

Late Payment Notification – Guidance (Use of the My MOSL system)

17 January 2024

v1.2

Document Change control

Version	Date Issued	Amendments
V1.0	01/11/2023	Initial Version
V1.1	24/11/2023	Finalised query build
V1.2	17/01/2024	Brand update
V1.3	23/01/2024	Settlement Run tooltip

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Introduction

As per section 9.10.1 of the Wholesale Retail Code: Schedule 1 Part 2 Business Terms, Wholesalers are to report payment failures to the Authority, The Water Industry Commission for Scotland, and the Market Operator within 2 Business Days of becoming aware.

To facilitate this process, MOSL has built the Late Payment Notification process within the My MOSL portal (for use by Wholesalers only) as well as this guidance document which lays out the circumstances and method in which the request type should be used.


This document covers the process of submitting an informal Late Payment Notification request, the Payment Status update options (and when to use them), and the process to follow should a Contracting Retailer be classed as a Defaulting Trading Party. Please refer to the Business Terms for further detail on the Late Payment and Default and Termination processes.

Late Payment Notification process

When a wholesaler becomes aware that a Retailer has failed to pay an invoiced amount by the payment due date, they should use this process to raise an informal Late Payment Notification.

The wholesaler should access the MY MOSL portal before choosing to "Create a new request". The Late Payment Notification query is then available to be selected using the "Submit a request" link.

My MOSL

 Please contact your Contract Manager if you require access to MOSL services not shown below

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New Query

Settlement request
Raise an Unplanned Settlement Run (USR)
[Submit a request](#)

Operations
Raise a query, for example, related to reassurance, settlement, market entry/exit, gap sites
[Submit a request](#)

Performance
Raise a query, for example, related to market performance or market standards
[Submit a request](#)

Bilaterals
Raise a query related to bilaterals transactions and the bilaterals hub
[Submit a request](#)

IT Support
Raise a query, for example, related to CMOS, SharePoint, the MO Portal, MVI and for Bilaterals hub users access / connectivity
[Submit a request](#)

Pre-Dispute
Raise a query on an issue that may become a formal Dispute
[Submit a request](#)

Gap Sites Opt In/Out
Raise a request to Opt In/Out of receiving gap sites under the Direction to Supply process (CS00005)
[Submit a request](#)

Self-Supply Sold Sites
Raise a request to switch Self-Supply SPIDs away from a Self-Supply Retailer who can no longer service them under their licence conditions
[Submit a request](#)

Late Payment Notification
Notification about a retailer's failure to pay sums due to the wholesaler as per section 9.10.1 of the WRC Business Terms
[Submit a request](#)

Once selected, the following screen will be displayed based on the user logged in and utilising information from CMOS. From here, the Wholesaler should input the required information. Retailer ID and Charges are drop down selections: Retailer ID will allow you to select from Retailers with whom the Wholesaler has a valid Wholesale Contract, and Charges will allow you to select Primary (i.e. charges associated with Settlement) or Non-Primary. If Non-Primary is selected, the need to input the Settlement Run will be removed.

1 Late payment notice

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Wholesaler Org ID

MOSLTEST-W

Retailer ID

Retailer ID *

Retailer Name

Charges

Charges *

Settlement Run

Invoice Amount (£)

Invoice Number

Invoice Date

Invoice Due Date

Date you became aware

Invoice Date *

Invoice Due Date *

Date Aware *

Back

Cancel

Continue

When selecting Primary, please submit one notice per Settlement Run/invoice period outstanding, and enter the Settlement Run in the format of YYYY-MM ?? where the question mark references the Run Type i.e. P1, RF etc. A tool tip will appear when you hover over the Settlement Run title including this information.

1 Late payment notice

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Wholesaler Org ID

MOSLTEST-W

Retailer ID

Retailer ID *

MOSLTEST-R

Retailer Name

MOSLTEST-R

Charges

Charges *

Primary

Settlement Run

September 2023 R1

Invoice Amount (£)

10000

Invoice Number

INV001

Invoice Date

Invoice Date *

13/10/2023

Invoice Due Date

Invoice Due Date *

27/10/2023

Date you became aware

Date Aware *

29/10/2023

Back

Cancel

Continue

Once the information has been submitted, please select continue to save the notification. You will then be directed to a summary page;

Late Payment Notifications

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Late Payments
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Late Payment Notifications

Retailer ID	Charges	Settlement Run	Invoice Amount	Invoice Number	Invoice Date	Invoice Due Date	Date you became aware
MOSLTEST-R	Primary	September 2023 R1	10000	INV001	13/10/2023	27/10/2023	29/10/2023

Back
Cancel
Add another Late Payment
Continue

From this page, the Wholesaler can add another Late Payment Notification for the same Retailer, or select continue.

