
Job Aid for:
Secure File Transfer Service (SFTS)



Version : 1.2

Date : 05/08/2016

Status : FINAL

Document Reference : Job Aid - Secure File Transfer Service v1.2

<i>Document Updates</i>		
Date	Description	Version
11.10.2011	Job Aid Secure File Transfer	1.0
04.12.2015	Revised Version – Incorporates changes related to MCR 1150	1.1
05.08.2016	Revised Version – Incorporates changes related to MCR 1111 and MCR 1133	1.2

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1 Relevant Market Change Requests

1.1 General Information

- The Secure File Transfer Service is used for both inbound and outbound messages between Suppliers via ESB Networks.
 - For Group Unmetered Debt Flagging, files are transferred between Supplier and MRSO
 - For Prepayment, files are transferred between Supplier and KMS (Keypad Meter Service)
- The Secure File Transfer Service is currently used for the following Market Change Requests / Working Practices:
 - MCR 179 (outbound only)
 - MCR 1133 – Working Practice 23 Group Unmetered Debt Flagging
 - MCR 1064 – Working Practice 19 Prepayment Meters (inbound & outbound)
 - MCR 1150 – Providing DUoS Billing Information (outbound only)
- Access to the Application can be requested by registered suppliers who have completed an Extranet Agreement and who have complied with the pre-requisites below.
- Each Market Participant who has requested access to the Secure File Transfer Service will receive an initial Registration Notification email from secure.esb.ie.
- Once registration is complete the Market Participant will receive an email when new files become available.
- The details of individual MCRs and the Working Practices can be found on the RMDS website,

MCRs [here](http://rmdservice.com/market-change-requests/) – (http://rmdservice.com/market-change-requests/)

Working Practices [here](http://rmdservice.com/working-practices-2/) – (http://rmdservice.com/working-practices-2/)

1.2 Pre-requisites

- Email address/s for each MP wanting access to files must have been sent to RMDS
- External IP address for each MP wanting access to files must have been sent to RMDS.
- Email address/s and External IP address must be sent to DUoS Billing & Income to set up access to the SFTS for billing information for DUoS, Transaction & PSO charges

2 File Access

2.1 Initial Access

- An email will be sent to the email address/s indicated in pre-requisites unless the email address is already set up.
- Click on link in email.
- You will be taken to site where you will be able to enter:
 - USERNAME: email address
 - PASSWORD:
- Upon entering these credentials correctly, you will be asked to change your password to a new one. The service requires a strong password containing upper case, lower case and numeric characters.
- Please note, if multiple email addresses have been supplied by a Market Participant, you will require multiple logins and access. That is, each email account requires an individual login and password.
- You will be taken to an area where you can choose to Upload (outbox) or Download (inbox) files and save to your system.

2.2 Ongoing Access

- Once you have set up your account for the first time (see above), you will use these credentials for all subsequent access to files.

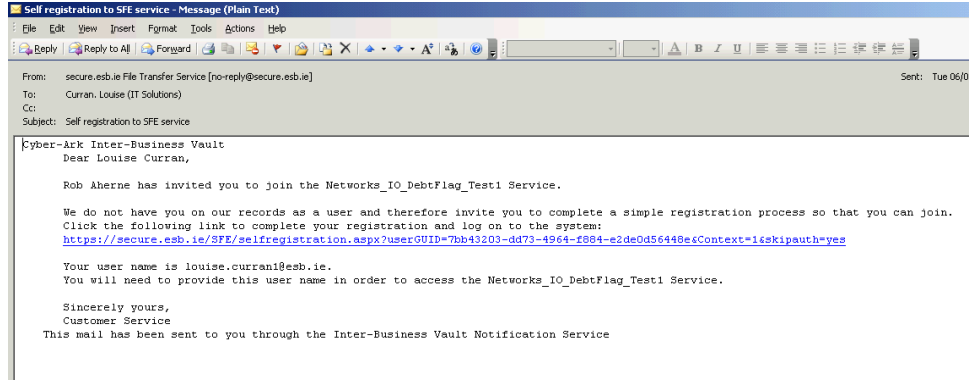
2.3 File Naming Convention for uploads

- Debt Flagging naming convention for file must be " **UMNDEBTFLAG_yyyymmdd.csv**".
- Prepayment naming convention for file is suggested to be "**ppxxxx -yyymmdd.csv**".
where
 - pp = Supplier prefix [e.g. AT, BG, EI, PW]
 - xxxx = file number [e.g. 0001]
 - yyymmdd = year month day [e.g. 20111003]

