

1.1 WP 0001 - Requesting a Resend of Market Messages

Work Practice ID	Title	Type	Status
WP 0001	Requesting a Resend of Market Messages	MC	Active

Date Raised	10/11/04	Implementation Date	04/01/05
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Change History

10/11/04 Version 1.0 Issued
28/02/05 Version 1.1 Issued – Note added stating that Transaction Ref will be the same on the previous and resent message
07/03/05 Version 1.2 Issued – Note added regarding re-generated Transaction Ref to be dealt with on a case by case basis
14/03/05 Version 1.3 Issued – Updated WP 0001 Approved and active
28/08/12 Version 1.4 Issued – Updated based on change in messaging technology (MPCC – EMMA)

Identification of Retail Market Design Baseline Products Impacted

Relevant to all market messages sent from ESB Networks to Market Participants

Reason for Working Practice

The purpose of this working practice is to define how Market Participants (MPs) can request a resend of previously received market messages. Such a request can result from many different scenarios, and in such a fashion that the MP may or may not be able to pinpoint exactly which individual market message is required to be resent. The scenarios can largely be divided into "Uniquely Identifiable" & "Non-Uniquely Identifiable" cases.

Working Practice

Scope

This work practice caters for MPs requesting the resending of individual market messages that have previously been received by a MP. It applies to all market message types; and for occurrences of the market messages that are still on-line (i.e. not archived) on ESB Networks' SAP system.

This working practice does not address;

- Scenarios related to missing market messages. For example, scenarios where a MP is expecting but has not received a market message,
- Mis-matches in the daily summary reconciliation counts. Such scenarios will be progressed by contacting MRSO directly.
- Any charges associated with the use by MPs of this facility. This aspect is currently addressed in Schedule 2 to the Meter Registration Agreement

General Overview

1. MPs must make all reasonable efforts to firstly recover the required messages from within their own systems. The EMMA archive and Oracle Database functionality may be used to assist this process.
2. Failing all internal MP mechanisms for recovery, assistance from RMDS can be requested. MPs are required to uniquely identify (via the transaction reference number) the market messages they require to be resent before making contact with MRSO.
3. Scenarios where a MP cannot uniquely identify the market messages required to be resent will be handled on a case by case basis.
4. Requested market messages will be resent from SAP via the Market Gateway. It is the MPs' responsibility to identify and process re-sends as is necessary for their systems. Note that the Transaction Reference Number in the resent messages will be the same as the Transaction Reference Number in the original message. Requests for resends to include a regenerated Transaction number will be dealt with on a case by case basis.

Working Practice

Uniquely Identifiable Market Message

1. An MP is allowed a single request on working days.
2. MRSO will only accept requests by email. The E-mail should be entitled "Request for Resend of Identified Market Messages" and will contain a completed version of the Microsoft Word Form below (Form 1). Incomplete requests will be rejected, and a reply e-mail generated to the MP with a brief explanation.
3. Requested market messages will be resent from SAP via the Market Gateway.
4. Message resends generated from within SAP, will contain the same business data as the original market message but will have some different header information from those in the original market messages.

Non-Uniquely Identifiable Market Messages

1. Given the variety of different possible scenarios that are possible, resends of non-uniquely identified messages will be dealt with by MRSO on a case by case basis.
2. When this occurs, MP will send an email entitled "Request for Resend of Market Messages Not Uniquely Identified" and will contain a completed version of the Microsoft Word Form below (Form 2).
3. MRSO or area dealing directly with issue will contact the MP by phone to fully understand the problem, the request, and agree the solution and timeframes.
4. Given the manual effort required to re-send messages from SAP, requests for re-sends of large numbers of messages will have to be dealt with on a case by case basis.
5. As before, all resends will be sent from within SAP.
6. It is the MP's responsibility to recognise, load and process these resends, and to ensure that sufficient packages have been resent and that there are no gaps or missing messages.

Sample Scenarios for Clarity:

MP accidentally deletes a Market Message from the EMMA folder and doesn't know the Transaction Reference Number.

- MP accidentally deletes a market message from the EMMA folder.
- If the message contents have already been "uploaded" to the MP's backend systems, then there may be no need to request a resend.
- Otherwise, MP cross-references the EMMA archive folder with the Access database, and identifies the missing market message and corresponding TranRefNo value.
- MP completes Form 1 and sends an email to MRSO
- Assuming a valid and complete request, MRSO re-send the market message from SAP. The message will be sent to the MP via the hub as normal for all messages.
- MRSO returns an email to the MP, confirming the TranRefNo for the MIM request.
- MP is responsible for appropriate handling of the re-sent message.

MP accidentally deletes several and unknown number of Market Messages from the EMMA folder and doesn't know the Transaction Reference Numbers.

- MP accidentally deletes several market messages from the EMMA folder.
- If the message contents have already been "uploaded" to the MP's backend systems, then there may be no need to request a resend.
- Otherwise, MP cross-references the EMMA archive folder with the Access database, and identifies the missing market messages and corresponding TranRefNo values
- MP completes Form 2 and sends an email to MRSO
- Assuming a valid and complete request, MRSO re-send the messages from SAP. The messages will be sent to the MP via the hub as normal for all messages.
- RMDS returns an email to the MP, confirming the TranRefNo values for the market messages requested.
- MP is responsible for appropriate handling of the re-sent market message.

MP has a system failure, resulting in loss of data, which is not clearly identifiable.

- MP does initial troubleshooting on their own systems to identify as well as possible the recover point of their system, and the timeframe for which resends are required.
- MP completes the Form 2 request, and emails it to MRSO.
- MRSO will arrange for a support representative to contact the MP and, from there, perform the necessary troubleshooting to confirm the messages for resend, the approach, the timeframe and the potential costs. A number of iterative calls may be necessary.

Working Practice

- MRSO performs the re-sends, and returns an email to the MP, identifying the message resent and relevant TranRefNos.
- The MP is responsible for identifying and processing duplicates, and for ensuring that all the expected data has been received.

Supplementary Information

Form 1 : Request for Resend of Identified Market Messages
*(All entries marked with a * are mandatory)*

Market Participant:*		Contact Information:*	
		Name:*	
		Tel:*	
		Mobile:	
		Email:*	
Date of Request*:	Number of Market Messages Requested*:		
Message Type (if known)*	Market Message TxRefNbr *		
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			

Form 2 : Request for Resend of Market Messages Not Uniquely Identified

Market Participant:*		Contact Information:* Name: * Tel: * Mobile: * Email: *
Date of Request*:	Number of Market Messages Requested (provide if known):	
Brief Problem Description*:		
MP Proposed Solution*:		
Actual Solution (MRSO use only):		
Date of Response (MRSO use only):	Number of Market Messages Resent (MRSO use only):	
Market Message Type (if known)*:	Market Message TxRefNbr	
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		