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SWIM Pool – Release 4

Public Portal User Guide

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Author: Grahame Cox
Filename: SWIM Pool R4 User Guide
Status: Issued
Version: 4.0
Date: 02/03/2017



Contents

| | | |
|-------|---|----|
| 1 | Introduction..... | 7 |
| 2 | Log In | 7 |
| 2.1 | Forgot Password | 8 |
| 3 | Swim Pool Dashboard (Home Page)..... | 9 |
| 3.1 | Menus..... | 9 |
| 3.2 | Alerts..... | 11 |
| 3.2.1 | User Settings/Log out/Change password | 11 |
| 3.3 | Buttons | 12 |
| 3.4 | Recent Activity..... | 13 |
| 4 | Creating a New Process..... | 13 |
| 5 | Form Entry | 14 |
| 5.1 | Data Entry Field Types | 16 |
| 5.1.1 | Mandatory Fields..... | 16 |
| 5.1.2 | Dates..... | 16 |
| 5.1.3 | Drop List..... | 17 |
| 5.1.4 | Read-only Fields..... | 18 |
| 5.2 | Data Entry Sections..... | 18 |
| 5.3 | Derived Fields | 18 |
| 5.3.1 | SPID (Address) Lookup..... | 18 |
| 5.3.2 | Wholesaler’s Meter Menu..... | 19 |
| 5.3.3 | Meter Lookup | 20 |
| 5.3.4 | DPID Lookup | 21 |
| 5.4 | Hidden Sections..... | 21 |
| 5.5 | Help..... | 22 |
| 5.6 | Error Display | 22 |
| 5.7 | Attachments | 23 |
| 5.8 | Warning on SPID Re-Use..... | 24 |
| 6 | Searching for Processes..... | 24 |
| 6.1 | Main Search Page | 24 |
| 6.2 | Bilateral Filter Fields | 25 |
| 6.3 | Bilateral Search Results | 27 |
| 6.3.1 | Text Provided..... | 27 |
| 6.3.2 | Icons..... | 28 |

Author: Grahame Cox
Filename: SWIM Pool R4 User Guide
Status: Issued
Version: 4.0
Date: 02/03/2017



| | | |
|--------|---|----|
| 6.3.3 | List Mode | 31 |
| 6.4 | Export of Process List..... | 31 |
| 7 | Process Timeline..... | 33 |
| 7.1 | Introduction..... | 33 |
| 7.2 | Send Note | 36 |
| 7.3 | Update Flag..... | 37 |
| 7.3.1 | Amend Event | 39 |
| 7.4 | Update Status | 39 |
| 7.5 | Process Status and Events | 40 |
| 7.5.1 | Draft..... | 41 |
| 7.5.2 | Deleted (Discarded)..... | 41 |
| 7.5.3 | Submitted (Generated)..... | 42 |
| 7.5.4 | Re-Submitted..... | 42 |
| 7.5.5 | Pending..... | 42 |
| 7.5.6 | Acknowledged | 42 |
| 7.5.7 | In Progress | 43 |
| 7.5.8 | Rejected | 43 |
| 7.5.9 | Actioned..... | 44 |
| 7.5.10 | Closed | 44 |
| 7.5.11 | Confirmed Closed | 44 |
| 7.5.12 | Cancelled | 45 |
| 7.6 | Grid Display..... | 45 |
| 7.7 | Email Subscription | 45 |
| 7.8 | Jeopardy KPI Appearance | 46 |
| 7.9 | Jeopardy KPI Non Compliance..... | 48 |
| 8 | Rejecting and Resubmitting a Process..... | 50 |
| 9 | Cancelling a Process | 51 |
| 10 | User Administration and Security..... | 52 |
| 10.1 | Users | 52 |
| 10.1.1 | List Users..... | 52 |
| 10.1.2 | Add New or Edit User | 52 |
| 10.2 | Roles | 54 |
| 10.3 | Privileges..... | 55 |
| 10.3.1 | Functional Privileges..... | 55 |
| 10.3.2 | Process Privileges | 56 |

10.3.3 Market Participant Privileges 57
10.4 New Company Registration 58
10.5 Session Timeouts 59
10.6 Concurrent Sessions 60



1 Introduction

This document is the User Guide for the Public Portal of the SWIM Pool System for release 1.2 (November 2016).

