmation of Regi Deferred” worklist.

To prevent updates being sent to MPAS before the objection window has closed, the case is held on the “D0217 Confirmation of Regi Deferred” worklist for the number of days defined by the business, at which point it is automatically moved from the “D0217 Confirmation of Regi Deferred” worklist to the “D0217 Confirmation of Regi Exception” worklist ready to be actioned.

The worklist does not prevent the registration process from continuing for the supply. It is used to ensure that the Supplier, the MPAS and the Data Collector hold the same supply point data for an MPAN.

If the registration is unsuccessful or if the registration attempt is abandoned or restarted, the case on the worklist will be automatically closed.

### 4.1 Access the D0217 Confirmation of Regi Exception Worklist

The MPA Process Mode pop-up displays details of the MPAN status and a list of the outstanding MPA worklists. Explanation on how to access this pop-up and on the Generic Buttons on the right hand side at the bottom of the screen can be found on the User Guide ‘UG-CO-MPA-260 Guide to Using MPA Worklists’

MPA (2000027848747) Process Mode

MPAN Actions Window

MPAN Core: 2000027848747    Supply Start Date: 20-Jun-2011    Supply Termination Date:   
Registration Status: Pending    Energisation Status: E Energised    Locked By: admin

Case Started	Worklist Description	Task Started	Decision
08-Jun-2011	3370010 - Wait for all D0011	08-Jun-2011	
08-Jun-2011	3340025 - Meter operator appointment overdue	10-Jun-2011	
09-Jun-2011	3240002 - Objection Unresolved	04-Jul-2011	
08-Jun-2011	71600001 D0217 Confirmation of Regi Exception	04-Jul-2011	

Details    Data Flow    Notes    Tasks    Info

(document)

(conflicting\_field) : Meter Timeswitch Code

(deferred\_date) : 20110620000000

Accept    Defer Until: 07/08/2011    Defer    Clear    Confirm    Refresh    Exit

**Figure 4.1: MPA Process Mode – D0217 Confirmation of Regi Exception worklist**

- Select the “D0217 Confirmation of Regi Exception” worklist from the list of worklists in the MPA screens and select the case that is to be worked.

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## 4.2 Work a Case on the D0217 Confirmation of Regi Exception

Once any required action has been taken as specified in the supplier specific work instructions, the case can be removed from the worklist. The options available are:

- “Accept” which will remove the case from this worklist and accept the information contained in the D0217. To keep the data in ERS aligned with MPAS, update the Supply Point Data in ERS, see User Guide UG-CO-CSM-247 Change Supply Point & Tariff Rates.
- “Defer” which will move the supply from this worklist to the “D0217 Confirmation of Regi Deferred” worklist until the date selected is reached, when it will be returned to this worklist

## 4.3 Industry Expected Outcomes

When registration for the supply has been completed and the Supplier, MPAS and the Data Collector are all holding the same registration details.

- MPAS has been sent a D0205 to notify them of any changes to the registration start date, energisation status, meter Timeswitch code, profile class or measurement class.
- The NHH Data Collector has been sent a D0052 to notify them of any changes to the registration start date, GSP Group, profile class or measurement class.
- The HH Data Collector has been sent a D0289 to notify them of any changes to the registration start date, profile class or measurement class.