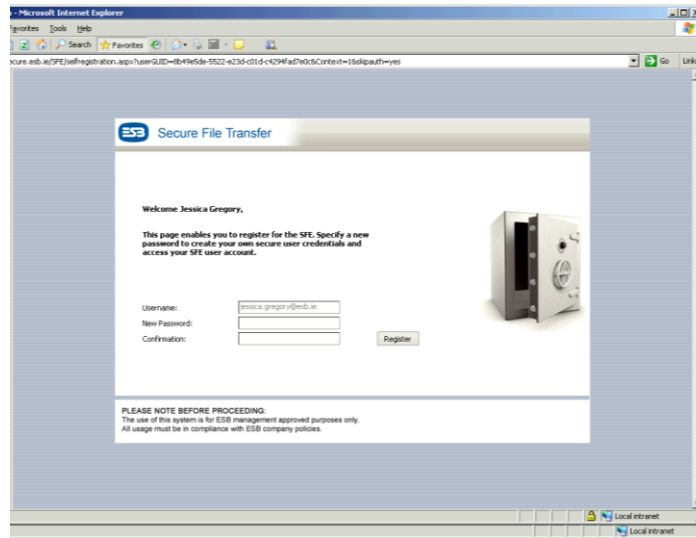
3 Instructions for using Secure File Transfer Service

3.1 Uploading Files to MRSO or KMS

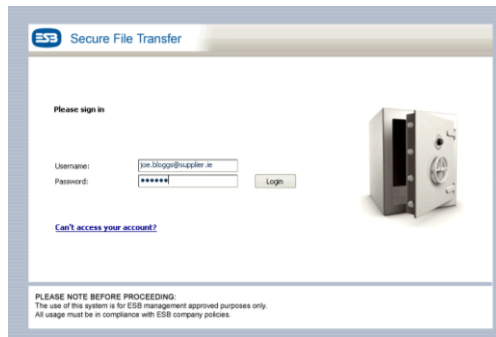
1. If you are not already set up, you will receive an email which looks similar to this. Click on the link within the email.



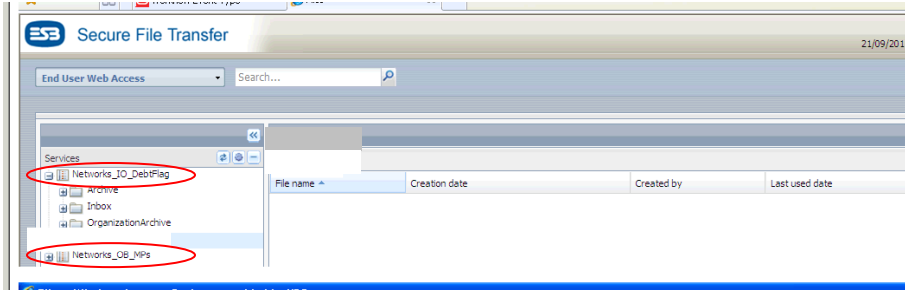
2. You will be asked to enter and confirm a password.



