

CMS Rebuild

Enhanced Customer Support Framework - V1.8 Must Reads (MUR)

Document Purpose

To enable the transition of the MUR process to the new CMS, it has been identified that there will be an element of Customer Support required whilst customers are making system changes to accommodate the new file formats.

This Framework will be in place until 04 September 2024 or the customer has made the necessary system changes.

This support document provides guidance for Meter Read Agencies (MRAs), Independent Gas Transporters (IGTs), and Distribution Networks (DNs) for managing the downloaded Must Read files and subsequent upload of files with procured reads/responses following the completion of visits to attempt to procure a must read.

As Must Reads are processed differently across customer organisations multiple routes have been identified that will assist this enhanced customer support framework.

- Customer amends the format of MJO / RJO and then CDSP uploads the MJ/ RJ on their behalf
- Customer amends the format of the MJO/ RJO and then uses the MUR Processing tool to create the MJI / RJI and uploads into the new CMS
- Customer makes no amendments to the MJO/ RJO and then uses the MUR Processing tool to create the MJI and RJI and uploads into the new CMS

Commencing prior to launch on 04 March 2024 there will be a weekly MUR walk through virtual session in which customers will be able to join via Eventbrite and be walked through the possible options and will be given the opportunity to ask questions. To register for an Eventbrite session please use this [link](#).

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Option 1 – Customer and CDSP activities

Scenario – Customer Systems not updated but produce MJI/RJI or LTI files

This Scenario is for organisations that upload the downloaded files (MJO, RJO, or LTO) into their own systems, and their systems produce the subsequent files for upload with procured reads/response (MJI, RJI, or LTI files).

Step 1: Download the MJI, RJI, or LTI file

- From the homepage, click the 'MUR queues' tile

Hi, RTY!

What would you like to do today?

Select from one of the options below

The dashboard shows five main action tiles: 'Work queues', 'MUR queues' (circled in red), 'File tracking', 'Advanced search', and 'Help and support'. Each tile includes a brief description of its function.

- From the 'Actions' area of the page, click the 'Download' drop-down

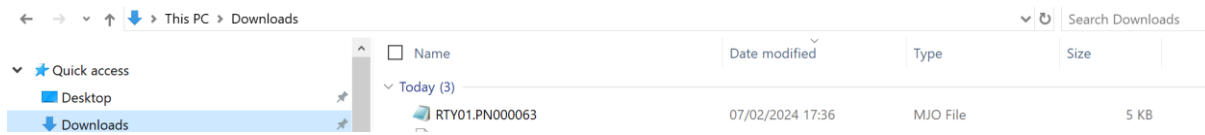
The 'MUR queues' page shows a filter section with dropdowns for 'Status', 'Meter point/status change date', and 'Fault flag'. Below the filters is a 'Queue list' table. To the right of the table, an 'Actions' menu is open, showing options for 'Download MJO', 'Download LTO', and 'Download RJO'. The 'Download' button in the menu is circled in red.

- Select the file that you wish to download – MJO, RJO, or LTO

- The file will now be available in your 'downloads' file on your device

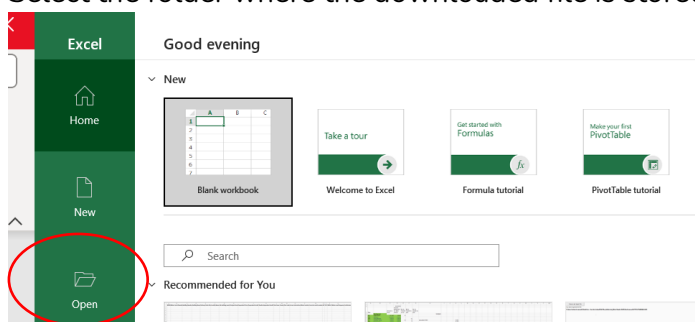
The screenshot shows a file manager window with a 'Downloads' folder highlighted. Inside the folder, several files are listed, including 'RTY01.PN000063.MJO' and 'RTY01.PN012345-errors.csv'. The 'Downloads' folder icon is circled in red.

- The file can be left here or moved to a file area of your choosing as you would any other file

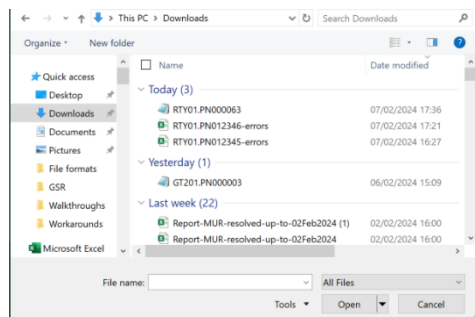


Step 2: Remove the fields from the file in order to successfully load to your systems

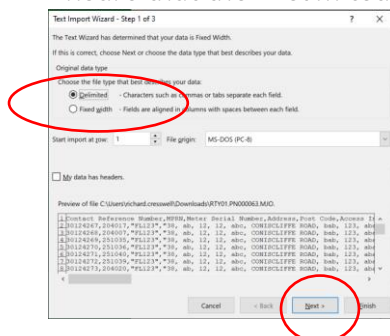
- Open Excel
- Click 'File', and then 'Open'
- Select the folder where the downloaded file is stored



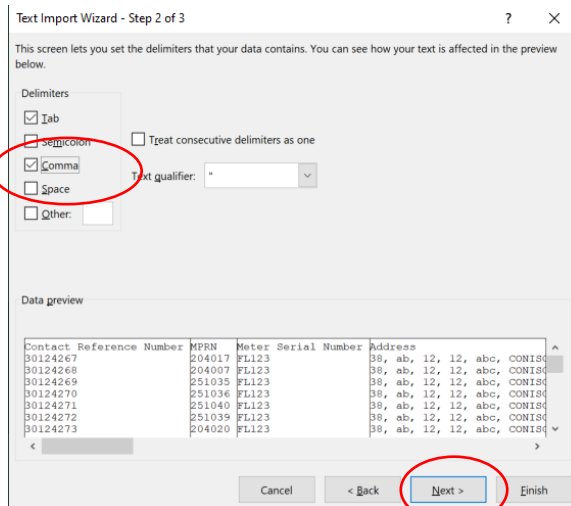
- In the pop-up, click the drop-down so that 'All files' is now displayed, this will allow Excel to find the file
- Click on the downloaded file and click 'Open'



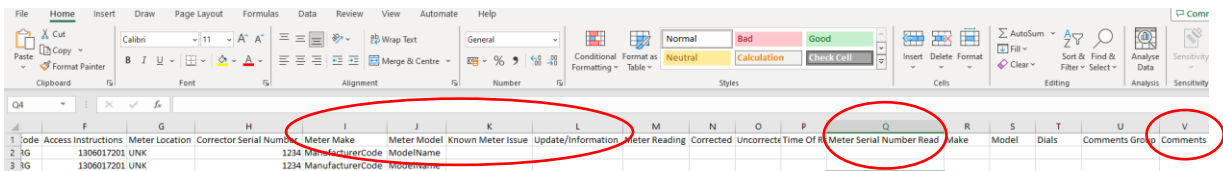
- The 'Text import wizard' will appear
- Ensure that the 'Delimited' radio button is selected and click 'Next'



- Tick the 'Comma' delimiter box, and click 'Next', then click 'Finish'



- The file will now be visible in excel
- The new fields can now be deleted in order to put the file in the format that your systems can accept i.e. the same format as the legacy files



Select, by clicking the column letter above the field name, and delete the following columns:

MJI	RJI	LTJ
- Meter make	- Meter make	- Date returned
- Meter model	- Meter model	- Access instructions
- Known meter issue	- Known meter issue	- Meter location
- Update/information	- Update/information	- Meter make
- Meter serial number read	- Meter serial number read	- Meter model
- Comments	- Reader comments	- Known meter issue
	- Comments	- Update/information
		- Comments

Step 3: Saving it to the correct extension

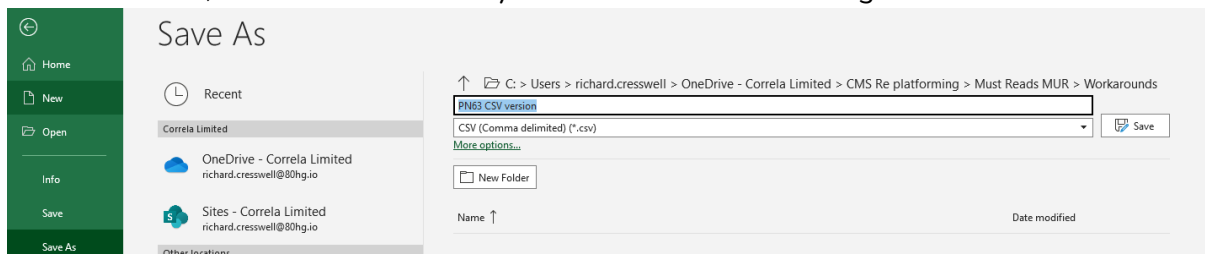
IMPORTANT: Before saving the file, determine if the system you are going to load the file into can accept the file in CSV format, or it can only accept the file extension defined as .MJO, .RJO, or .LTO as it would be when downloaded from legacy CMS and loaded into your system

System can accept file in CSV format:

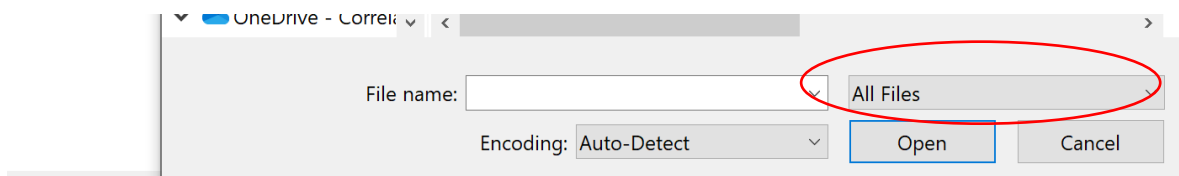
- When deletions are made, click 'Save' and the downloaded file will be in the same format as the legacy CMS files.

