

MARKET PROCESS DESIGN

MPD 34 - DUoS, Transaction & PSO Payment Process

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1 Introduction

1.1 Scope

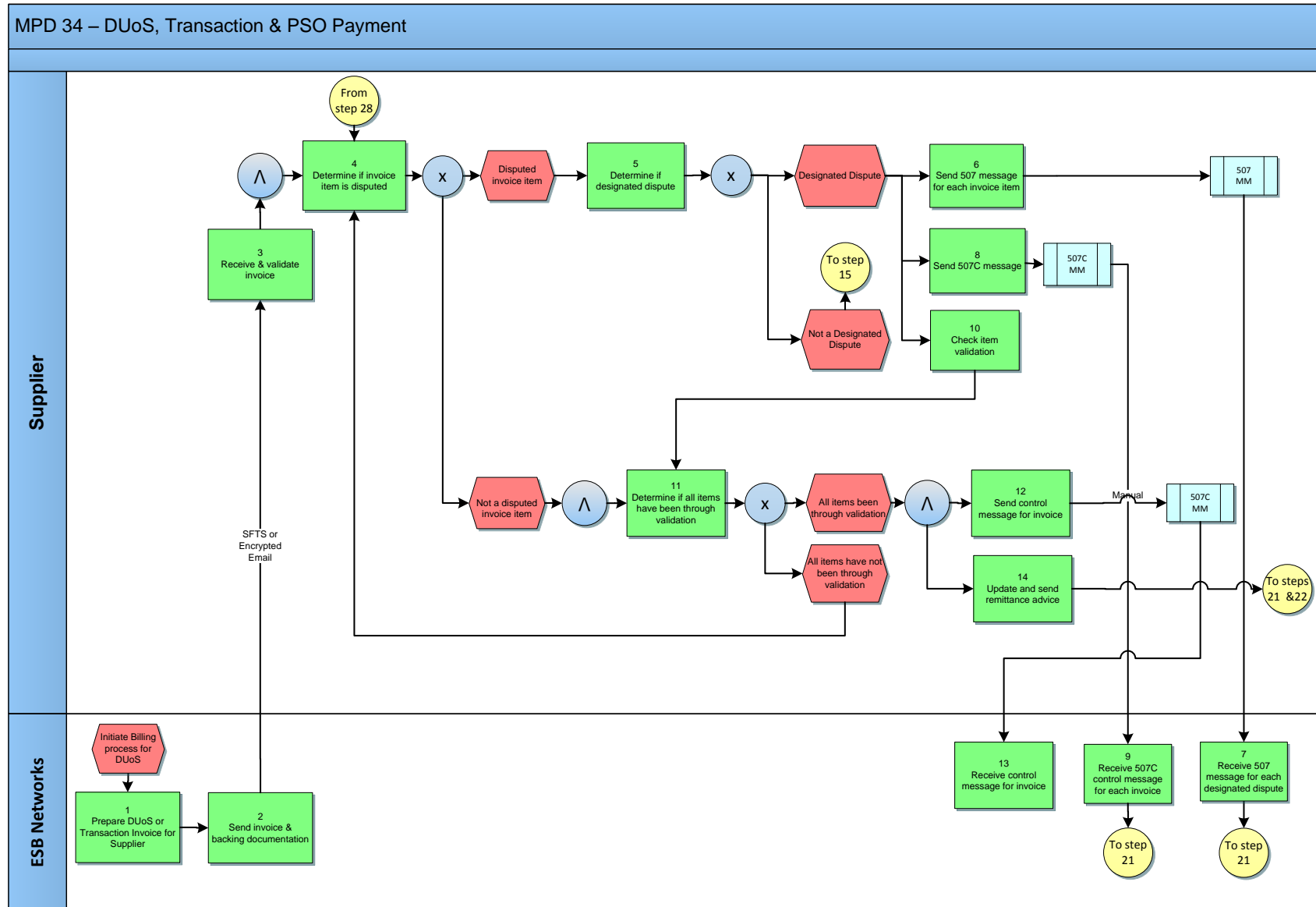
This Procedure describes the payment process for DUoS, Transaction and PSO charges.