Late Payment Notifications

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Supporting information/evidence
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Please attach supporting information or evidence in relation to the service request.

Click or drag and drop to upload a file

Back
Cancel
Submit

Finally, the Wholesaler can upload supporting information or evidence if they desire. Please note, this is not mandatory but may be useful should a Late Payment proceed to Default. Once complete, the Wholesale can submit the Notification/s.

Update Payment Status

After submission, Wholesalers will be able to see Late Payment Notification requests on the main page of their My MOSL portal.

The screenshot shows the 'My MOSL' dashboard. At the top, there is a welcome message: 'Welcome back, null! You are logged in with MOSLTEST-W' and a 'Create a new request' button. Below this are four summary cards: 'Total requests' (21), 'Open requests' (14), 'Updated Today' (1), and 'Closed Today' (0). The main section is titled 'My requests' with a 'Fields explained' link. It includes a search bar for 'query ID', a 'Clear' button, and a 'Filters' button. A table lists the following queries:

Query ID	Query Type	Query Status	Date Raised	Raised By	Last Updated	SLA Due
17883	Late Payments	Awaiting User Response	30/10/2023	Candice Baker	30/10/2023	On hold
17878	Late Payments	Closed	19/10/2023	Candice Baker	19/10/2023	19/10/2023
17871	Late Payments	Closed	17/10/2023	Candice Baker	18/10/2023	18/10/2023
17869	Late Payments	User Updated	17/10/2023	Candice Baker	17/10/2023	18/10/2023
17823	Sold Sites	Submitted	07/09/2023	Candice Baker	07/09/2023	08/09/2023

At the bottom of the table, it shows 'Items per page: 5' and '1 - 5 of 21' with navigation arrows.


Clicking on the teal Query ID number will take you to the request details page, and further selecting History will allow Wholesalers to check the details submitted to ensure they have the correct request.

Wholesalers will have the ability to update the payment status of a Notification using the Update Payment Status button.

Update Payment Status to Query ID: 17927

Payment Status

Partial
 Full
 Formal Notice

Payment Date Payment Date * 

Text Editor: Paragraph, Bold, Italic, Bulleted List, Numbered List, Table, Undo, Redo

Insert details for request here

Upload file(s)

Upload

Max. file size is 10mb

The options here are;

Partial – To be used in cases where some payment has been received from the Retailer, but an amount remains outstanding. Wholesalers should include a comment making clear the value paid and what remains outstanding. The date payment was received must be included.

Full – All payment has now been received, or credit guarantee have been extended to cover the outstanding amount. The date payment was received must be included.

Formal - The 10BD window extended to the Retailer following the failure to pay by the invoice due date has past, and the Wholesaler has issued a final notice to the Retailer giving them 5 days to pay before the Retailer will be considered a Defaulting Trading Party. An attachment of the Formal Notice that was issued to the Retailer must be attached. The date field is not mandatory here, however if you enter a date here, it will be taken as the date the formal notice was issued.

When submitting the Payment Status update, a confirmation screen will pop up; please read carefully and submit or cancel if the statement is not true. An example of one of these pop ups is available below.

Partial Payment Update

By submitting this Partial Payment status update, I confirm that the balance relating to this request remains overdue and will provide further updates once we receive additional payments from the Retailer.

If the Formal Notice payment status update option is selected, the Wholesaler can continue to update with both partial and full payments as and when received. MOSL will contact you to discuss the outstanding payment and process further.

There is no option to raise a comment outside updating payment status; therefore should you have any questions or issues with a raised request, please raise a general query to the Operations team via My MOSL and quote the ticket ID of the late payment.

Default Notice process

At this time, the Default Notice process will remain unchanged; future improvements are being discussed to bring this stage of the process into the My MOSL portal, however the below is the correct process currently.

Following both the informal and formal late payment notifications being issued to the Retailer as well as via the My MOSL portal, the Wholesaler should issue the Default notice by emailing the Authority (notifications@ofwat.gov.uk), the Water Industry Commission for Scotland (competitionteam@watercommision.co.uk) and the Market Operator (operations@mosl.co.uk).