System can only accept files with .MJO, .RJO, or .LTO extension:

- When deletions are made, click 'File', then 'Save as'
- Name the file something different to the originally downloaded, for example if the downloaded MJO file was named RTY01.PN000063, rename as 'PN22 CSV version', so that it can be easily differentiated from the original.



- Click 'Save'
- Open the 'Notepad' App
- Click 'Open'
- Select 'All files'



- Select the CSV file saved
- Highlight and copy all the data in the file including field headings:



- Click 'File'
- Click 'Open'
- Select 'All files'
- Select the originally downloaded .MJO, .RJO, or .LTO file
- Click 'Open'
- Highlight all the data in the file
- Paste the copied data over
- Click 'File'
- Click 'Save'

The .MJO, .RJO, or .LTO file will now be in the correct format to be uploaded into your system.

Step 4: Completing the MUR activities and submitting it to CDSP

Continue with Must Read activities until ready submit a response file (MJI, RJI, or LTI).

When your system has produced the response file, the file can be emailed to CMS_Rebuild@correla.com, where the CDSP will upload the file on your behalf within the agreed SLA.

If the CDSP uploads the file on your behalf, they will email a response to confirm if the file was successfully uploaded, and if not, the rejection reason, and if all records were successfully accepted by the system. For any records not successfully accepted, the rejection reasons for each record will be provided in the email for you to review and provide an amended file where necessary.

Option 2 – Customer Amendments to file format

Scenario – Customer Systems not updated that produce MJJ/RJI or LTI files and Customer wishes to make excel amendments themselves.

This Scenario is for organisations that wish to carry out the necessary amendments themselves upload the downloaded files (MJO, RJO, or LTO) into their own systems and their systems produce the subsequent files for upload with procured reads/response (MJJ, RJI, or LTI files).

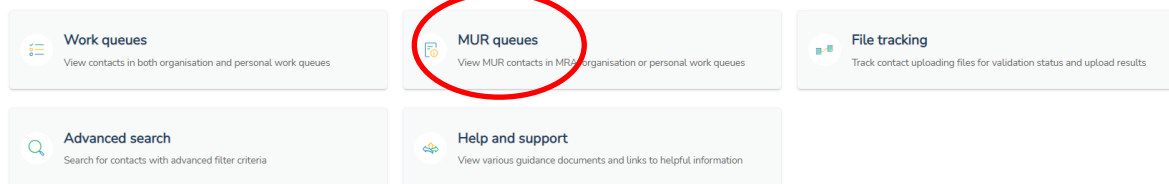
Step 1: Download the MJJ, RJI, or LTI file

- From the homepage, click the 'MUR queues' tile

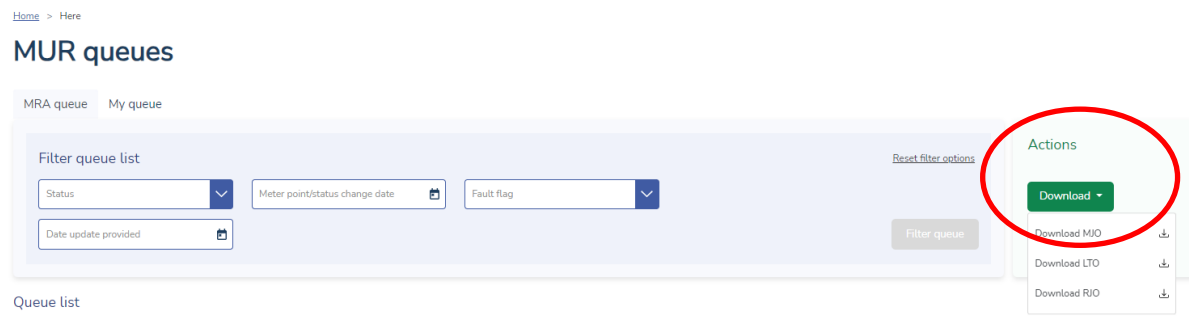
Hi, RTY!

What would you like to do today?

Select from one of the options below



- From the 'Actions' area of the page, click the 'Download' drop-down

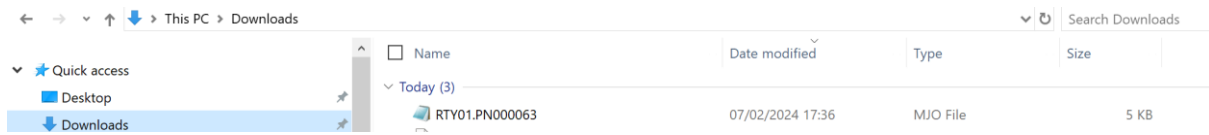


- Select the file that you wish to download – MJO, RJO, or LTO

- The file will now be available in your 'downloads' file on your device

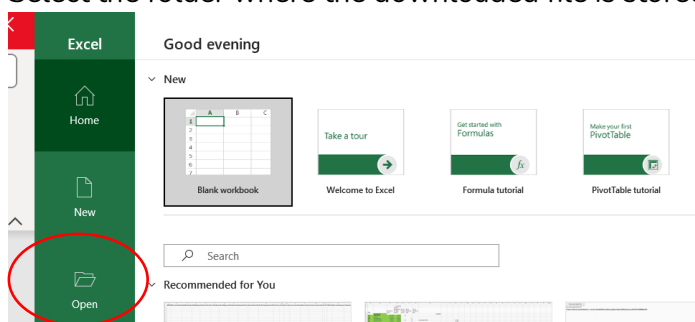


- The file can be left here or moved to a file area of your choosing as you would any other file

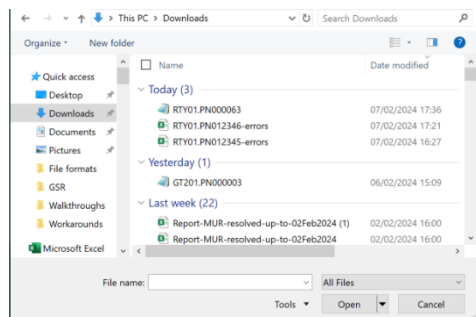


Step 2: Remove the fields from the file in order to successfully load to your systems

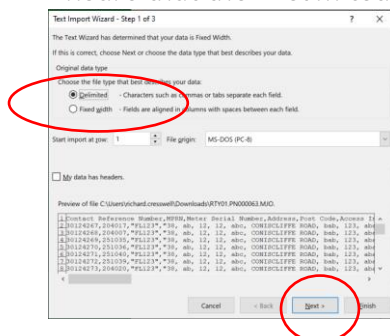
- Open Excel
- Click 'File', and then 'Open'
- Select the folder where the downloaded file is stored



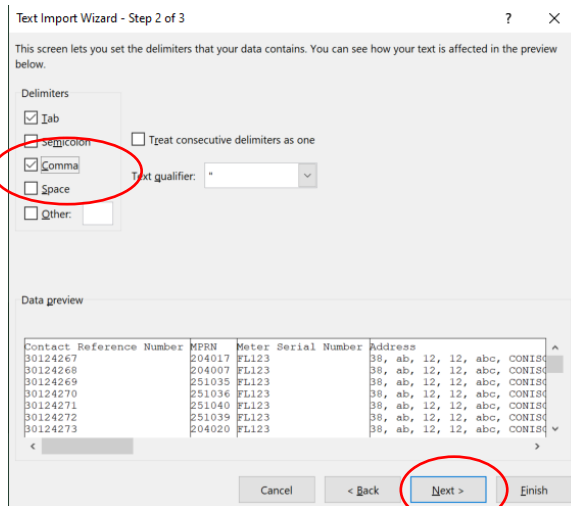
- In the pop-up, click the drop-down so that 'All files' is now displayed, this will allow Excel to find the file
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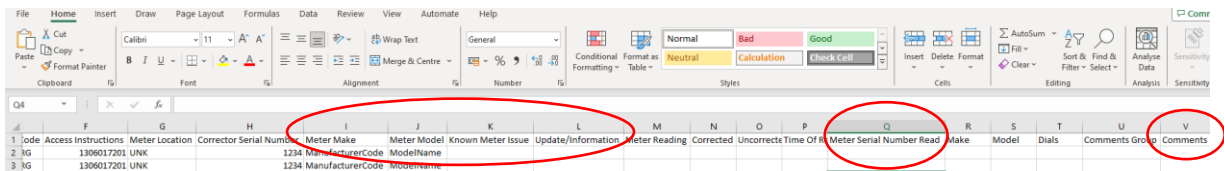
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- Ensure that the 'Delimited' radio button is selected and click 'Next'