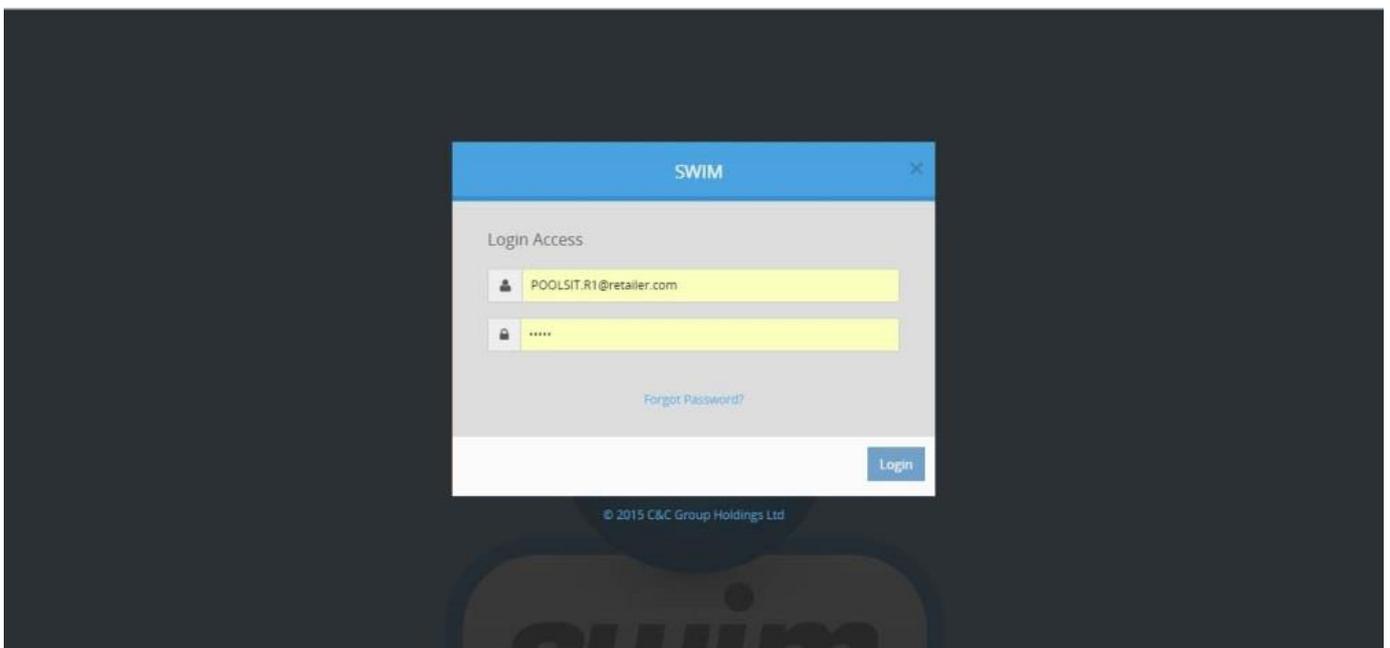
The SWIM-Pool system manages bilateral communications between Retailers and Wholesalers. The Public Portal facility is provided for retail organisations that do not themselves have SWIM-Pool but who wish to communicate with a wholesaler who provides the SWIM Pool Public Portal for their use.

This document is relevant for both retailer administrators and retailer standard users.

2 Log In

You access SWIM-Pool via a browser. You can use Internet Explorer 10+; Microsoft Edge; Firefox; Chrome or Safari.