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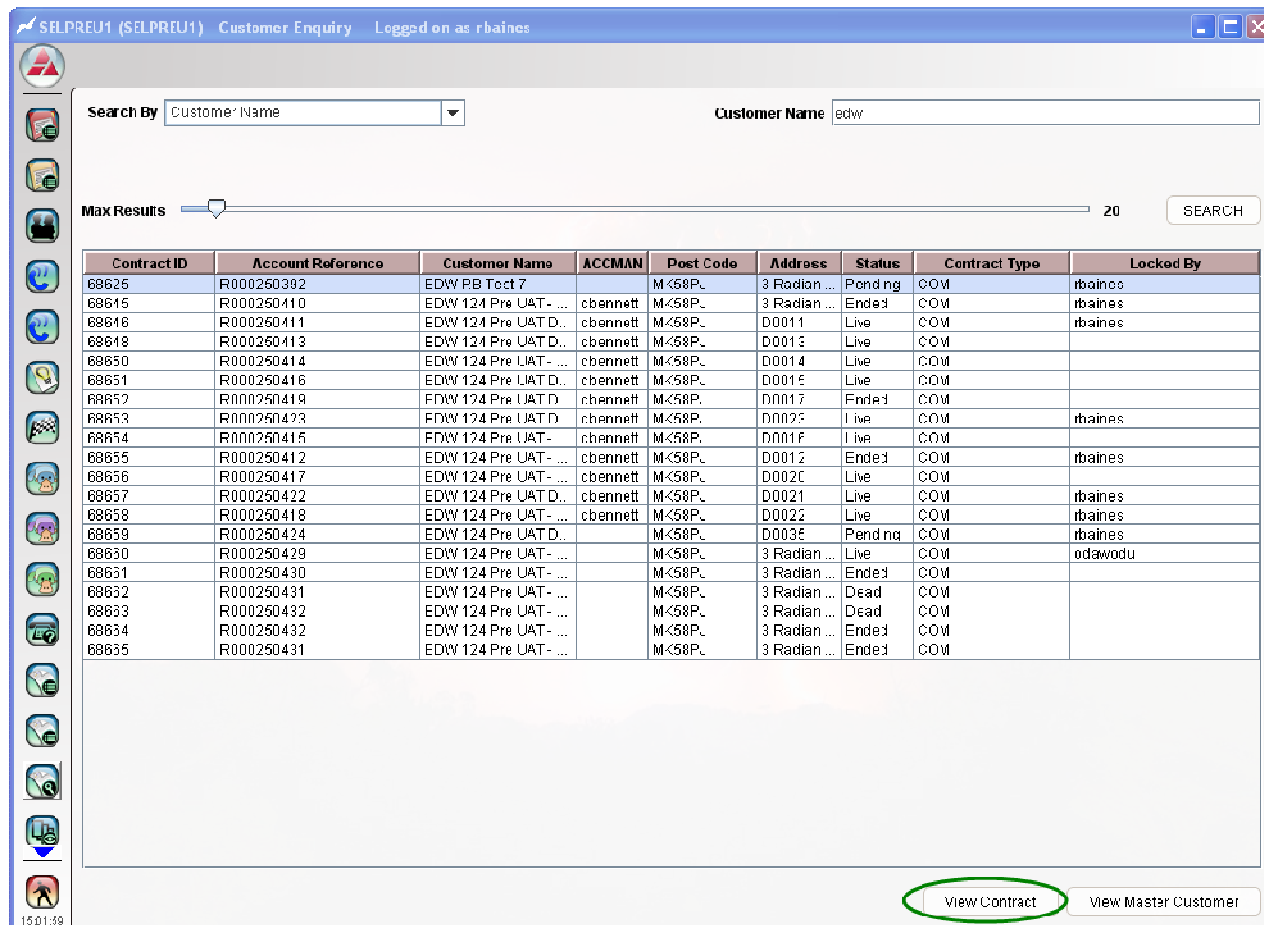
## 5. Contract Objection CSR

The Contract Objection CSR (Customer Service Request) is raised during the Registration process where an objection is received. The Contract Objection CSR is used to manage objections at a Contract level.

### 5.1 Access the Contract Objection CSR from Contract Enquiry

The Contract Objection CSR is accessed from the CRM tab in the Contract Enquiry screen. The CRM tab in the Contract Enquiry screen can be accessed from the Customer Enquiry screen as follows:

- Select the Customer Enquiry option  from the ERS Main Menu. The Customer Enquiry screen is displayed.



The screenshot shows the 'Customer Enquiry' window. At the top, it says 'SBLPREU1 (SBLPREU1) Customer Enquiry Logged on as rbaines'. Below this is a search bar with 'Search By' set to 'Customer Name' and a text field containing 'edw'. To the right of the search bar is a 'Customer Name' field with 'edw'. Below the search bar is a 'Max Results' slider set to 20 and a 'SEARCH' button. The main area contains a table with the following columns: Contract ID, Account Reference, Customer Name, ACCMAN, Post Code, Address, Status, Contract Type, and Locked By. The table lists 20 contracts. At the bottom right, there are two buttons: 'View Contract' (highlighted with a green circle) and 'View Master Customer'.