- Tick the 'Comma' delimiter box, and click 'Next', then click 'Finish'



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Select, by clicking the column letter above the field name, and delete the following columns:

MJI	RJI	LTJ
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- Update/information	- Update/information	- Meter make
- Meter serial number read	- Meter serial number read	- Meter model
- Comments	- Reader comments	- Known meter issue
	- Comments	- Update/information
		- Comments

Step 3: Saving it to the correct extension

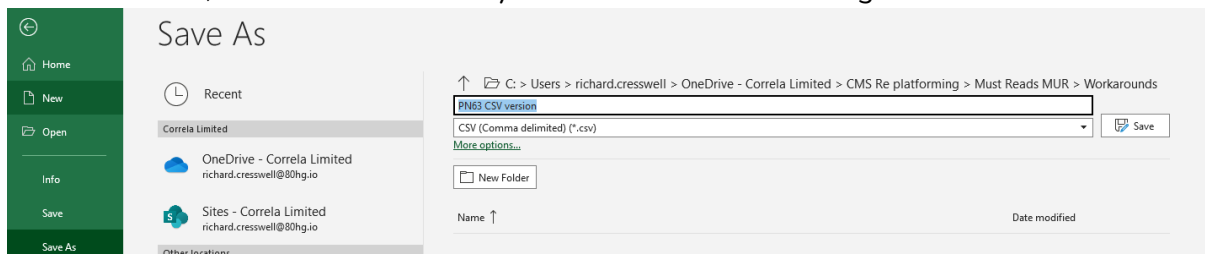
IMPORTANT: Before saving the file, determine if the system you are going to load the file into can accept the file in CSV format, or it can only accept the file extension defined as .MJO, .RJO, or .LTO as it would be when downloaded from legacy CMS and loaded into your system

System can accept file in CSV format:

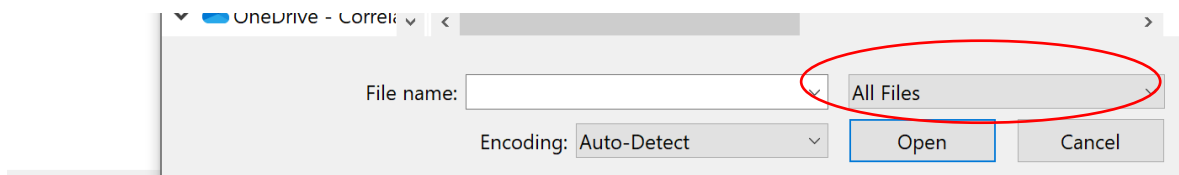
- When deletions are made, click 'Save' and the downloaded file will be in the same format as the legacy CMS files.

System can only accept files with .MJO, .RJO, or .LTO extension:

- When deletions are made, click 'File', then 'Save as'
- Name the file something different to the originally downloaded, for example if the downloaded MJO file was named RTY01.PN000063, rename as 'PN22 CSV version', so that it can be easily differentiated from the original.



- Click 'Save'
- Open the 'Notepad' App
- Click 'Open'
- Select 'All files'



- Select the CSV file saved
- Highlight and copy all the data in the file including field headings:



- Click 'File'
- Click 'Open'
- Select 'All files'
- Select the originally downloaded .MJO, .RJO, or .LTO file
- Click 'Open'
- Highlight all the data in the file
- Paste the copied data over
- Click 'File'

- Click 'Save'

The .MJO, .RJO, or .LTO file will now be in the correct format to be uploaded into your system.

Step 4: Completing the MUR activities and using the new MUR Processing tool

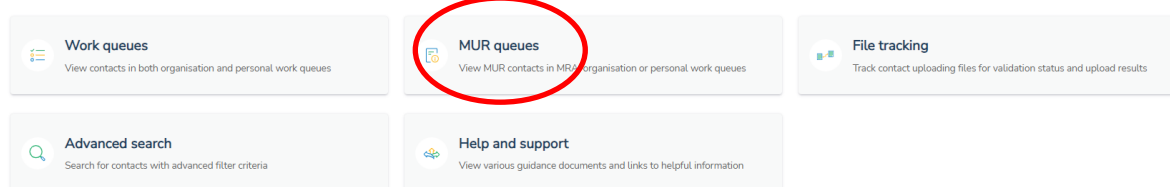
When ready to submit the outcomes of Must Read visit, the file can be produced using the Must Read processing tool.

- To first get a copy of the tool, from the homepage, click the 'MUR queues' tile

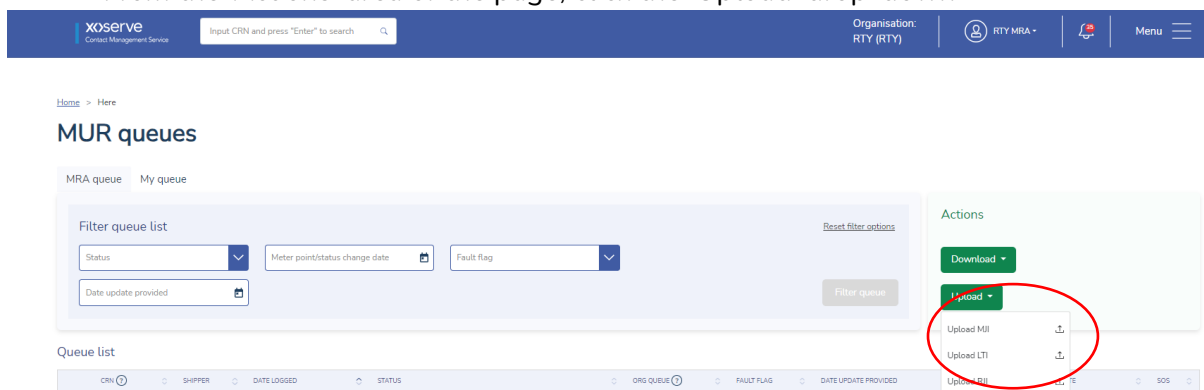
Hi, RTY!

What would you like to do today?

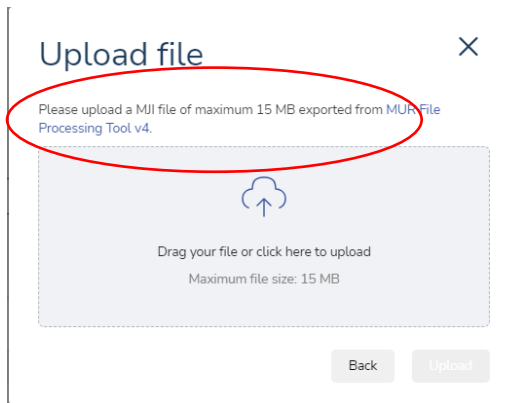
Select from one of the options below



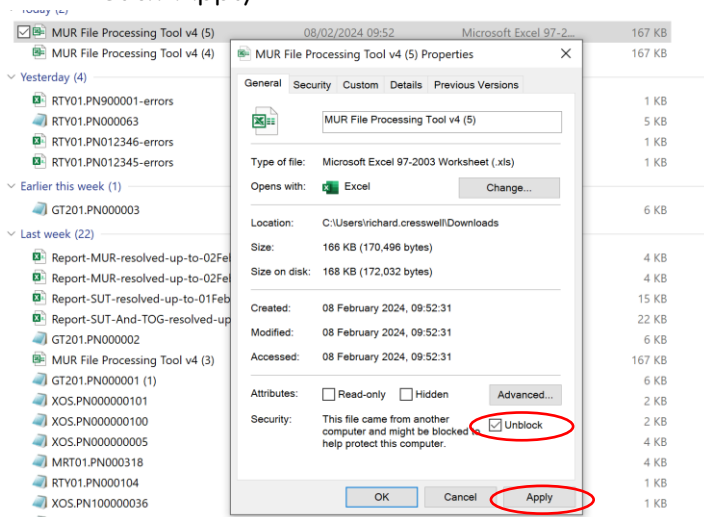
- From the 'Actions' area of the page, click the 'Upload' drop-down
- From the 'Actions' area of the page, click the 'Upload' drop-down



- Click any of the options in the list and the 'Upload file' pop-up will appear. Click the 'MUR file processing tool v4. hyperlink

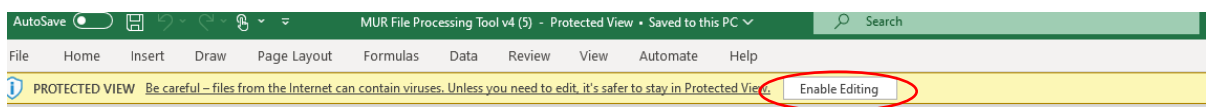


- The tool will now be available in your downloads file on your device
- The tool can be left here or moved to a file area of your choosing as you would any other file
- To ensure that the use of the tool is not blocked by your organisation's security levels, go to where the tool is stored
- Right click on the tool, and on the pop-up click 'Properties'
- Another pop-up will open, now tick the 'Unblock' tick box at the bottom of the pop-up
- Click 'Apply'

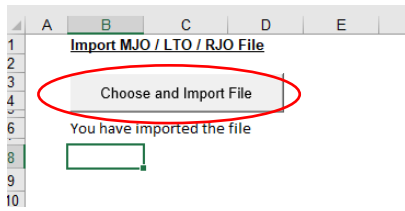


NOTE: if the 'Unblock' tick box is not visible, you will need to contact the team within your organisation that manages system security so that they may change settings to allow the tool to work on your device.