3. If you are already set up for previous MCRs you will be taken to this login screen. Enter email address and password and click Login



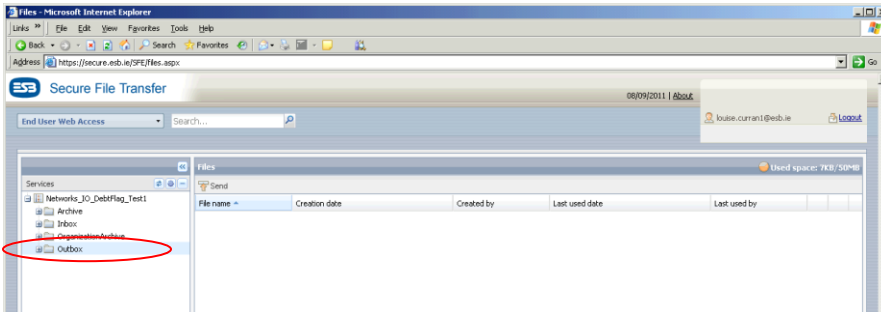
- 4. The layout of the screen shows a folder for each MCR.
 - o For MCR 0179, the folder is labelled "Networks_OB_MPs".
 - o For Debt Flagging, the folder is labelled "Networks_IO_DebtFlag".
 - o For Prepayment, the folder is labelled "Networks_IO_PrePay".



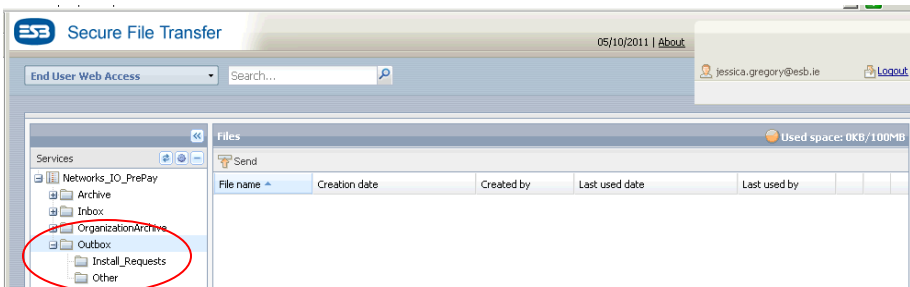
- 5. Click on the appropriate Outbox on the left hand side where you can upload the files that will be sent to MRSO or KMS.

Please note:

- naming convention for file suggestions in previous section
- any subsequent file sent with the same file name as a previous file sent will overwrite this previous file



Debt Flagging outbox:



Prepayment outbox:

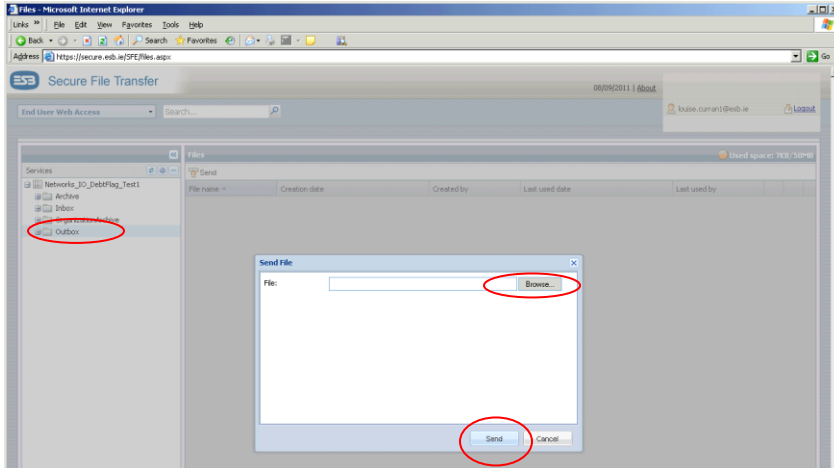
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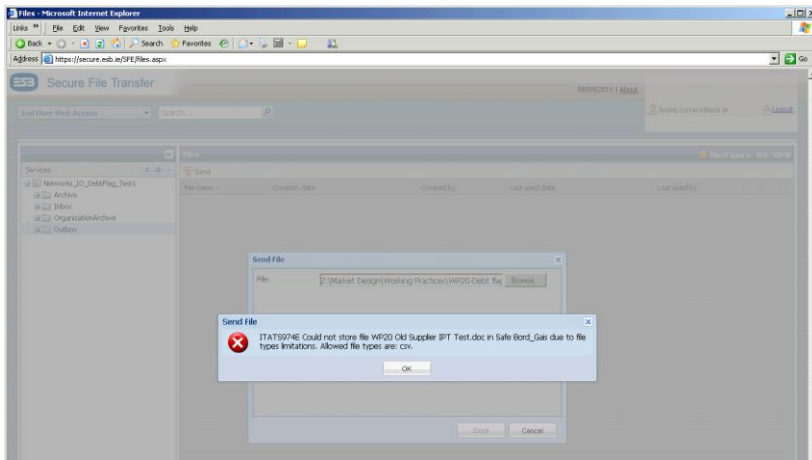
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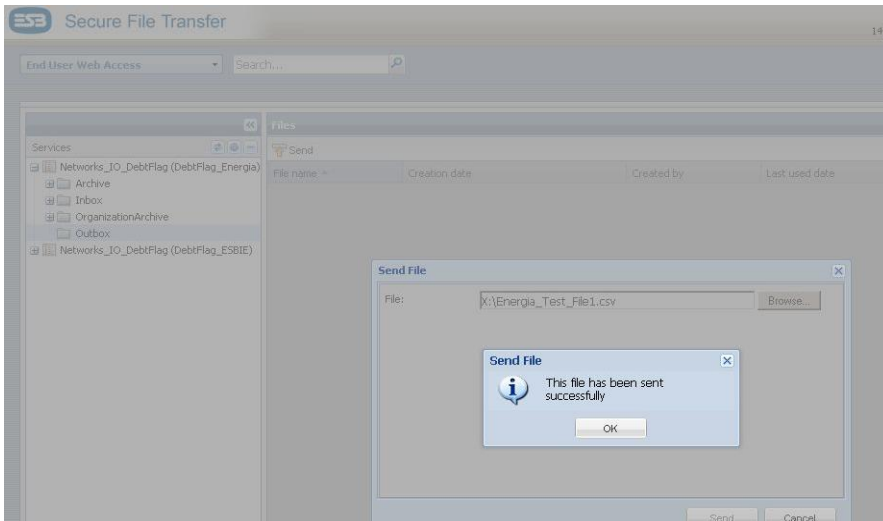
- 6. Click Send, choose files from browser and Click Send.