Contract ID	Account Reference	Customer Name	ACCMAN	Post Code	Address	Status	Contract Type	Locked By
68625	R000260392	EDW PB Tect 7		M<58P<	3 Radlan ...	Pending	COM	rbaines
68645	R000260410	EDW 124 Pre UAT- ...	cbennett	M<58P<	3 Radlan ...	Ended	COM	rbaines
68646	R000260411	EDW 124 Pre UAT- ...	cbennett	M<58P<	D0011	Live	COM	rbaines
68648	R000260413	EDW 124 Pre UAT- ...	cbennett	M<58P<	D0013	Live	COM	
68650	R000260414	EDW 124 Pre UAT- ...	cbennett	M<58P<	D0014	Live	COM	
68651	R000260416	EDW 124 Pre UAT- ...	cbennett	M<58P<	D0015	Live	COM	
68652	R000260419	EDW 124 Pre UAT- ...	cbennett	M<58P<	D0017	Ended	COM	
68653	R000260423	EDW 124 Pre UAT- ...	cbennett	M<58P<	D0025	Live	COM	rbaines
68654	R000260415	EDW 124 Pre UAT- ...	cbennett	M<58P<	D0018	Live	COM	
68655	R000260412	EDW 124 Pre UAT- ...	cbennett	M<58P<	D0012	Ended	COM	rbaines
68656	R000260417	EDW 124 Pre UAT- ...	cbennett	M<58P<	D0020	Live	COM	
68657	R000260422	EDW 124 Pre UAT- ...	cbennett	M<58P<	D0021	Live	COM	rbaines
68658	R000260418	EDW 124 Pre UAT- ...	cbennett	M<58P<	D0022	Live	COM	rbaines
68659	R000260424	EDW 124 Pre UAT- ...	cbennett	M<58P<	D0035	Pending	COM	rbaines
68660	R000260429	EDW 124 Pre UAT- ...		M<58P<	3 Radlan ...	Live	COM	odawodu
68661	R000260430	EDW 124 Pre UAT- ...		M<58P<	3 Radlan ...	Ended	COM	
68662	R000260431	EDW 124 Pre UAT- ...		M<58P<	3 Radlan ...	Dead	COM	
68663	R000260432	EDW 124 Pre UAT- ...		M<58P<	3 Radlan ...	Dead	COM	
68664	R000260432	EDW 124 Pre UAT- ...		M<58P<	3 Radlan ...	Ended	COM	
68665	R000260431	EDW 124 Pre UAT- ...		M<58P<	3 Radlan ...	Ended	COM	

Figure 5.1: Customer Enquiry

To list existing Customers:

- Click the drop-down list button in the Search By field and select the required option to be used as the search criteria.
- Enter a search criteria in the corresponding search field which is displayed based on the option selected in the Search By drop-down list.
- Use the slider to set the maximum number of rows to be listed in the table. This is set to 20 by default.
- Click the Search button to generate results based on the Search criteria specified.

To access the Contract Enquiry screen:

- Select the required Contract on the Customer Enquiry screen and click the View Contract button. The Contract Enquiry screen is displayed.

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The Consumer tab on the Contract Enquiry screen is displayed as default for the selected contract.

**SELPREU1 (SELPREU1) - Contract Enquiry** Logged on as rbaines

Contract No: 68625    EDW RB Test 7    T & C Code: TAC\_2008\_1    Reg. Status: No Current Objections  
Status: (20) Pending contract, COM    Balance: £0.00

**Consumer**    Sites    Usage    Contacts    **CRM**    Registration    Reports    Actions

**Customer** EDW RB Test 7  
**Account Ref** R000250392  
**Legal Entity** Non-Limited  
**Co. Reg Num.**  
**Address** 3 Radan Court  
Knowlhill  
Milton Keynes  
MK58PJ  
**Contact** Charlotte Evans  
**Telephone** +23852

**Start Date** 15/04/2010    **End Date** 14/04/2011  
**Total Term** 12    **Termination**

**Manager** Direct Customer  
**Market Sector** Direct Direct  
**Sales Ref** Direct Customer Direct Customer  
**Sub Agent** None  
**T & C Code** TAC\_2008\_1  
**Product** LGCT\_FIXED  
**Line of Business** I&C  
**Quote Reference** (Quote Id:4)

MPAN Core	Status	Site Ref	Site Name	Cust Site Ref	Date on con...	Date on con...
1200010001174	Or	B0000C	Site 4	Test Site 1	04/04/2010	
1200010001183	Or	B0000C	Site 4	Test Site 1	04/04/2010	
1200010001208	Or	B0000C	Site 4	Test Site 1	04/04/2010	

**Figure 5.2: Contract Enquiry – Consumer Tab (CRM)**

- Click the CRM tab on the Contract Enquiry screen. The CRM tab is displayed for the selected contract.

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The CRM tab on the Contract Enquiry screen displays a list of transactions for the selected contract. The bottom panel changes depending on the Type of the transaction selected on the list.