- Open the tool and you may see a security warning bar – click 'Enable editing'.



- The tool is now ready for use.
- Click the 'Choose and import file' button on the first tab



- A warning pop-up will be displayed to inform that any data currently held in the tool will be replaced. Click 'ok' if ready to continue
- The file selector will now be visible, search and identify the MJO, RJO, or LTO file that you wish to update with any reads or site visit information procured. Click 'Open'
- The data from the file will now be visible in the 'Imported file' tab and a message will be displayed stating the import is complete. Click 'OK'.

File RTY01.PN000063 MJO was imported.

Contact Reference Number	MPIN	Meter Serial Number	Address	Post Code	Access Instructions	Meter Location	Corrector	Serial Number	Met
30124267	204017	FL123	38, ab, 12, 12, abc, CONISCLIFFE ROAD, bab, 123, aba, DARLINGTON, DU	DL3 TRG	1306017201	URK			1234
30124268	204017	FL123	38, ab, 12, 12, abc, CONISCLIFFE ROAD, bab, 123, aba, DARLINGTON, DU	DL3 TRG	1306017201	URK			1234
30124269	251835	FL123	38, ab, 12, 12, abc, CONISCLIFFE ROAD, bab, 123, aba, DARLINGTON, DU	DL3 TRG	1306017201	URK			1234
30124270	251836	FL123	38, ab, 12, 12, abc, CONISCLIFFE ROAD, bab, 123, aba, DARLINGTON, DU	DL3 TRG	1306017201	URK			1234
30124271	251840	FL123	38, ab, 12, 12, abc, CONISCLIFFE ROAD, bab, 123, aba, DARLINGTON, DU	DL3 TRG	1306017201	URK			1234
30124272	251839	FL123	38, ab, 12, 12, abc, CONISCLIFFE ROAD, bab, 123, aba, DARLINGTON, DU	DL3 TRG	1306017201	URK			1234
30124273	204020	FL123	38, ab, 12, 12, abc, CONISCLIFFE ROAD, bab, 123, aba, DARLINGTON, DU	DL3 TRG	1306017201	URK			1234
30124274	204011	FL123	38, ab, 12, 12, abc, CONISCLIFFE ROAD, bab, 123, aba, DARLINGTON, DU	DL3 TRG	1306017201	URK			1234
30124275	251834	FL123	38, ab, 12, 12, abc, CONISCLIFFE ROAD, bab, 123, aba, DARLINGTON, DU	DL3 TRG	1306017201	URK			1234
30124276	251838	FL123	38, ab, 12, 12, abc, CONISCLIFFE ROAD, bab, 123, aba, DARLINGTON, DU	DL3 TRG	1306017201	URK			1234
30124277	204005	FL123	38, ab, 12, 12, abc, CONISCLIFFE ROAD, bab, 123, aba, DARLINGTON, DU	DL3 TRG	1306017201	URK			1234
30124278	204014	FL123	38, ab, 12, 12, abc, CONISCLIFFE ROAD, bab, 123, aba, DARLINGTON, DU	DL3 TRG	1306017201	URK			1234
30124279	204015	FL123	38, ab, 12, 12, abc, CONISCLIFFE ROAD, bab, 123, aba, DARLINGTON, DU	DL3 TRG	1306017201	URK			1234
30124280	251842	FL123	38, ab, 12, 12, abc, CONISCLIFFE ROAD, bab, 123, aba, DARLINGTON, DU	DL3 TRG	1306017201	URK			1234
30124281	251844	FL123	38, ab, 12, 12, abc, CONISCLIFFE ROAD, bab, 123, aba, DARLINGTON, DU	DL3 TRG	1306017201	URK			1234
30124282	251845	FL123	38, ab, 12, 12, abc, CONISCLIFFE ROAD, bab, 123, aba, DARLINGTON, DU	DL3 TRG	1306017201	URK			1234
30124283	251846	FL123	38, ab, 12, 12, abc, CONISCLIFFE ROAD, bab, 123, aba, DARLINGTON, DU	DL3 TRG	1306017201	URK			1234
30124284	251843	FL123	38, ab, 12, 12, abc, CONISCLIFFE ROAD, bab, 123, aba, DARLINGTON, DU	DL3 TRG	1306017201	URK			1234
30124285	251847	FL123	38, ab, 12, 12, abc, CONISCLIFFE ROAD, bab, 123, aba, DARLINGTON, DU	DL3 TRG	1306017201	URK			1234
30124286	251848	FL123	38, ab, 12, 12, abc, CONISCLIFFE ROAD, bab, 123, aba, DARLINGTON, DU	DL3 TRG	1306017201	URK			1234
30124287	251841	FL123	38, ab, 12, 12, abc, CONISCLIFFE ROAD, bab, 123, aba, DARLINGTON, DU	DL3 TRG	1306017201	URK			1234
30124288	251849	FL123	38, ab, 12, 12, abc, CONISCLIFFE ROAD, bab, 123, aba, DARLINGTON, DU	DL3 TRG	1306017201	URK			1234
30124290	251850	FL123	38, ab, 12, 12, abc, CONISCLIFFE ROAD, bab, 123, aba, DARLINGTON, DU	DL3 TRG	1306017201	URK			1234
30124294	123003	FL123	38, ab, 12, 12, abc, CONISCLIFFE ROAD, bab, 123, aba, DARLINGTON, DU	DL3 TRG	1306017201	URK			1234

- Identify the contacts for which there is information that can be updated, highlight and select to copy each of these rows
- In the 'File creator' tab click the 'Clear existing data', and from the 'Select a file type to create' drop-down in cell B3, select the type of file being created.

- Paste in the data copied from the 'Imported file' tab

- The data pasted in should not be altered in any way and is greyed out

CMS Upload file creator		MRA Short code:		RTY									
1. Select a file type to create: MJI		Standard MRA Return file:		Clear existing data									
2. Paste correctly formatted data starting in Row 14													
3. Click Export button		Export File		<table border="1"> <thead> <tr> <th>File type</th> <th>Next Sequence number</th> </tr> </thead> <tbody> <tr> <td>MJI</td> <td>1</td> </tr> <tr> <td>LTI</td> <td>1</td> </tr> <tr> <td>RJI</td> <td>1</td> </tr> </tbody> </table>		File type	Next Sequence number	MJI	1	LTI	1	RJI	1
File type	Next Sequence number												
MJI	1												
LTI	1												
RJI	1												
MJI File Format													
Contact reference number	MPRN	Meter serial number	Address	Post code	Access instructions	Meter location	Corrector serial number	Meter make					
30124267	204017	FL123	38, ab, 12, 12, abc	CONSLIFFE 8 DL3 FRG	1306017201	LRNK	1234						
30124271	251040	FL123	38, ab, 12, 12, abc	CONSLIFFE 8 DL3 FRG	1306017201	LRNK	1234						
30124275	251034	FL123	38, ab, 12, 12, abc	CONSLIFFE 8 DL3 FRG	1306017201	LRNK	1234						
30124276	251038	FL123	38, ab, 12, 12, abc	CONSLIFFE 8 DL3 FRG	1306017201	LRNK	1234						
30124277	204005	FL123	38, ab, 12, 12, abc	CONSLIFFE 8 DL3 FRG	1306017201	LRNK	1234						
30124278	204014	FL123	38, ab, 12, 12, abc	CONSLIFFE 8 DL3 FRG	1306017201	LRNK	1234						
30124279	204015	FL123	38, ab, 12, 12, abc	CONSLIFFE 8 DL3 FRG	1306017201	LRNK	1234						
30124280	251042	FL123	38, ab, 12, 12, abc	CONSLIFFE 8 DL3 FRG	1306017201	LRNK	1234						

- The information procured from the visit can now be populated

Location	Meter reading	Corrected reading	Uncorrected reading	Time of read	Meter serial number read	Make	Model	Dials

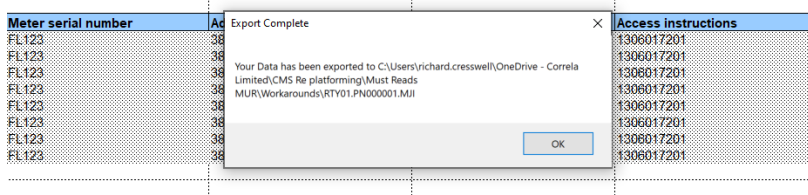
- Ensure that all mandatory fields have been populated (see file format information)

Meter reading	Corrected reading	Uncorrected reading	Time of read	Meter serial number read	Make	Model	Dials	Comments group	Comments	Visit 1	Visit 2	Visit 3
30124267	7500	8000								30124267		
30124271								No access to site		30124271	30124271	30124271
30124275								Demolished		30124275	30124275	30124275

- When completed, click the 'Export file' button
- A pop-up will open and from here you can select where the file will be stored.

