

Contact
Management
Service (CMS)
Contact Codes

The logo for Xserve, featuring a stylized 'X' composed of blue and light blue geometric shapes followed by the word 'serve' in a light blue sans-serif font.

Provided by:

The logo for Correla, consisting of two overlapping circles, one blue and one yellow, followed by the word 'correla' in a dark blue sans-serif font.

Contents

CMS Contact Codes

- ADD/UNC
- FOM/MNC
- DUP
- ISO
- DTL

| Contact | Description |
|------------|--|
| ADD or UNC | Address Amendment/Unconfirmed Address Amendment |
| AGG | Twin stream Challenges |
| DMQ | Daily Metered Query |
| DUP | Duplicate Meter Point |
| ENQ | Enquiry |
| FLE | File Enquiry |
| FOM or MNC | Found Meter /MPRN Creation |
| GSR | Gas Safety Regulations |
| ISO or DTL | Isolation request/Dead to Live |
| MUR | Must Read Requests |
| MUS | Manage Unregistered Sites |
| PRS or PSA | Prime and Sub Configuration Change/Prime and Sub Reads |
| PSI | Primes and Subs Invoice |
| RFA or CDQ | Request For Adjustment/Consumption Dispute Query |
| (U)SRV | Filter Failures |
| TOG | Theft of Gas |

ADD/UNC – When and why the Contact Code is raised/generated

- Contact Codes:
 - ADD (Address Amendment)
 - UNC (Unconfirmed Address Amendment)
- Submission methods:
 - ADD/UNC – User interface (CMS screen) and EFT (via QMP file)
- When it is raised and by who:
 - A stakeholder believes that the address held on UK Link is incorrect
 - ADD – A Shipper, GDN, or IGT may raise the Contact if it is within their portfolio
 - UNC – As ADD but can only be raised by Shipper if it has never been in any Shipper's portfolio

Duplicate Meter Point DUP – When and why the Contact Code is raised

- Contact Code:
 - DUP
- Who can raise:
 - Shippers, GDNs and IGTs
- When it is raised:
 - When it is believed that a single service pipe has more than one Meter Point Reference Number (MPRN) recorded on UK Link
- Submission methods:
 - User interface (CMS screen) and EFT (via QMP file)

Isolations ISO – When and why the Contact Code is raised/generated

- Contact Code:
 - ISO
- Who can raise:
 - Shippers
- When it is raised:
 - A stakeholder believes the status of a Supply Meter Point should be DEAD while UK Link displays a live status
- Submission methods:
 - User interface (CMS screen)

Dead to Live (DTL) When and why the Contact Code is raised/generated

- Contact Code:
 - DTL
- Who can raise:
 - Shippers
- When it is raised:
 - A Shipper believes the status of a Supply Meter Point has been incorrectly set to DEAD on a Live supply.
- Submission methods:
 - User interface (CMS screen)

Useful Links

Contact Management Service (CMS) User Guide:

<https://www.xoserve.com/media/1063/cm-shipper-user-guide-v3.pdf>

Link to CMS:

<https://www.xoserveportal.com>