SELPREU1 (SELPREU1) - Contract Enquiry Logged on as rbaines

Contract No: 68615 Arcadia Group Limited T & C Code: TAC\_2008\_1 Reg. Status: No Current Objections  
Status: (20) Pending contract, COM Balance: £778,868.25

Consumer Sites Usage Contacts CRM Registration Reports Actions

Filter Criteria: Outgoing Comms, Incoming Comms, Service Requests, Other Files, Order by date ASC, Showing at most 100 rows

Date	Event	Type	Summary	User	Locked to	Status
15/0/2008	Automated Note CSR	Change Contract Contract Details	Contact Update	neilmcewan		Completed
15/0/2008	Automated Note CSR	Change Contract Contract Details	Contact Update	neilmcewan		Completed
15/0/2009	Automated Note CSR	Contract Objection	Under Objection	regstration	wsacar	Pending

CSR Details History

Case ID	Process	Worklist ID	Worklist	Outstanding since	Deadline
16460574	Contract Objection	124000001	Contract Objection Call	15/10/2009 18:49	

15/10/2009 18:49 - registration  
Automated Note  
Under Objection Auto Created CSR after first objection

Update

☐ Only display outstanding cases

Clipboard Filter... Refresh

Figure 5.3: Contract Enquiry- CRM Tab (Contract Objection)

- To filter the events list, click the Filter button. The Transaction Filter pop-up opens.

Transaction Filter

CRM Filter

Events: ☐ Outgoing Communications ☒ Service Requests  
☐ Incoming Communications ☐ Other Electronic Files/Documents

MPAN: None

Date Range: ☐ From  ☐ To

Sort By: ☒ Date ascending ☐ Date descending

Max Results:  100

Reset Cancel OK

Figure 5.4: Transaction Filter

- Check the Service Request checkbox and click the OK button. The Transaction Filter pop-up closes.

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The Contract Enquiry screen is refreshed listing the Service Request transactions.

Filter Criteria: Outgoing Comms, Incoming Comms, Service Requests, Other Files, Order by date ASC, Showing at most 100 rows

Date	Event	Type	Summary	User	Locked To	Status
15/10/2009	Automated Note CSR	Change Contract Contract Details	Contact Update	neilmcwan		Completed
15/10/2009	Automated Note CSR	Change Contract Contract Details	Contact Update	neilmcwan		Completed
15/10/2009	Automated Note CSR	Contract Objection	Under Objection	registration		Pending

Case ID	Process	Worklist ID	Worklist	Outstanding since	Deadline
16460574	Contract Objection	124000001	Contract Objection Call	15/10/2009 19:49	




15/10/2009 19:49 - registration  
Automated Note  
Under Objection Auto Created CSR after first objection

Update

☐ Only display outstanding cases

Clipboard Filter... Refresh

- Select the required Service Request from the list.

- Click the Lock CSR Case button  at the right of the page. The Lock CSR Case button  Changes to Un-lock CSR Case button .

Update


Escalate... Action: Complete

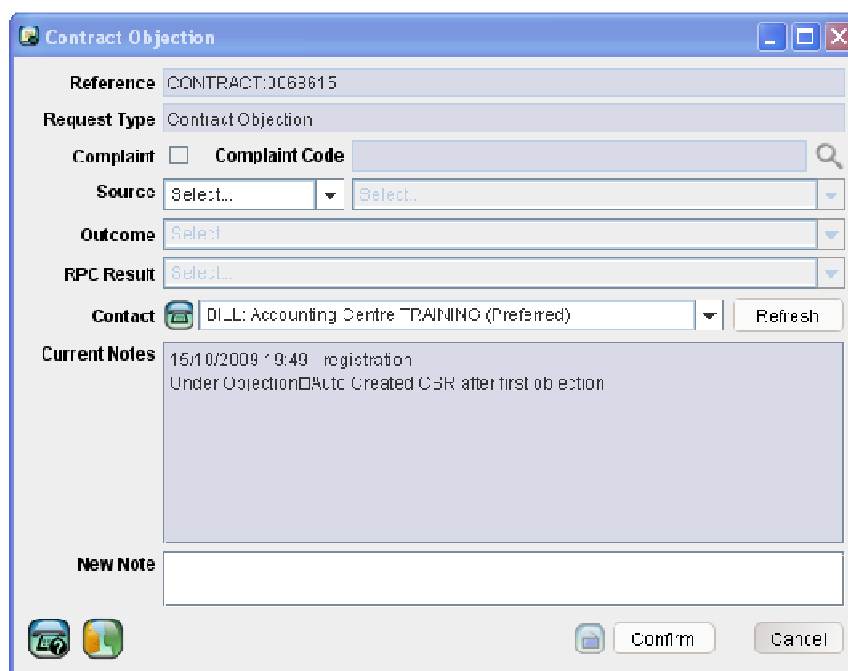
Clipboard Filter... Refresh

- Select the Update button. The Contract Objection pop-up opens in update mode (see section 5.3).