CMS Upload file creator		MRA Short code:		RTY									
1. Select a file type to create: MJI		Standard MRA Return file:		Clear existing data									
2. Paste correctly formatted data starting in Row 14													
3. Click Export button		Export File		<table border="1"> <thead> <tr> <th>File type</th> <th>Next Sequence number</th> </tr> </thead> <tbody> <tr> <td>MJI</td> <td>1</td> </tr> <tr> <td>LTI</td> <td></td> </tr> <tr> <td>RJI</td> <td></td> </tr> </tbody> </table>		File type	Next Sequence number	MJI	1	LTI		RJI	
File type	Next Sequence number												
MJI	1												
LTI													
RJI													
MJI File Format													
Contact reference number	MPRN	Meter serial number	Address	Post code	Access instructions								
30124267	204017	FL123	38, ab, 12, 12, abc	CONSLIFFE 8 DL3 FRG	1306017201								
30124271	251040	FL123	38, ab, 12, 12, abc	CONSLIFFE 8 DL3 FRG	1306017201								
30124275	251034	FL123	38, ab, 12, 12, abc	CONSLIFFE 8 DL3 FRG	1306017201								
30124276	251038	FL123	38, ab, 12, 12, abc	CONSLIFFE 8 DL3 FRG	1306017201								
30124277	204005	FL123	38, ab, 12, 12, abc	CONSLIFFE 8 DL3 FRG	1306017201								
30124278	204014	FL123	38, ab, 12, 12, abc	CONSLIFFE 8 DL3 FRG	1306017201								
30124279	204015	FL123	38, ab, 12, 12, abc	CONSLIFFE 8 DL3 FRG	1306017201								
30124280	251042	FL123	38, ab, 12, 12, abc	CONSLIFFE 8 DL3 FRG	1306017201								

- Click 'Ok'. A pop-up will appear stating 'Export complete' with the area stored and filename created.



Step 5: Uploading the File

- In the CMS homepage, click 'MUR queues'

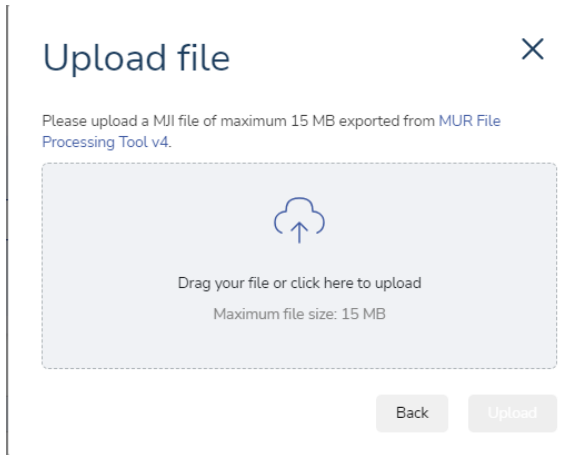
Hi, RTY!

What would you like to do today?

Select from one of the options below

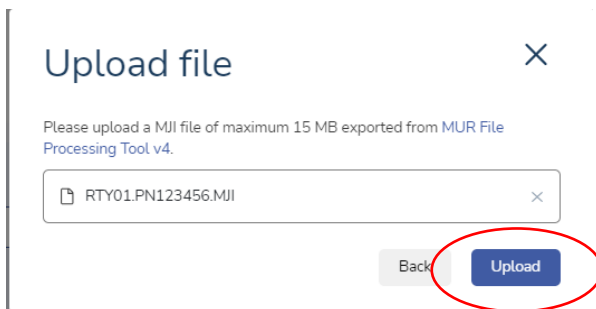
- From the 'Actions' area of the page, click the 'Upload' drop-down

- The 'Upload file' pop-up will appear



- Drag and drop the file or click the grey box which will open the file selector, and the file can be chosen – when chosen, click ‘Open’

- Click ‘Upload’



- The ‘File tracking’ page will now be opened
- In the file list, the uploaded file will be visible at the top, and the ‘Validation status’ column will show as ‘In progress’

File tracking

6 files are being validated. Please reload the page to check the latest validation progress.

Filter file list

File name: Organisation Short Code (OSC): Submitted by:

Date uploaded: Validation status:

FILE NAME	ORG	UPLOADED BY	DATE UPLOADED	VALIDATION STATUS	TOTAL RECORDS	ACCEPTED RECORDS	REJECTED RECORDS	ACTIONS
RTY01.PN123456.MJI	RTY	RTY MRA	08/02/2024 12:02	In progress				
RTY01.PN000002460	RTY	RTY MRA	07/02/2024 19:15	Completed	8	0	8	Download error log
RTY01.PN000001340	RTY	RTY MRA	07/02/2024 19:08	Completed	8	0	8	Download error log
RTY01.PN0123456.MJI	RTY	RTY MRA	07/02/2024 17:21	Completed	7	3	4	Download error log
RTY01.PN0123456.MJI	RTY	RTY MRA	07/02/2024 16:27	Completed	6	0	6	Download error log
RTY01.PN100011217	RTY	MRA standalone HV	07/02/2024 09:47	Completed	3	3	0	
RTY01.PN00011340	RTY	MRA standalone HV	07/02/2024 09:41	Completed	9	9	0	
RTY01.PN100011217	RTY	MRA standalone HV	07/02/2024 09:26	Completed	1	1	0	
RTY01.PN100011171	RTY	MRA standalone HV	07/02/2024 09:20	Completed	1	1	0	
RTY01.PN100010171	RTY	MRA standalone HV	07/02/2024 09:15	Completed	1	1	0	

- Click the refresh button and when the upload has completed the 'Validation status' will show as 'Completed'

File tracking

5 files are being validated. Please reload the page to check the latest validation progress.

Filter file list

File name: Stakeholder Short Code (SSC): Uploaded by:

Date uploaded: Validation status:

FILE NAME	SSC	UPLOADED BY	DATE UPLOADED	VALIDATION STATUS	TOTAL RECORDS	ACCEPTED RECORDS	REJECTED RECORDS	ACTIONS
RTY01.PN123456.MJI	RTY	RTY MRA	08/02/2024 12:02	Completed	8	0	8	Download error log
RTY01.PN900002.MJI	RTY	RTY MRA	07/02/2024 19:15	Completed	8	0	8	Download error log
RTY01.PN000001.MJI	RTY	RTY MRA	07/02/2024 19:08	Completed	8	0	8	Download error log
RTY01.PN012345.MJI	RTY	RTY MRA	07/02/2024 17:21	Completed	7	3	4	Download error log
RTY01.PN012345.MJI	RTY	RTY MRA	07/02/2024 16:27	Completed	6	0	6	Download error log
RTY01.PN100013.LTI	RTY	MRA standalone HV	07/02/2024 03:47	Completed	3	3	0	
RTY01.PN00111.MJI	RTY	MRA standalone HV	07/02/2024 03:41	Completed	5	5	0	

- o The 'Total records' column will display the number of records contained in the file
- o The 'Accepted records' column will display the number of records accepted
- o The 'Rejected records' column will display the number of any records that were rejected.
- o If any have been rejected, a 'Download error log' button will appear in the 'Actions' column.

- If you move off this page before the validations have completed a notification will be received when the uploading is complete

Hi, RTY!

What would you like to do today?

Select from one of the options below

- Work queues: View contacts in both organisation and personal work queues
- MUR queues: View MUR contacts in MRA, organisation or personal work queues
- File tracking: Track contact uploads

Notifications

All Unread

08/02/24 12:02

- The validation of RTY01.PN123456.MJI has completed. Result: 0 record(s) accepted, 8 record(s) rejected.

07/02/24 19:15

- The validation of RTY01.PN900002.MJI has completed. Result: 0 record(s) accepted, 8 record(s) rejected.

- Back in the File tracking view you can click on the 'Download error log' button and a file with the detail as to why any records were rejected will be available

The screenshot shows the Microsoft Excel Home ribbon with the following settings: Font: Calibri, 11, Bold, Italic, Underline, Color, Background Color; Alignment: Center, Wrap Text, Merge & Centre; Number: General. The spreadsheet data is as follows:

	A	B	C	D	E	F	G	
1	Rejected records for RTY01.PN012346.MJI							
2	Total records in MJI file:		7					
3	Rejected records in MJI file:		4					
4								
5	Row	Rejection reason	CRN	MPRN				
6		5 Duplicate CRN with row 6	30124267	204017				
7		6 Duplicate CRN with row 5	30124267	204017				
8		7 Duplicate CRN with row 5	30124267	204017				
9		8 Contact reference number cannot be blank.						
10								

- Using this information, a new file can be created with the necessary amendments to ensure successful record updating using the same methods as above
- Any records which are successfully uploaded will then move to the next stage in the process.

Option 3 – Customer Manages the MUR without internal systems

Scenario – Customer Systems are not integrated with the MUR Process

This Scenario is for organisations manually progress the MUR process without any system integration.