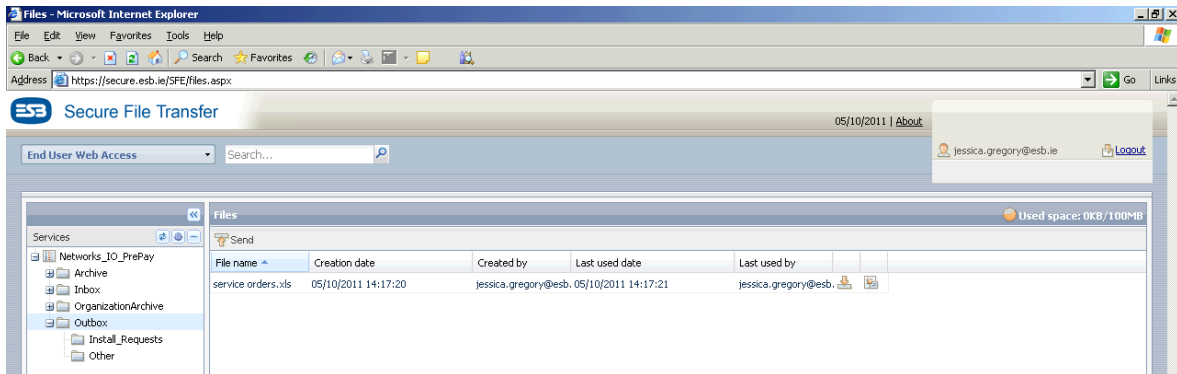
- 7. Only files in .csv format will be uploaded. An error message will be the result for incorrect file format.



- 8. Once the .csv file has been uploaded successfully, the following message will be displayed. Click OK. MRSO / KMS will receive the files.