1.2 History of Changes

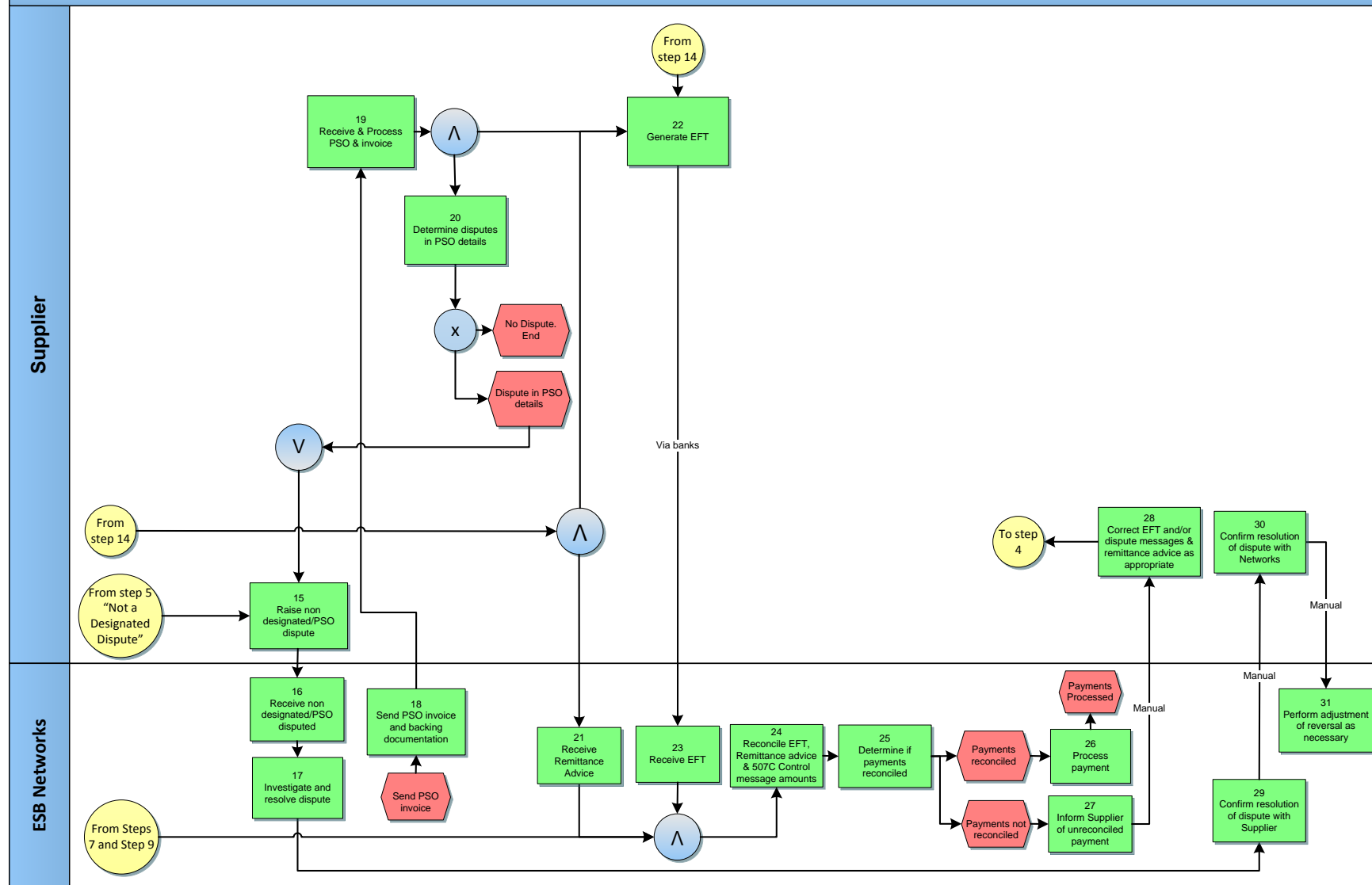
This Procedure includes the following changes:

Version in which last change Implemented	Source of Change	Description of Change
Draft		First Draft of process
Draft		Changed title of MPD to "DUoS, Transaction and PSO payment process to be consistent with related documentation.
Draft		Changed text in process MAP and Process Description to be consistent with related documentation and provide clarification where necessary
Version 6.0	DRR 0127	Inclusion of the 507 and 507C messages in the process.
Version 8.0	RMDS QA	No business changes applied. MPD clean-up: objects enlarged to make text readable, swimlane actors shifted left, swimlanes tightened.
Version 10.3	MCR 1145 – Conversion of MPDs from ARIS to document format.	ARIS Process flow converted to Visio format and Step Table included. Added sending 507C MM by Supplier and receipt of message by Networks out of Step 12.
Version 10.6	MCR 1150	Replacement of the CD-ROM as means of ESBN transferring billing information to Suppliers with the introduction of the Secure File Transfer Service (SFTS)

2. Process Map



MPD 34 – DUoS, Transaction & PSO Payment



2.1 Process Description

	Process Step	Role	Process Step Description	Interface
1	Prepare DUoS or Transaction Invoice for Supplier	ESBN	<p>ESBN prepare DUoS or Transaction invoice for Supplier. ESBN will prepare a DUoS invoice twice per month – mid month and month end – and send the following to the Supply companies via the Secure File Transfer Service (SFTS) or Encrypted Email :</p> <ol style="list-style-type: none"> 1. Invoice – Paper copy also 2. Credit note – Paper copy also 3. DUoS group summary – Paper copy also 4. MPRN level invoice items details 5. Account statement – Paper copy also 6. Dispute summary – Paper copy also 7. Dispute detail 8. Remittance advice <p>The billing process for Transaction charges involve invoicing of service requests completed during the billing period. These individual invoice items are subsequently aggregated on the billing date into a Transaction invoice.</p> <p>DSO will prepare a Transaction invoice once per month, at month end. The following will be sent to Supply companies via the SFTS or Encrypted Email :</p> <ol style="list-style-type: none"> 1. Invoice – Paper copy also 2. Credit note – Paper copy also 3. Detailed transaction level charges 4. Account statement - Paper copy also 5. Dispute summary – Paper copy also 6. Dispute detail 7. Remittance advice <p>PSO invoices will be sent once a month to the Supply companies via SFTS or Encrypted Email at month end and include the following:</p> <ol style="list-style-type: none"> 1. PSO Invoice 2. PSO Adjustment Invoice – Paper copy also 3. Detailed backing documentation 4. Adjustment Detail Backing Documentation 	

Process Step		Role	Process Step Description	Interface
2	Send Invoice and Backing Documentation	ESBN	ESBN send invoice and backing documentation to Supplier	SFTS or Encrypted Email
3	Receive and Validate Invoice	Supplier	Supplier receives and validates Invoice Upon receiving the invoices, the Supply company may take the following actions: <ul style="list-style-type: none"> Pay the invoice in full and send a 507C control message Raise Non-Designated Disputes without withholding payment for these disputed items and inform ESBN off-line of the disputes Send a 507 message for each designated dispute item, pay the balance on the invoice and send a 507C message A 507C control message is required to indicate the gross amount and number of designated disputes on the invoice 	
4	Determine if Invoice Item is Disputed	Supplier	Supplier to determine if invoice item is to be disputed. <ul style="list-style-type: none"> If item is to be disputed - Next step 5 If item is not to be disputed - Next step 11 	
5	Determine if Designated Dispute	Supplier	Supplier to determine if Dispute is a designated dispute: <ul style="list-style-type: none"> If Designated Dispute - Next step 6 If not Designated Dispute - Next step 15 	
6	Send 507 Message for each Invoice Item	Supplier	Supplier sends a 507 message for each designated dispute item, pay the balance on the invoice and send a 507C message	507 MM
7	Receive 507 Message for each Designated Dispute	ESBN	ESBN receives 507 message for each designated dispute	
8	Send 507C Message	Supplier	Supplier sends ESBN 507C message for each invoice	507C MM
9	Receive 507C Control Message for each Invoice	ESBN	ESBN receives 507C control message for each invoice - Next step 21	
10	Check Item Validation	Supplier	Supplier checks item validation	
11	Determine if all items have been through Validation	Supplier	Supplier determines if all items have been through validation: <ul style="list-style-type: none"> If items have been validated - Next step 12 If items have not been through validation - Back to step 4 	