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If the CSR Lock button  is not selected, when the Update button is selected, a Contract Objection pop-up is opened. Notes can be entered on the contract but changes cannot be made.



The **Contract Objection** dialog box contains the following fields and controls:


- Reference:** CONTRACT:0068615
- Request Type:** Contract Objection
- Complaint:** ☐ **Complaint Code:** [Searchable text field]
- Source:** [Select...] [Select...]
- Outcome:** [Select...]
- RPC Result:** [Select...]
- Contact:** DILL: Accounting Centre TRAINING (Preferred) [Refresh button]
- Current Notes:**
  - 15/10/2009 19:49 registration
  - Under Objection ☐ Auto Created CSR after first objection
- New Note:** [Text area]
- Buttons:** [Confirm] [Cancel]

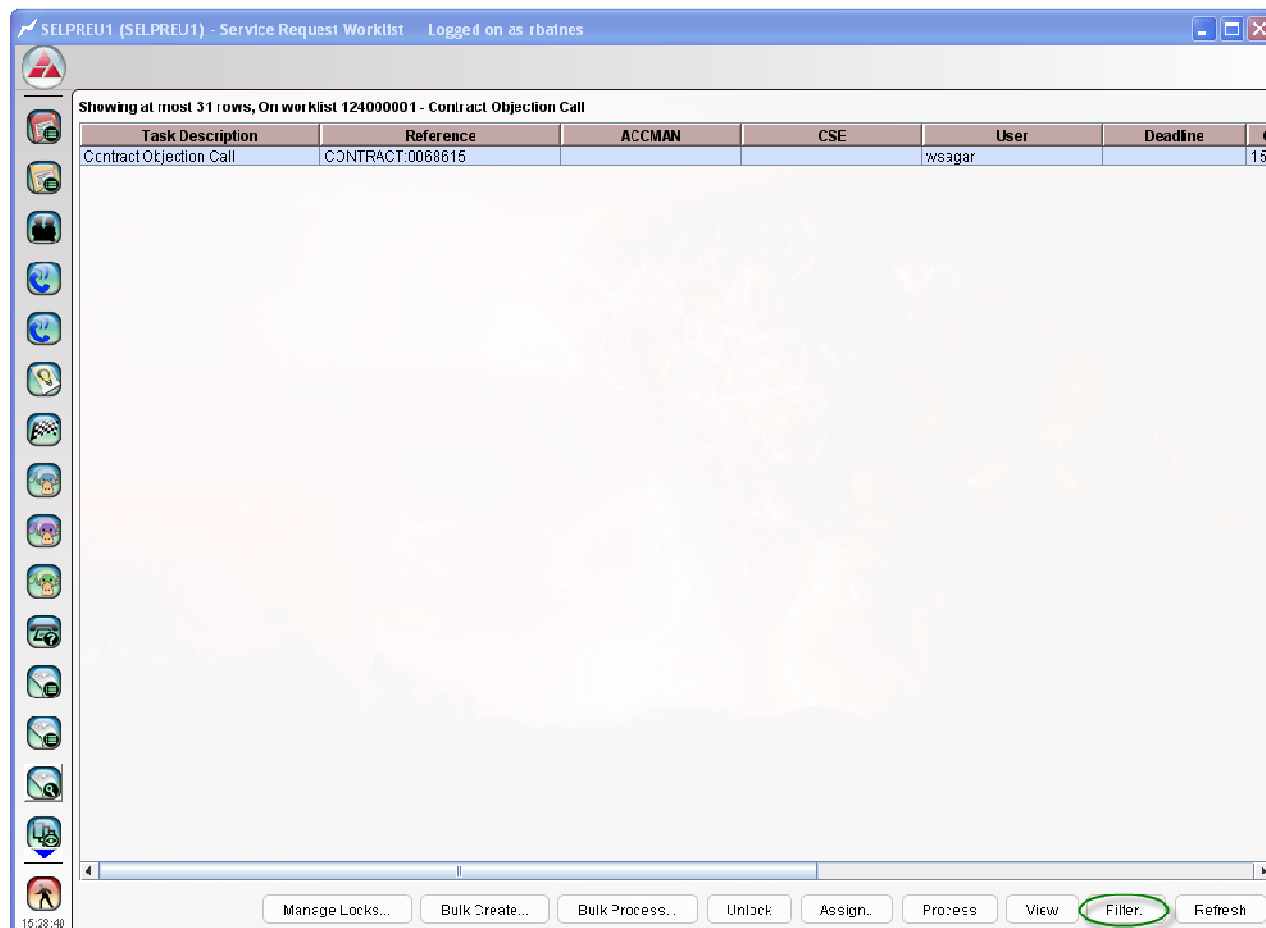
**Figure 5.5: Contract Objection**

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## 5.2 Access the Contract Objection CSR from Service Request Worklist

To access the Contract Objection CSR from the Service Request Worklist

- Select the Service Request Worklist option  from the ERS Main Menu. The Service Request Worklist screen is displayed.



