

# **PPM Project**

## **MPD32 – Replacement of Prepayment Token**

Version 3.1

Draft for consultation

1<sup>st</sup> April 2015

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## **2. Revision History**

<b>Version</b>	<b>Date</b>	<b>Revision Description</b>
1.0	21/09/07	First Draft for Approval
2.0	19/02/07	Draft for Approval
2.9	16/09/2008	Draft for approval – baselining for go-live
3.0	03/11/2008	Base-lined on the basis of CER approval on 17/10/2008
3.1	01/04/2015	Paragraph removed in Section 14/15 to reflect actual process

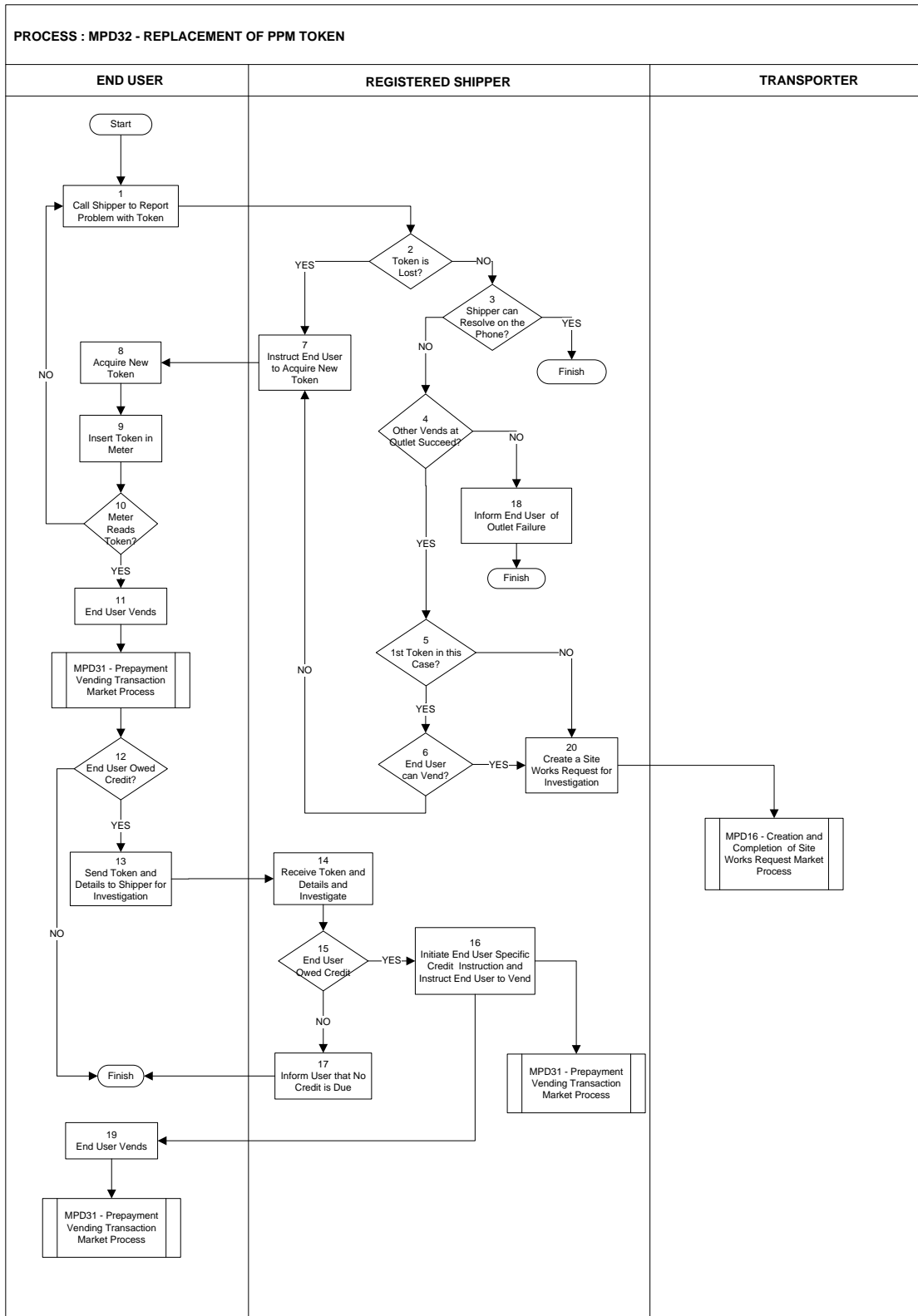
# **1. Introduction**

## **1.1 Scope**

This process is the Replacement of Prepayment Token process. It is applicable to NDM Prepayment Metering Supply Points only.