Enter the URL supplied to you by your Wholesaler and you will be presented with the following logon page:



You should enter your username (which will be your email address) and password and click on Login.

Your Account will lock after three consecutive failed logins and must be unlocked by an administrator.

Author: Grahame Cox
Filename: SWIM Pool R4 User Guide
Status: Issued
Version: 4.0
Date: 02/03/2017



2.1 Forgot Password

If you forget your password, the system can email you a password reset link. Click the 'Forgot Password?' link and provide the email address which for your user account.



Reset Password

Please confirm your email address

Submit Cancel

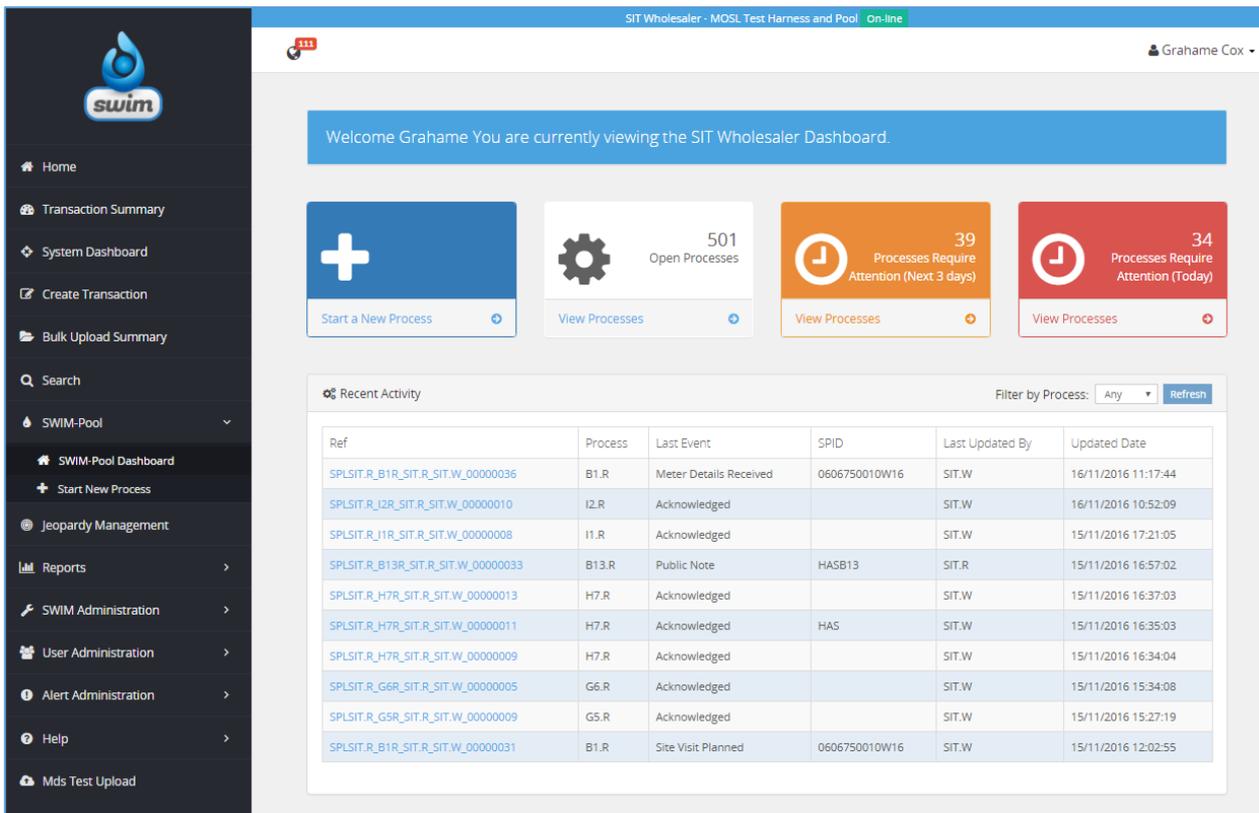
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Submit the page and the reset link is emailed to you.