**Figure 5.6: Service Request Worklist**

- Select the Filter button. The Service Request Worklist Filter pop-up opens.



**Service Request Worklist Filter**

☐ Show only tasks locked to current user  
☐ Show only tasks locked to specific user  
☒ **Service request worklists**

Description Filter:

ID	Description	Cases	Case Age	Task Age
3730001	Normal Priority Outstanding Re...	0	0	0
3730002	High Priority Outstanding Rene...	0	0	0
3730003	Deferred Norma Priority Outsta...	0	0	0
3740001	Normal Priority Outstanding Ru...	0	0	0
3740002	High Priority Outstanding Rollo...	0	0	0
3740003	Deferred Norma Priority Outsta...	0	0	0
37200001	Normal Priority Failed Renewal	0	0	0
37200002	High Priority Failed Renewal	0	0	0
37200003	Defer Failed Renewal	0	0	0
50800001	Normal Priority Eilling Query	0	0	0

External Reference:

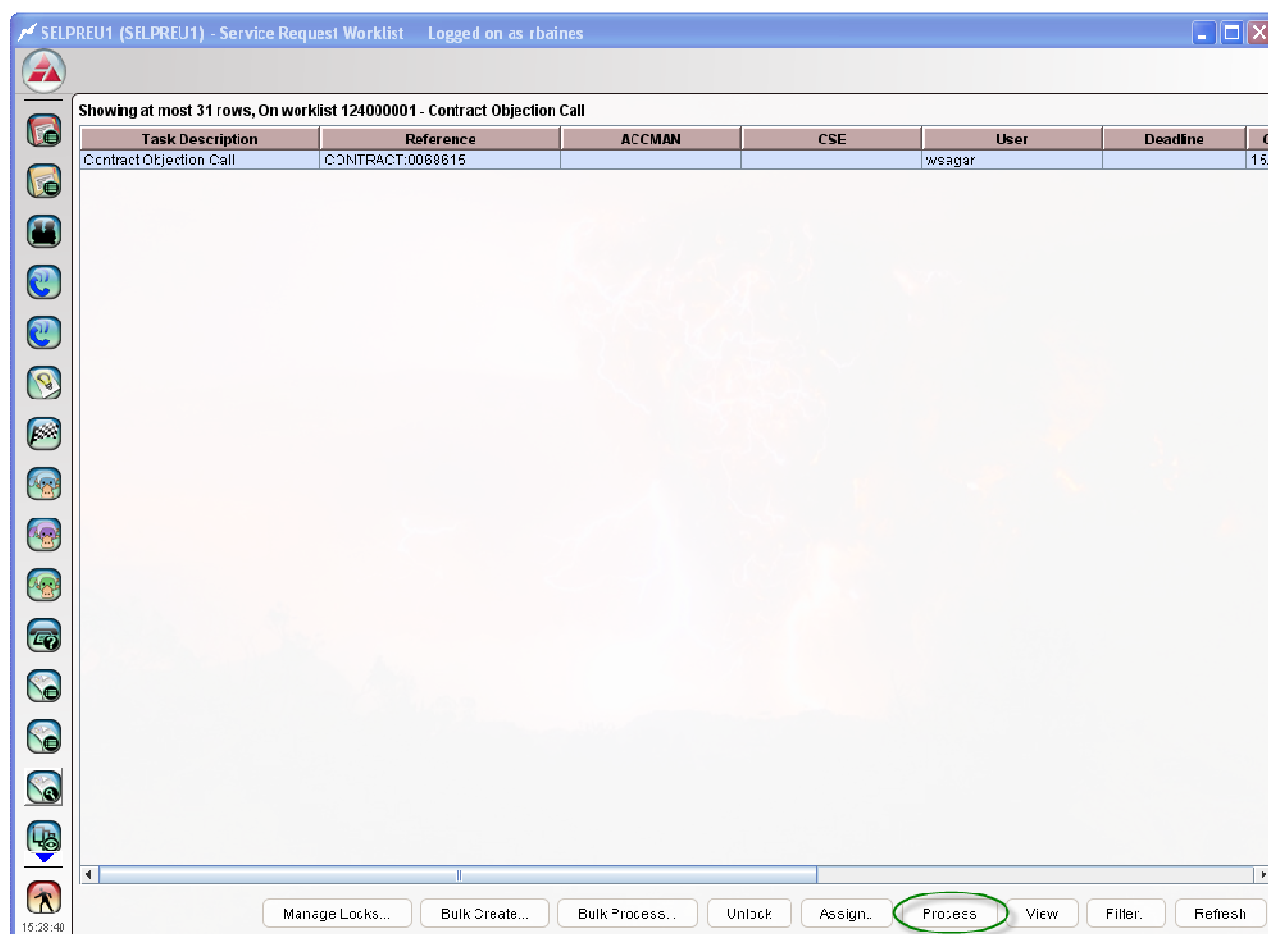
Max Rows:  31

**OK**
 Cancel

**Figure 5.7: Service Request Worklist Filter**

- Select the Service Request Worklists radio button.
- Select the required worklist from the list on the bottom half of the pop-up.
- Click the OK button. The Service Request Worklist screen is re-displayed updated with the selected Service Request Worklist

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**Figure 5.8**

- Select the required case from the table.
- Select the process button to enter the individual case. If the Service Request is not blocked.
- The Contract Objection pop-up is opens (see section 5.3).

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### 5.3 Contract Objection Pop-up

The Contract Objection pop-up displays Contract Objection details and a list of MPANs with its registration status.

Contract Objection

Reference: CONTRACT:0068906

Request Type: Contract Objection

Complaint: ☐ Complaint Code:

Source:

Outcome:

RPC Result:

Contact:  Refresh

Current Notes: 04/10/2010 00:25 - pauld  
contract objection CSR raised

New Note:

Market Sector/Sales Reference: TPISALES Third Party Intermediaries / TF View History

Current Contract Start Date: 19/06/2010

Requested Contract Start Date:  Under Contract: ☐

Continue Contract Registration: ☒

Hold Contract Registration: ☐

Abandon Contract Registration: ☐

Site	COT	MPAN Core	Status	SSD	Supplier	Rej	Obj	Regi Status	Reg. will...		
5	N	1012881111360	On	19/06/2010	LOND	0	0	Registratio...	Continue	Abandon	Edit Regi

Confirm Cancel

Figure 5.9: Contract Objection CSR

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### 5.3.1 Mark as Under Contract