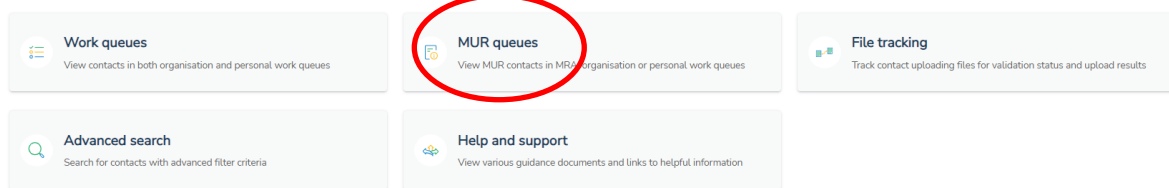
Step 1: Download the MJI, RJI, or LTI file

- From the homepage, click the 'MUR queues' tile

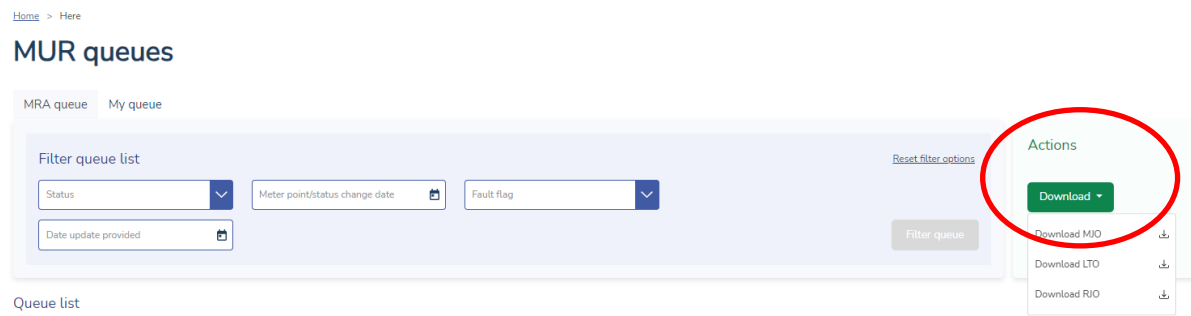
Hi, RTY!

What would you like to do today?

Select from one of the options below

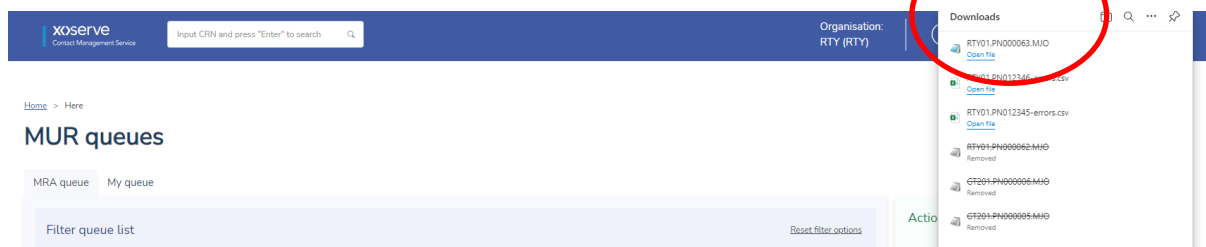


- From the 'Actions' area of the page, click the 'Download' drop-down

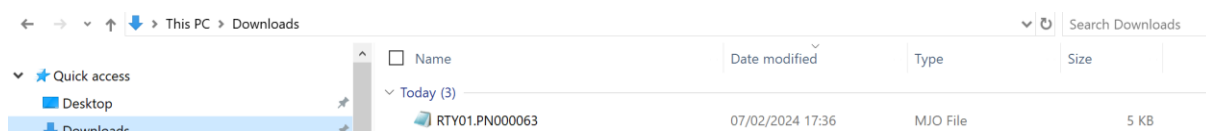


- Select the file that you wish to download – MJO, RJO, or LTO

- The file will now be available in your 'downloads' file on your device



- The file can be left here or moved to a file area of your choosing as you would any other file



Step 2: Completing the MUR activities and using the new MUR Processing tool

When ready to submit the outcomes of Must Read visit, the file can be produced using the Must Read processing tool.

- To first get a copy of the tool, from the homepage, click the 'MUR queues' tile

Hi, RTY!

What would you like to do today?

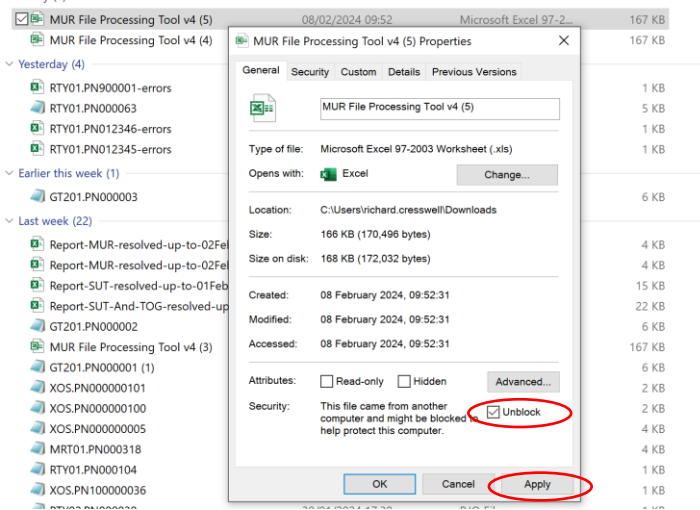
Select from one of the options below

- From the 'Actions' area of the page, click the 'Upload' drop-down
- From the 'Actions' area of the page, click the 'Upload' drop-down

- Click any of the options in the list and the 'Upload file' pop-up will appear. Click the 'MUR file processing tool v4. hyperlink

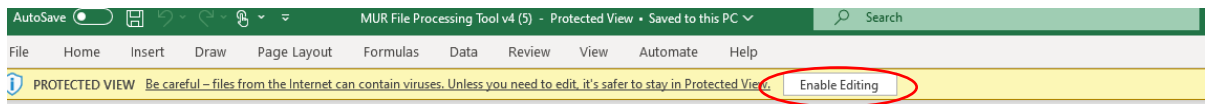
- The tool will now be available in your downloads file on your device
- The tool can be left here or moved to a file area of your choosing as you would any other file
- To ensure that the use of the tool is not blocked by your organisation's security levels, go to where the tool is stored

- Right click on the tool, and on the pop-up click 'Properties'
- Another pop-up will open, now tick the 'Unblock' tick box at the bottom of the pop-up
- Click 'Apply'

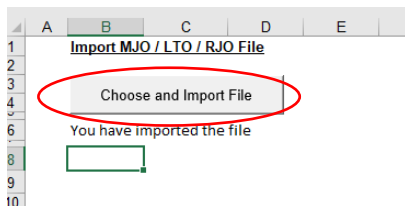


NOTE: if the 'Unblock' tick box is not visible, you will need to contact the team within your organisation that manages system security so that they may change settings to allow the tool to work on your device.

- Open the tool and you may see a security warning bar – click 'Enable editing'.



- The tool is now ready for use.
- Click the 'Choose and import file' button on the first tab



- A warning pop-up will be displayed to inform that any data currently held in the tool will be replaced. Click 'ok' if ready to continue
- The file selector will now be visible, search and identify the MJO, RJO, or LTO file that you wish to update with any reads or site visit information procured. Click 'Open'
- The data from the file will now be visible in the 'Imported file' tab and a message will be displayed stating the import is complete. Click 'OK'.

File RTY01.PN000063.MJO was imported.

