

OAG 22 October 2020

Export Functionality

22 October 2020

C1.R – Export Functionality Landing Page

This area will be used for notifications, to show a recent update or possible outage in the system. × Create a new request
[Which form do I need?](#)

Overview

- Total Requests: 20
- Require Action: 5
- Due Today: 2
- Over SLA: 3

Service requests

[Fields explained](#) Filters Export to excel

Reference ID	Supply Point ID	Process	Request Status	Activity Status	Date Raised	Raised By	SLA Due	Expand					
TSC1928374	1726372637W19	C1	Completed	Site visit scheduled	02/07/2020	Emma Whitmore	01/12/2020	▼					
TSC1928374	1726372637W19	C1	In progress	Site visit scheduled	02/07/2020	Emma Whitmore	01/10/2020	▼					
TSC1928374	1726372637W19	C1	Action required	Site visit scheduled	02/07/2020	Emma Whitmore	01/06/2020	▼					
TSC1928374	1726372637W19	C1	In progress	Site visit scheduled	02/07/2020	Emma Whitmore	01/10/2020	☐					
Last update	14/08/2020	Last update by	Evan Joannette	Overdue	No	Deferred Days	13	Requester	Company Name	Responder	Company Name	MSN	TSC1928374
TSC1928374	1726372637W19	C1	Completed	Site visit scheduled	02/07/2020	Emma Whitmore	01/12/2020	▼					

Proposed Export to Excel

C1.R – Export Functionality

Summary Screen

The screenshot shows a web interface for a 'Summary of request'. At the top, there are navigation tabs: Summary, Request Details, Attachments, History, Contact Details, and Action. An 'Export to pdf' button is located in the top right corner. The main content area is titled 'Summary of request' and contains several sections:

- Request details:** A table with fields: Status (Site visit booked), Request date raised (24/05/2020), Raised by (Julie Williams), Service Request SPID (1234567890W19), and Process (C1).
- SPID:** A text field containing the value 1928374859607.
- SPID details:** A table with fields: Customer name (MOSL), Customer banner name (Market Operator Services Limited), Address line 1 (White building), and Post code (SO15 2NP). A 'More detail' link is present.
- Service requests:** A table with columns: Reference ID, Supply Point ID, Process, Request status, Date raised, and MMSN. It lists two requests, both with a status of 'in progress'.
- Meter serial number:** A text field containing the value TSC1928374.
- Changes requested - measured supply:** A list of items with checkboxes: Supply Arrangement Check (checked), Meter Verification (unchecked), and Meter Removal (unchecked).
- Changes requested - unmeasured supply:** A list of items with checkboxes: Supply Arrangement Check (checked) and Change to or Addition of new Supply (unchecked).
- Consent:** A text field with the value 'Yes' and the label 'To contact customer'.
- C1 Process:** A text field with the value 'Yes' and the label 'Is the customer aware?'.

A red callout box on the left side of the screenshot contains the text: 'Changes requested - measured supply'.

Proposed Export to PDF including colour

C1.R – Export Functionality

Service Request Details Screen

The screenshot displays a web interface for 'Request details'. At the top, there are navigation tabs: Summary, Request Details (active), Attachments, History, Contact Details, and Action. An 'Export to pdf' button is located in the top right corner. The main content area is titled 'Request details' and shows the following information:

- SPID:** 1928374859607
- Further SPID Information:** A section with a '+' icon.
- Meter - 1234567890W19:** A section with a 'hide options' icon.
- Remove this meter?** No
- Meter serves as trough?** Yes
- Supply Arrangement Check?** Yes
- Input Other Supply Point IDs:** 1228374859612, 1228374859613
- Details of other properties:** Further specific info - domestic or SPID not known
- Meter Verification:** Yes
- Manufacturer Meter Serial Number:** 1234567890W19
- Meter Manufacturer:** Market Operator Services Limited
- Request data change to:** Another manufacturer
- Meter Size:** 20
- No of Meter Digits:** Market Operator Services Limited
- Meter Pit Number:** Market Operator Services Limited
- Meter Location (GIS X):** Market Operator Services Limited
- Location (GIS Y):** Market Operator Services Limited
- Meter Location Free Desc:** Market Operator Services Limited
- Last Meter Read:** Market Operator Services Limited
- Meter Outreader GISX:** Market Operator Services Limited
- Meter Outreader GISY:** Market Operator Services Limited
- Meter Outreader Location Code:** 1234567890W19
- Meter Outreader Location Free Descriptor:** 1234567890W19

At the bottom, there is a note: 'Please provide the reason(s) for the request or any information to assist the query i.e. why the meter information is thought to differ from records held?' and a section for 'Additional information'.

Proposed Export to PDF including colour

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History Screen

Summary Request Details Attachments **History** Contact Details Action Export to excel

History

Chris Dawson Wholesalerbusiness Ltd 12:20pm 10/06/2020	Accept - Site visit booked Further information logged against the status code. Action by: Wholesaler Process step: Wholesaler review
Chris Dawson Wholesalerbusiness Ltd 12:20pm 10/06/2020	Accept - Site visit booked Further information logged against the status code. Action by: Wholesaler Process step: Wholesaler review
Chris Dawson Wholesalerbusiness Ltd 12:20pm 10/06/2020	Accept - Site visit booked Further information logged against the status code. Action by: Wholesaler Process step: Wholesaler review

Proposed Export to Excel

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Contact Details Screen

The screenshot displays a web interface for 'Contact Details'. At the top, there is a navigation bar with tabs: Summary, Request Details, Attachments, History, and Contact Details (which is active). To the right of the tabs are three buttons: 'Action', 'Export to excel', and 'Export to pdf'. Below the navigation bar, the main content area is titled 'Contact Details' and is divided into two columns: 'Customer contact details' and 'Retailer contact details'. Each column contains a list of key-value pairs for various contact fields.

Customer contact details		Retailer contact details	
Customer name	MOSL	Retailer name	MOSL
Customer banner name	Market Operator Services Limited	Retailer banner name	Market Operator Services Limited
Customer site contact name	Dave Phillips	Retailer site contact name	John Frank
Customer site contact name 2	Chris Williams	Retailer site contact name 2	Ben Wood
Customer phone number 1	0208 201 0214	Retailer phone number 1	0207 495 4585
Customer extension 1	#232	Retailer extension 1	#113
Customer phone number 2	0208 201 0215	Retailer phone number 2	0207 495 4583
Customer extension 2	#233	Retailer extension 2	#112
Customer email	customer@company.co.uk	Retailer email	support@mosl.co.uk
Method of contact	Phone		

Proposed Export to Excel

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Points to note, next steps and help

- ◆ The export of the entire C1.R Service Request form from the Hub is not currently in scope due to technical build complexity.
- ◆ We can consider including this functionality in future releases if User feedback suggests this is a requirement.
- ◆ We will be working with our designers on Wireframes for the export screens proposed to scope the content, format, look and feel of the exports.

OAG Member Views

- ◆ Views on the proposed exports and proposed formats?
- ◆ Could we please ask all members to complete a survey poll advising what version of excel your organisations currently use?
- ◆ Views on the requirements for CSV exports from the Hub and the provision for sample examples of formats if this is required.