Marking the Contract as Under Contract to a specified date will prevent any registration attempt for any supply on the contract until the date specified.

**Figure 5.2: Contract Objection – Under Contract**

To mark a Contract as Under Contract, follow the instructions below:

- Check the Under Contract checkbox.
- Click the calendar button on the Under Contract field and select the required date.
- Click the Confirm button to confirm the change.

### 5.3.2 Hold Contract Registration

Holding the contract registration will stop ERS from reapplying for all supplies on the contract indefinitely until the hold is lifted.

To add a hold to contract registration:

- Click the Hold Contract Registration radio button
- Click the Hold Contract Registration drop-down list button to select a reason code

- Click the Confirm button to confirm the change.

### 5.3.3 Abandon Contract Registration

Abandoning the contract registration will stop ERS from reapplying for any of the supplies on the contract by abandoning the registrations

To abandon the contract registration:

- Click the Abandon Contract Registration radio button
- Click the Abandon Contract Registration drop-down list button to select a reason code

- Click the Confirm button to confirm the change.

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### 5.3.4 Abandon MPAN Registration

Abandoning an MPAN registration will stop any attempts to register the individual supply selected. It will not affect any other supplies on the contract.

Site	COT	MPAN Core	Status	SSD	Supplier	Rej	Obj	Regi Status	Reg. will...	
5	N	1012881111360	On	19/06/2010	LOND	0	0	Registratio...	Continue	Abandon

**Figure 5.4: Contract Objection – Abandon**

To abandon an MPAN registration:

- Select the required MPAN from the table of MPANs at the bottom of the Contract Objection pop-up.
- Click on the Abandon button in the row for the selected MPAN. The entry on the Reg. will.. column will change from “Continue” to “Abandon”.

Site	COT	MPAN Core	Status	SSD	Supplier	Rej	Obj	Regi Status	Reg. will...	
5	N	1012881111360	On	19/06/2010	LOND	0	0	Registratio...	Abandon	Abandon

**Figure 5.5: Contract Objection –Abandon Reg**

- Click the Confirm button to confirm the change.

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### 5.3.5 Edit MPAN Registration

The Edit Regi button can be used to access to the Edit Registration Details pop-up. Edit Registration Details can be used to amend registration information including the Supply Start Date and agent appointments.