Contact Reference Number	MPRN	Meter Serial Number	Address	Post Code	Access Instructions	Meter Location	Corrector Serial Number	Met
30124267	204017	FL123	38, ab. 12, 12, abc, CONISCLIFFE ROAD, bab, 123, ab, 12, abc, DARLINGTON, DU	DL3 7RG	1306017201	URNK	1234	
30124268	204017	FL123	38, ab. 12, 12, abc, CONISCLIFFE ROAD, bab, 123, ab, 12, abc, DARLINGTON, DU	DL3 7RG	1306017201	URNK	1234	
30124269	251835	FL123	38, ab. 12, 12, abc, CONISCLIFFE ROAD, bab, 123, ab, 12, abc, DARLINGTON, DU	DL3 7RG	1306017201	URNK	1234	
30124270	251836	FL123	38, ab. 12, 12, abc, CONISCLIFFE ROAD, bab, 123, ab, 12, abc, DARLINGTON, DU	DL3 7RG	1306017201	URNK	1234	
30124271	251840	FL123	38, ab. 12, 12, abc, CONISCLIFFE ROAD, bab, 123, ab, 12, abc, DARLINGTON, DU	DL3 7RG	1306017201	URNK	1234	
30124272	251839	FL123	38, ab. 12, 12, abc, CONISCLIFFE ROAD, bab, 123, ab, 12, abc, DARLINGTON, DU	DL3 7RG	1306017201	URNK	1234	
30124273	204020	FL123	38, ab. 12, 12, abc, CONISCLIFFE ROAD, bab, 123, ab, 12, abc, DARLINGTON, DU	DL3 7RG	1306017201	URNK	1234	
30124274	204011	FL123	38, ab. 12, 12, abc, CONISCLIFFE ROAD, bab, 123, ab, 12, abc, DARLINGTON, DU	DL3 7RG	1306017201	URNK	1234	
30124275	251834	FL123	38, ab. 12, 12, abc, CONISCLIFFE ROAD, bab, 123, ab, 12, abc, DARLINGTON, DU	DL3 7RG	1306017201	URNK	1234	
30124276	251838	FL123	38, ab. 12, 12, abc, CONISCLIFFE ROAD, bab, 123, ab, 12, abc, DARLINGTON, DU	DL3 7RG	1306017201	URNK	1234	
30124277	204005	FL123	38, ab. 12, 12, abc, CONISCLIFFE ROAD, bab, 123, ab, 12, abc, DARLINGTON, DU	DL3 7RG	1306017201	URNK	1234	
30124278	204014	FL123	38, ab. 12, 12, abc, CONISCLIFFE ROAD, bab, 123, ab, 12, abc, DARLINGTON, DU	DL3 7RG	1306017201	URNK	1234	
30124279	204015	FL123	38, ab. 12, 12, abc, CONISCLIFFE ROAD, bab, 123, ab, 12, abc, DARLINGTON, DU	DL3 7RG	1306017201	URNK	1234	
30124280	251842	FL123	38, ab. 12, 12, abc, CONISCLIFFE ROAD, bab, 123, ab, 12, abc, DARLINGTON, DU	DL3 7RG	1306017201	URNK	1234	
30124281	251844	FL123	38, ab. 12, 12, abc, CONISCLIFFE ROAD, bab, 123, ab, 12, abc, DARLINGTON, DU	DL3 7RG	1306017201	URNK	1234	
30124282	251845	FL123	38, ab. 12, 12, abc, CONISCLIFFE ROAD, bab, 123, ab, 12, abc, DARLINGTON, DU	DL3 7RG	1306017201	URNK	1234	
30124283	251846	FL123	38, ab. 12, 12, abc, CONISCLIFFE ROAD, bab, 123, ab, 12, abc, DARLINGTON, DU	DL3 7RG	1306017201	URNK	1234	
30124284	251843	FL123	38, ab. 12, 12, abc, CONISCLIFFE ROAD, bab, 123, ab, 12, abc, DARLINGTON, DU	DL3 7RG	1306017201	URNK	1234	
30124285	251847	FL123	38, ab. 12, 12, abc, CONISCLIFFE ROAD, bab, 123, ab, 12, abc, DARLINGTON, DU	DL3 7RG	1306017201	URNK	1234	
30124286	251848	FL123	38, ab. 12, 12, abc, CONISCLIFFE ROAD, bab, 123, ab, 12, abc, DARLINGTON, DU	DL3 7RG	1306017201	URNK	1234	
30124287	251841	FL123	38, ab. 12, 12, abc, CONISCLIFFE ROAD, bab, 123, ab, 12, abc, DARLINGTON, DU	DL3 7RG	1306017201	URNK	1234	
30124288	251849	FL123	38, ab. 12, 12, abc, CONISCLIFFE ROAD, bab, 123, ab, 12, abc, DARLINGTON, DU	DL3 7RG	1306017201	URNK	1234	
30124290	251850	FL123	38, ab. 12, 12, abc, CONISCLIFFE ROAD, bab, 123, ab, 12, abc, DARLINGTON, DU	DL3 7RG	1306017201	URNK	1234	
30124374	123003	FL123	38, ab. 12, 12, abc, CONISCLIFFE ROAD, bab, 123, ab, 12, abc, DARLINGTON, DU	DL3 7RG	1306017201	URNK	1234	

Start | Imported File | File Creator

- Identify the contacts for which there is information that can be updated, highlight and select to copy each of these rows
- In the 'File creator' tab click the 'Clear existing data', and from the 'Select a file type' to create' drop-down in cell B3, select the type of file being created.

CMS Upload file creator

1. Select a file type to create: MJI

2. Paste correctly formatted data starting in Row 14

3. Click Export button

Clear existing data

File type: MJI Next Sequence number: 1

File type: LTI Next Sequence number: 1

File type: SLI Next Sequence number: 1

MJI File Format

Contact reference number	MPRN	Meter serial number	Address	Post code	Access instructions
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Start | Imported File | File Creator

- Paste in the data copied from the 'Imported file' tab
- The data pasted in should not be altered in any way and is greyed out

CMS Upload file creator

1. Select a file type to create: MJI

2. Paste correctly formatted data starting in Row 14

3. Click Export button

Clear existing data

File type: MJI Next Sequence number: 1

File type: LTI Next Sequence number: 1

File type: SLI Next Sequence number: 1

MJI File Format

Contact reference number	MPRN	Meter serial number	Address	Post code	Access instructions	Meter location	Corrector serial number	Meter make
30124267	204017	FL123	38, ab. 12, 12, abc, CONISCLIFFE ROAD, bab, 123, ab, 12, abc, DARLINGTON, DU	DL3 7RG	1306017201	URNK	1234	
30124271	251840	FL123	38, ab. 12, 12, abc, CONISCLIFFE ROAD, bab, 123, ab, 12, abc, DARLINGTON, DU	DL3 7RG	1306017201	URNK	1234	
30124275	251834	FL123	38, ab. 12, 12, abc, CONISCLIFFE ROAD, bab, 123, ab, 12, abc, DARLINGTON, DU	DL3 7RG	1306017201	URNK	1234	
30124276	251838	FL123	38, ab. 12, 12, abc, CONISCLIFFE ROAD, bab, 123, ab, 12, abc, DARLINGTON, DU	DL3 7RG	1306017201	URNK	1234	
30124277	204005	FL123	38, ab. 12, 12, abc, CONISCLIFFE ROAD, bab, 123, ab, 12, abc, DARLINGTON, DU	DL3 7RG	1306017201	URNK	1234	
30124278	204014	FL123	38, ab. 12, 12, abc, CONISCLIFFE ROAD, bab, 123, ab, 12, abc, DARLINGTON, DU	DL3 7RG	1306017201	URNK	1234	
30124279	204015	FL123	38, ab. 12, 12, abc, CONISCLIFFE ROAD, bab, 123, ab, 12, abc, DARLINGTON, DU	DL3 7RG	1306017201	URNK	1234	
30124280	251842	FL123	38, ab. 12, 12, abc, CONISCLIFFE ROAD, bab, 123, ab, 12, abc, DARLINGTON, DU	DL3 7RG	1306017201	URNK	1234	

- The information procured from the site visit can now be populated

Information	Meter reading	Corrected reading	Uncorrected reading	Time of read	Meter serial number read	Make	Model	Diags

- Ensure that all mandatory fields have been populated (see file format information)

Meter reading	Corrected reading	Uncorrected reading	Time of read	Meter serial number read	Make	Model	Diags	Comments group	Comments	Visit 1	Visit 2	Visit 3
1234	5678											
5678								No access to site				
9012								Demolished				

- When completed, click the 'Export file' button
- A pop-up will open and from here you can select where the file will be stored.

CMS Upload file creator MRA Short code: RTY

1. Select a file type to create: **MJI** Standard MRA Return file:

2. Paste correctly formatted data starting in Row 14

3. Click Export button

File type	Next Sequence number
MJI	1
LTI	
RJI	

MJI File Format

Contact reference number	MPRN	Meter serial number	Address
30124267	204017	FL123	38, ab, 12
30124271	251040	FL123	38, ab, 12
30124275	251034	FL123	38, ab, 12
30124276	251038	FL123	38, ab, 12
30124277	204005	FL123	38, ab, 12
30124278	204014	FL123	38, ab, 12
30124279	204015	FL123	38, ab, 12
30124280	251042	FL123	38, ab, 12

Browse for Folder

- File Formats for publishing
- FOM
- Generic workflow
- GSR
- IX
- KMI
- Legacy
- MUS
- Must Reads MUR**
- BAT
- File formats

- Click 'Ok'. A pop-up will appear stating 'Export complete' with the area stored and filename created.

Meter serial number	Access instructions
FL123	1306017201
FL123	1306017201
FL123	1306017201
FL123	1306017201
FL123	1306017201
FL123	1306017201
FL123	1306017201
FL123	1306017201
FL123	1306017201
FL123	1306017201

Export Complete

Your Data has been exported to C:\Users\richard.cresswell\OneDrive - Correla Limited\CMS Re platforming\Must Reads MUR\Workarounds\RTY01.PNG00001.MJI

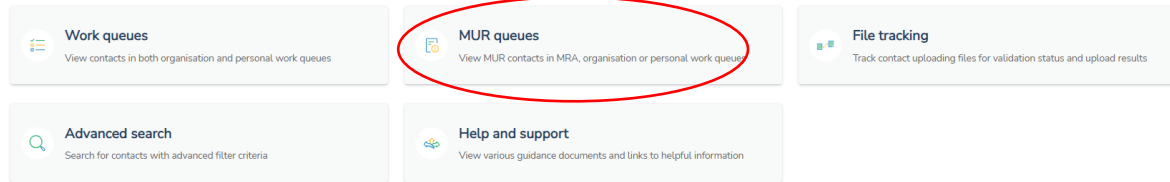
Step 3: Uploading the File

- In the CMS homepage, click 'MUR queues'

Hi, RTY!