If you have not yet been registered, speak to an administrator in your company who already has a log-in. They can create your profile.

3 Swim Pool Dashboard (Home Page)

The main page of the SWIM Pool application is the dashboard.



Along the left, in black, are the system menus which will vary according to the products installed and to your user type and role.

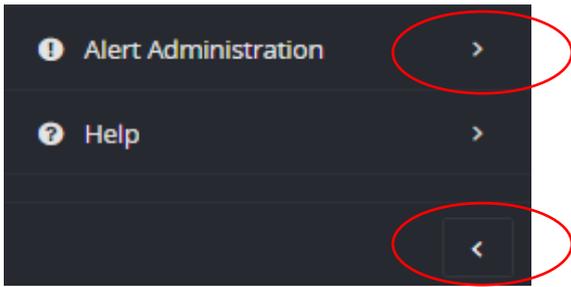
The main features of the dashboard are described below.

3.1 Menus

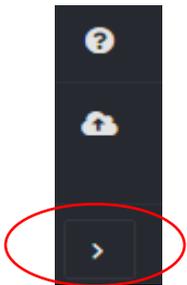
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Filename: SWIM Pool R4 User Guide
Status: Issued
Version: 4.0
Date: 02/03/2017



Sub Menus are available under the right facing chevrons in the menus (e.g. as shown below)



The menu on the left hand side can be minimized by clicking on the left-facing chevron “<” at the bottom of the menu (highlighted with a red ring above) and, when minimized it can be maximised again by clicking on the replacement right-facing chevron.



The shrinking of the menu will also occur automatically if you reduce the size of the browser window.

The menu options for a Public Portal Retailer are:

| Main Menu Item | Sub Menu Item | Where Described |
|---------------------|-----------------------|----------------------|
| Home | [SWIM-Pool Dashboard] | This section |
| Start New Process | | See Section 4 and 5 |
| Search | | See section 6 |
| User Administration | View Users | See Section 10.1 |
| | Add New Users | See Section 10.1 |
| User Guide | | <i>This document</i> |

3.2 Alerts

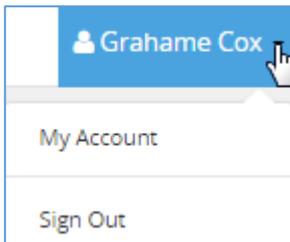
The presence of one or more alerts is indicated by a number associated with the alert icon on the top left of the main screen area:



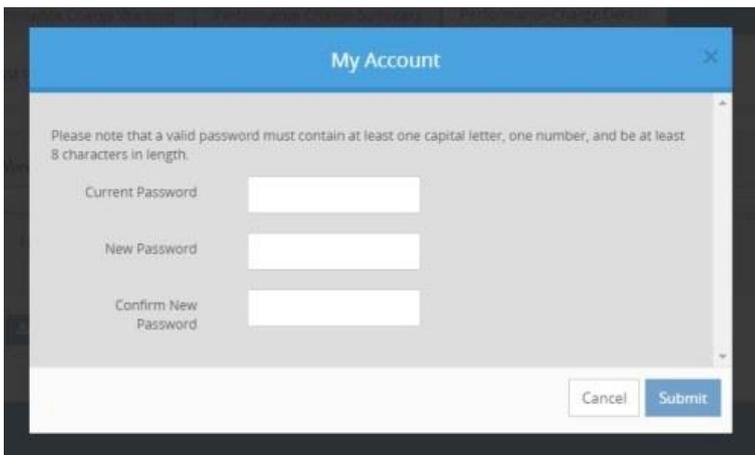
The number indicates the number of unread messages. Click on this icon to read and dismiss them.