Site	COT	MPAN Core	Status	SSD	Supplier	Rej	Obj	Regi Status	Reg. will...	
5	N	1012881111360	On	19/06/2010	LOND	0	0	Registratio...	Continue	Abandon Edit Regi

**Figure 5.6: Contract Objection – Edit Regi**

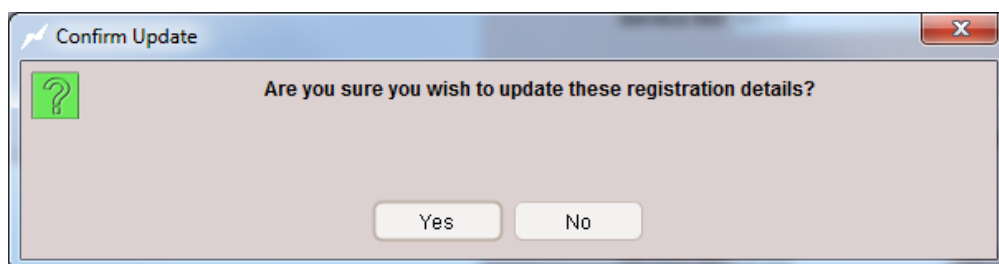
- Select the required MPAN from the table of MPANs at the bottom of the Contract Objection pop-up.
- Select the “Edit Regi” button in the row for the selected MPAN.
- The Edit Registration Details pop-up opens. The Edit Registration Details pop-up allows to change the Supply Start Date.

**Figure 3.2: Edit Registration Details**

To change the SSD for a supply:

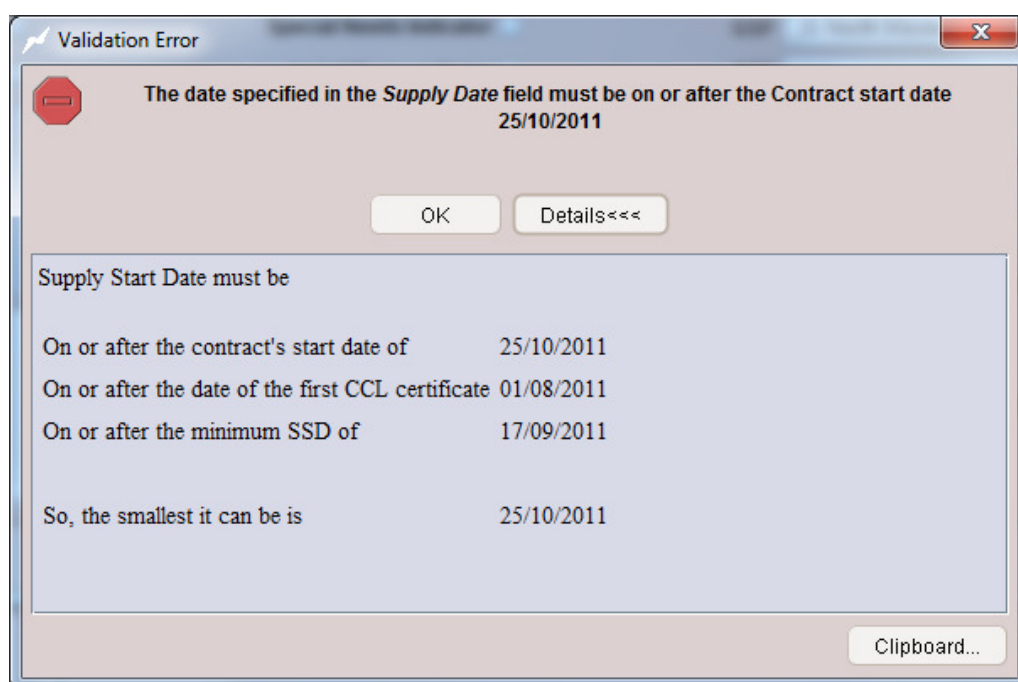
- Click the calendar button on the Supply Date field and select the new Supply Start date. This date must be later than the business defined number of days after the current date.
- Click the Save button  to confirm the change to the SSD. The Confirm Update pop-up opens to confirm the changes.

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**Figure 3.3: Confirm Update**

- Click the Yes button to confirm the changes. If validation is successful the Confirm Update pop-up closes. If the validation fails, a Validation Error pop-up opens giving the earliest possible date that the SSD can be.



**Figure 3.4: Validation Error**

- Click OK to close the Validation Error pop-up.

To continue the registration attempt:

- Enter the new SSD in the Supply Date on the Edit Registration Details pop-up.

Alternatively

- If the registration attempt is to be stopped, click on Close to exit the Edit Registration Details pop-up.