Process Step		Role	Process Step Description	Interface
12	Send Control Message for Invoice	Supplier	A 507C control message is required to indicate the gross amount and number of designated disputes on the invoice.	507C MM
13	Receive Control Message for Invoice	ESBN	ESBN receives control message for Invoice	
14	Update and send Remittance Advice	Supplier	Update and send the remittance advice to ESBN. The Supplier will update the remittance advice with the 507C control message amount. In addition to the current invoice, the remittance advice will include designated disputes from previous invoices that were resolved in the billing period and are, therefore, due. - Next steps 21 and 22	
15	Raise Non-Designated/PSO Dispute	Supplier	Supplier to raise Non-Designated/PSO dispute	
16	Receive Non-Designated /PSO dispute	ESBN	ESBN receive Non-designated dispute from Supplier	
17	Investigate and resolve dispute	ESBN	Upon receipt of disputes, both designated and Non-Designated, ESBN will investigate and resolve. - Next step 29	
18	Send PSO Invoice and Backing Documentation	ESBN	ESBN sends PSO invoice & backing documentation to Supplier	
19	Receive and process PSO and Invoice	Supplier	Supplier receives and validates invoice. PSO must be paid in full and Designated Disputes raised off-line	
20	Determine Disputes in PSO details	Supplier	Supplier determines if dispute in PSO detail: <ul style="list-style-type: none"> • No Dispute – End • Dispute in PSO details – Back to step 15 	
21	Receive Remittance Advice	ESBN	ESBN receives the Remittance Advice from the Supplier.	
22	Generate EFT	Supplier	The Supplier will generate the Electronic Funds Transfer (EFT). If the amount is less than €1,270, payment may be made by cheque.	
23	Receive EFT	ESBN	ESBN receive the EFT	Via Banks

Process Step		Role	Process Step Description	Interface
24	Reconcile EFT, Remittance Advice & 507C Control Message amounts	ESBN	Upon receipt ESBN will reconcile the EFT, Remittance advice and 507C control message amounts.	
25	Determine if payments reconciled	ESBN	ESBN determines if payments reconcile: <ul style="list-style-type: none"> If payments reconciled – Next step 26 If payments not reconciled – Next step 27 	
26	Process Payment	ESBN	Where reconciled, ESBN will process the payment and distribute to reflect payment for the individual invoice items at the MPRN level.	
27	Inform Supplier of unreconciled payment	ESBN	Where un-reconciled, i.e. where EFT, Remittance advice and 507C Control message amounts do not equate, ESBN will inform the Supplier.	Manual
28	Correct EFT and/or dispute messages & Remittance Advice as appropriate/	Supplier	The Supply Company will correct and resubmit the EFT, 507 messages, 507C Control message and Remittance Advice as necessary. - Back to step 4	
29	Confirm resolution of dispute with Supplier	ESBN	ESBN will confirm resolution of the Disputes with the supply company. These will be reflected in the next Account Statement.	Manual
30	Confirm resolution of dispute with Networks	Supplier	Supplier to confirm the resolution of dispute with ESBN	Manual
31	Perform adjustment of reversal as necessary	ESBN	Where required, ESBN will reverse and adjust the disputed invoice items to reflect the resolved disputes and this will be reflected in the next Invoice, Credit note and Account Statement.	