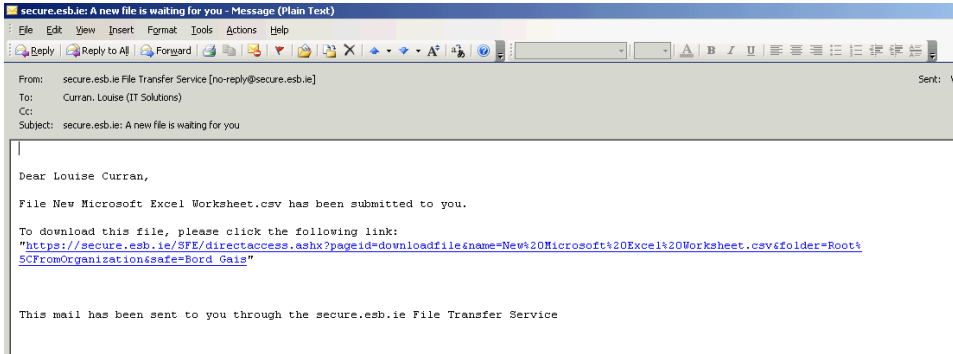


The file will appear in the outbox.

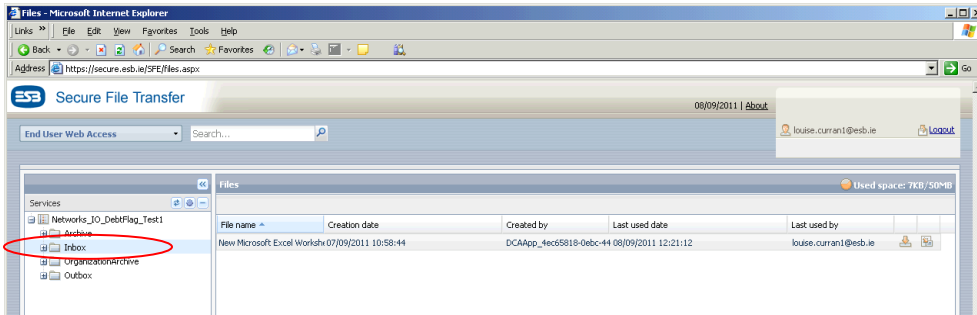


3.2 Accessing Files from MRSO or KMS

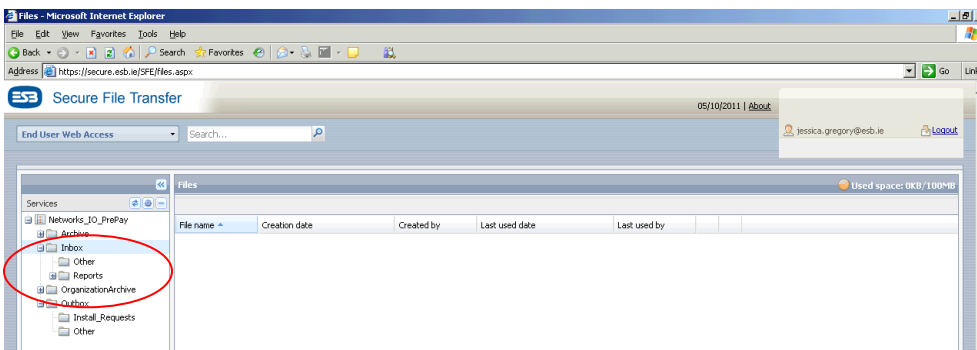
1. When ESB Networks have uploaded a .csv file for a Supplier, you will receive an email alerting you to the files. Click on the link and login.



2. You can also access the Application directly. Click on the Inbox on the left hand side where the files for download will appear in the right hand side inbox. Click on the file you wish to download.



Debt Flagging Inbox:



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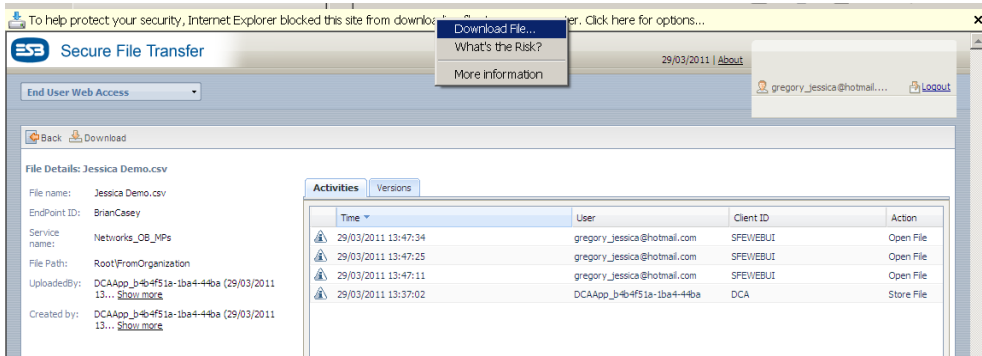
Date : 05/08/2016

Status : FINAL

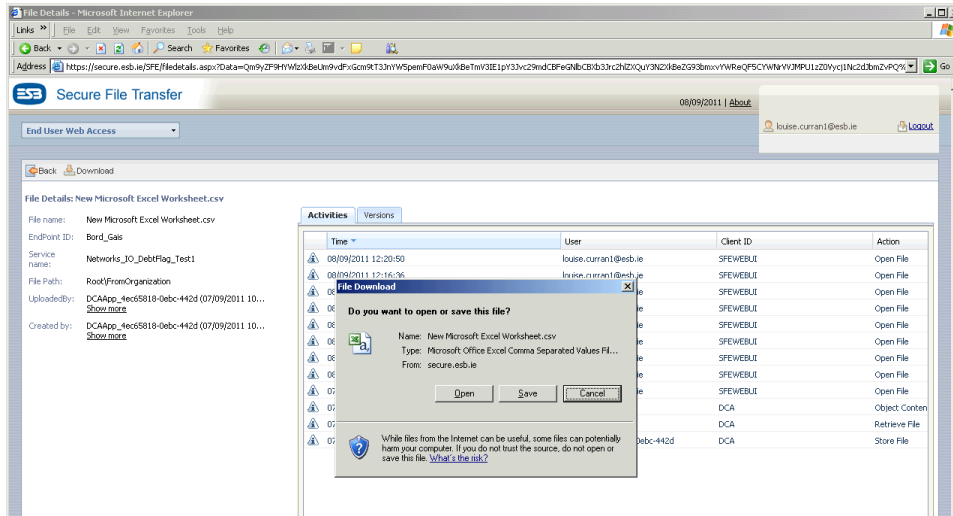
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Prepayment Inbox:

- 3. You may get a security question where internet explorer warns against downloading file. If you right click on message and click Download file, it will by pass warning.



- 4. You will be taken to standard file download popup.



- 5. Open the file or Save into your designated destination folder.

3.3 Accessing Files from DUoS Billing & Income

Refer to SFT Supplier Login User Guide provided by DUoS Billing & Income ESB Networks

4 Management of Files

- All files in both the Inbox and Outbox will disappear after 14 days of receipt or sending. Suppliers are advised to move all files into their own Network drives for file storage and management.

5 Support for File Access and Download

MCR 179

- Please contact RMDS at info@rmdservice.com if you encounter any issues while attempting to access files or while downloading files.
- If you wish to change email address to which notification emails are sent please contact RMDS at above email address
- If you have forgotten password or username, please contact RMDS at email address above.

Debt Flagging:

- If you encounter any issues while attempting to upload or download files please contact MRSO at mrso@esb.ie.
- If you wish to change email address to which notification emails are sent please contact RMDS at RMDS@esb.ie.
- If you have forgotten password or username, please contact RMDS at RMDS@esb.ie.

Prepayment:

- If you encounter any issues while attempting to upload or download files please contact KMS at kms.sftp@esb.ie
- If you wish to change email address to which notification emails are sent please contact KMS at kms.sftp@esb.ie
- If you have forgotten password or username, please contact KMS at kms.sftp@esb.ie

DUoS Billing Information

- Please contact dusobilling.esbnetworks@esb.ie if you encounter any issues while attempting to access files or while downloading files.
- If you wish to change email address to which notification emails are sent please contact DUoS Billing & Income at above email address
- If you have forgotten password or username, please contact DUoS Billing & Income at email address above.