<b>1.2 History of Changes</b>	
<b>Source of Changes</b>	<b>Description of Change</b>
Finalised PPM Design	Draft for Approval
CR021	Baselined for go-live and changes made in line with Change Request 021

## 2 Market Process Map



## Market Process Definitions

<b>3 Market Process Description</b>			
<b>Step</b>	<b>Role</b>	<b>Actions</b>	<b>Interfaces</b>
1	End User	End User calls the Shipper to report a problem with PPM token.	End User/Shipper
2,7	Shipper	If the Token is lost then the Shipper will instruct the End User to acquire a new token. Replacement tokens will be available in selected retail outlets for a nominal charge.	Shipper/End User
3	Shipper	If the Token is not lost then the Shipper will attempt to identify any simple problems by phone, e.g. End User does not know how to operate the meter, ensure the token is clean etc.	Shipper/End User
4,18	Shipper	The Shipper will investigate whether there is a problem with the vending outlet. This may involve contacting the PPMSP to find the status of the vending outlet.  If the vending outlet is out of order then the Shipper informs the End User of this and suggests that they go to another outlet to vend.	Shipper/PPMSP Shipper/End User

## Market Process Definitions

5,20	Shipper	<p>If the End User has already tried a replacement token and this did not solve the problem then a working assumption is made that the token is not defective and a Site Visit is requested to investigate the issue - Please refer to <i>MPD16 – Creation and Completion of Site Works Market Process</i> for more information.</p>	Shipper/ Transporter
6,20	Shipper	<p>If the End User can vend then a working assumption is made that the token is not defective (as the validation of the token during vending is similar to the validation of the token when inserted into the meter).</p> <p>A Site Visit is requested to investigate the issue - Please refer to <i>MPD16 – Creation and Completion of Site Works Market Process</i> for more information.</p>	Shipper/ Transporter
6,7	Shipper	<p>If the End User cannot vend then a working assumption is made that the token is defective and the End User is instructed to acquire a new token.</p> <p>Replacement tokens will be available in selected retail outlets for a nominal charge.</p>	Shipper/End User

## Market Process Definitions

8	End User	<p>The End User acquires a new token. Replacement tokens will be available in selected retail outlets for a nominal charge.</p> <p>Replacement tokens are blank. The Vending Terminal will not allow vending to blank Tokens.</p>	End User/Retail Outlet
9,10	End User	<p>The End User inserts the replacement token into the meter. If the meter reads the token then this will have two affects;</p> <ol style="list-style-type: none"> <li>1. The replacement token will be initialised and 'married' to the meter, making it possible to vend and transfer credit to the meter.</li> <li>2. All previous tokens used with this meter become obsolete. It is no longer possible to use these tokens to transfer credit to the meter.</li> </ol> <p>If the meter does not read the token then the End User reverts back to the Shipper and a site visit will ensue as per step 5.</p>	Token/ PPM Meter
11	End User	<p>The End User vends with the replacement token - Please refer to <i>MPD31 – Prepayment Vending Transaction Market Process</i> for more information.</p>	Token/ Vending Terminal

## Market Process Definitions

12,13	End User	If the End User believes that the defective token has unused credit then the End User sends the token and related information (e.g. Name, Address, Amount of Credit) to the Shipper.	End User/Shipper
14,15	Shipper	The Shipper receives the token and details and investigates whether the End User is owed credit.	Token/Shipper Terminal
16	Shipper	<p>If the Shipper determines that the End User is owed a refund then they initiate an End User Specific Credit Instruction which is sent to End User via the PPM Service Provider.</p> <p>The PPM Service Provider executes the End User Specific credit instruction and informs the Shipper of its successful completion. - Please refer to <i>MPD31 – Prepayment Vending Transaction Market Process</i> for more information.</p>	Shipper/PPMSP
16,19	Shipper	The Shipper informs the End User to go to a retail outlet to collect the credit by vending.	Shipper/End User
17	Shipper	If the Shipper's investigation indicates that the End User is not owed credit then the Shipper informs the End User.	Shipper/End User



## **4 Supplementary Information**

### **4.1 Key Notes**

⇒ Please refer to the following documentation that provides details of the support and management service level agreements for the provision of the Prepayment Metering Services from PPM Front Office and PPM Back Office Service Providers.

- PPM Front Office Service Provider
  - Service Procedures for Prepayment Metering Service Provision for Shippers
- PPM Back Office Service Provider
  - Service Procedures for Prepaid Metering Service Provision for Shippers