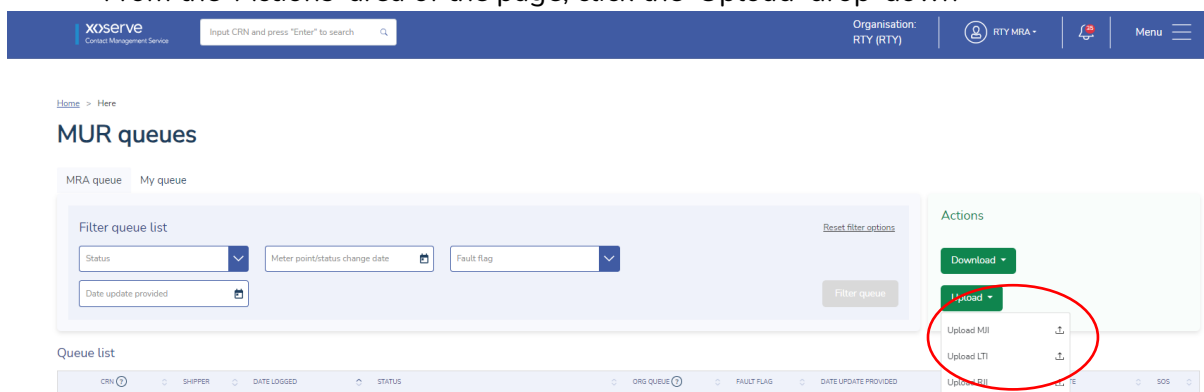
What would you like to do today?

Select from one of the options below



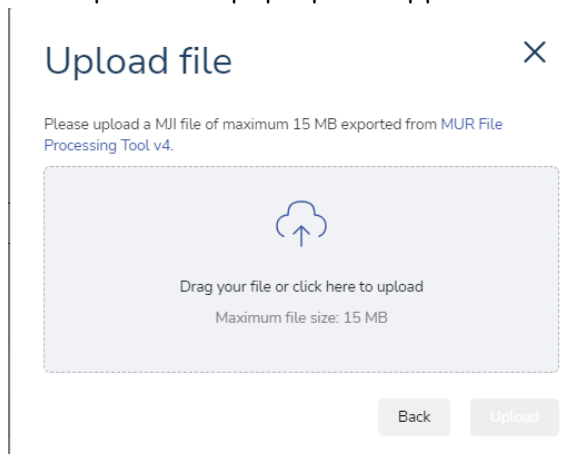
The dashboard shows four main options: 'Work queues', 'MUR queues', 'File tracking', and 'Advanced search'. The 'MUR queues' option is circled in red. Below it is a 'Help and support' option.

- From the 'Actions' area of the page, click the 'Upload' drop-down



The screenshot shows the 'MUR queues' page. The 'Actions' panel on the right contains 'Download' and 'Upload' buttons. The 'Upload' button has a dropdown menu open, with 'Upload MJI' and 'Upload LTI' options highlighted in a red circle.

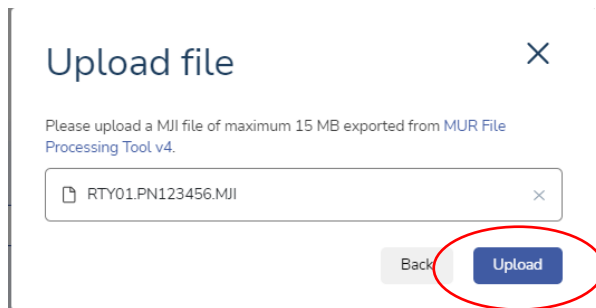
- The 'Upload file' pop-up will appear



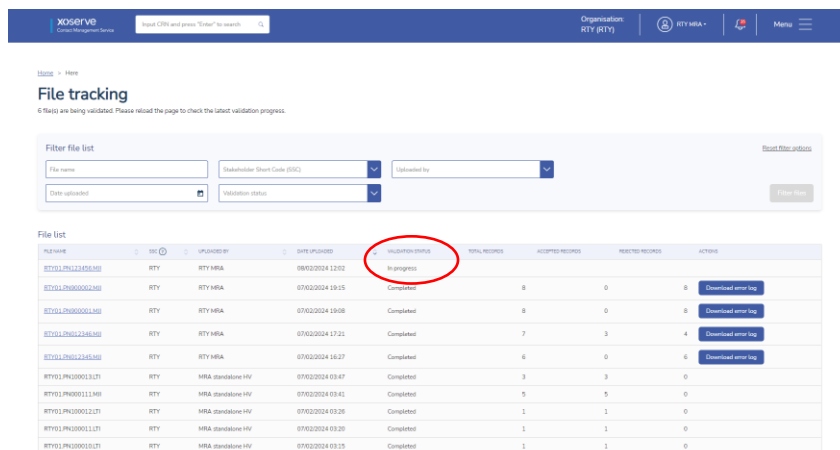
The 'Upload file' pop-up dialog has a title bar with a close button. The main text reads: 'Please upload a MJI file of maximum 15 MB exported from MUR File Processing Tool v4.' Below this is a large dashed box containing a cloud upload icon and the text: 'Drag your file or click here to upload' and 'Maximum file size: 15 MB'. At the bottom are 'Back' and 'Upload' buttons.

- Drag and drop the file or click the grey box which will open the file selector, and the file can be chosen – when chosen, click 'Open'

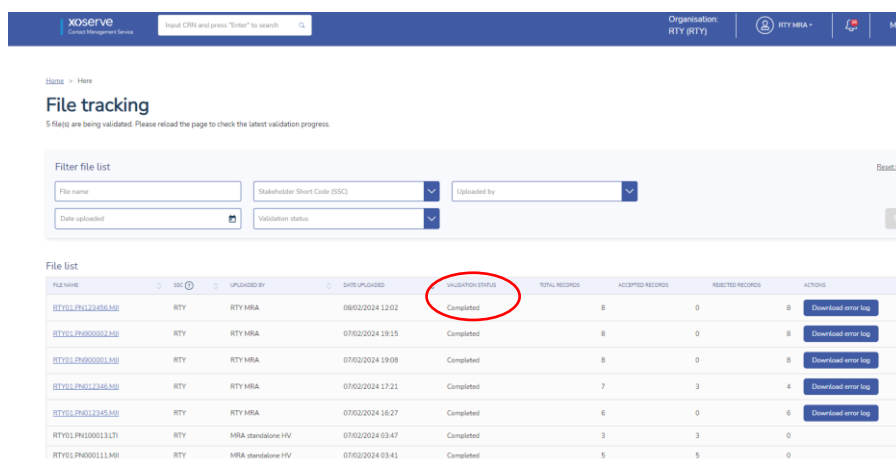
- Click 'Upload'



- The 'File tracking' page will now be opened
- In the file list, the uploaded file will be visible at the top, and the 'Validation status' column will show as 'In progress'



- Click the refresh button and when the upload has completed the 'Validation status' will show as 'Completed'

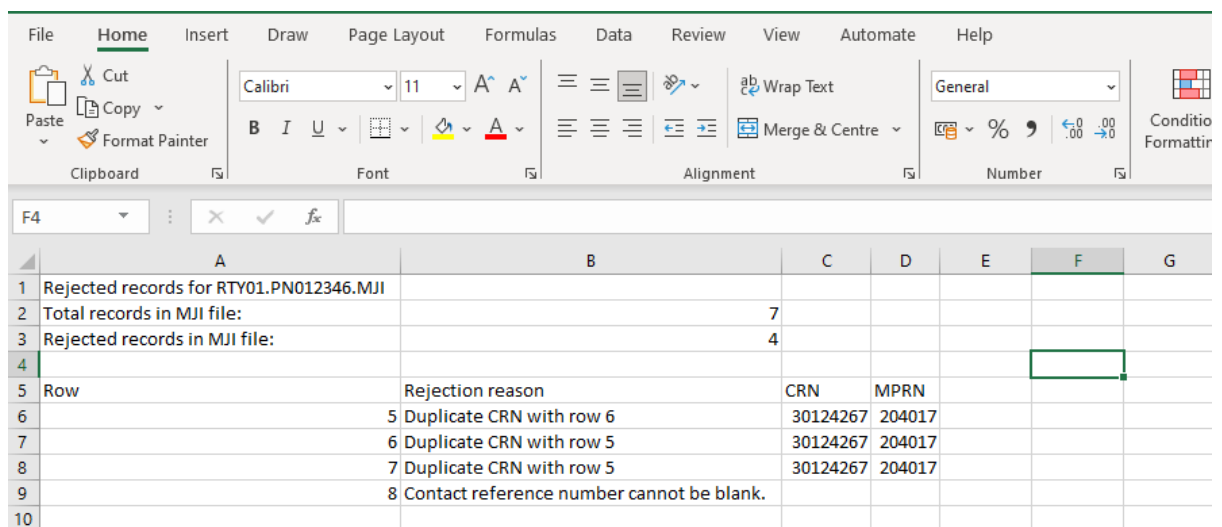


- o The 'Total records' column will display the number of records contained in the file
- o The 'Accepted records' column will display the number of records accepted

- The 'Rejected records' column will display the number of any records that were rejected.
 - If any have been rejected, a 'Download error log' button will appear in the 'Actions' column.
- If you move off this page before the validations have completed a notification will be received when the uploading is complete



- Back in the File tracking view you can click on the 'Download error log' button and a file with the detail as to why any records were rejected will be available



The screenshot shows an Excel spreadsheet with the following data:

Row	Rejection reason	CRN	MPRN
5	Duplicate CRN with row 6	30124267	204017
6	Duplicate CRN with row 5	30124267	204017
7	Duplicate CRN with row 5	30124267	204017
8	Contact reference number cannot be blank.		

- Using this information, a new file can be created with the necessary amendments to ensure successful record updating using the same methods as above
- Any records which are successfully uploaded will then move to the next stage in the process.