3.2.1 User Settings/Log out/Change password

These functions are located on the top right hand side of the screen by clicking on the username:



Clicking on "Sign Out" will log you off. Clicking on "My Account" brings up the following panel from where you can change the password:



The password rules are that the password must have:

- at least one capital letter AND
- one number AND
- be at least 8 characters in length

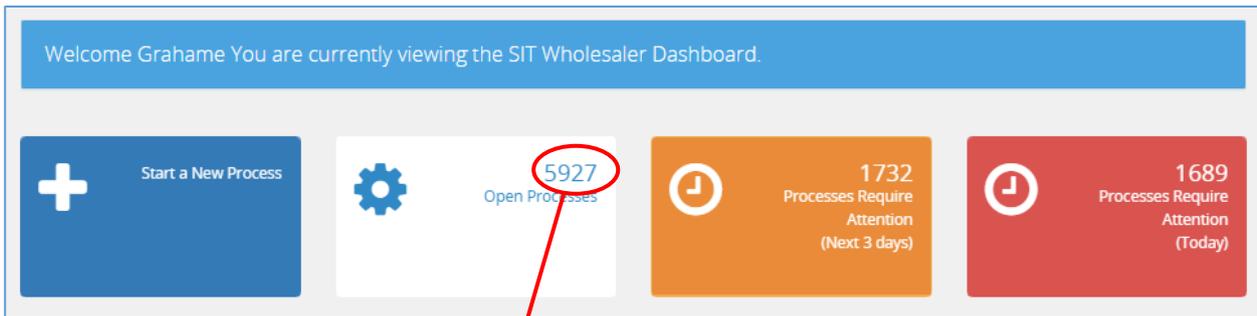
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Filename: SWIM Pool R4 User Guide
Status: Issued
Version: 4.0
Date: 02/03/2017

Additionally, certain words may be excluded for use as passwords, these excluded passwords are maintained by the system administrator.

Also, a user cannot use any of the last N historical passwords (where N is configured by the system administrator).

3.3 Buttons

4 buttons are the main feature of the dashboard:



The 3 right hand buttons display a count of the number of Processes which will be returned when the button is clicked.

The first button on the dashboard will allow the user to start a new Bilateral Process (see section 4).

The second button on the dashboard should take you to 'open' processes which are not 'Deleted', 'Cancelled' or 'Confirmed Closed'. Only Bilateral Processes will be shown on the search page (not primary messages) if you click through like this. The Search capabilities are further described in section 6.



Bilateral processes are between market participants whereas Primary messages are to/from MOSL.

2 further Buttons will be displayed on the dashboard

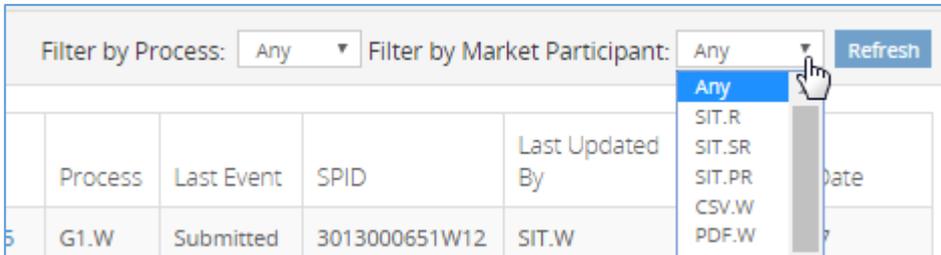
These will be to show

- Processes Requiring Attention within 3 Business Days (with an Orange Alarm Clock image)
- Processes Requiring Attention within 1 Business Day (with a Red Alarm clock image)

Clicking these buttons will move the user to the Search Screen with the "KPI Urgency" filter field set to 3 or 1 business days respectively and the "Processes with open KPIs" filter field set to MINE. The filter screen will be automatically queried to show results and the Bilateral Filter panel will be open.

3.4 Recent Activity

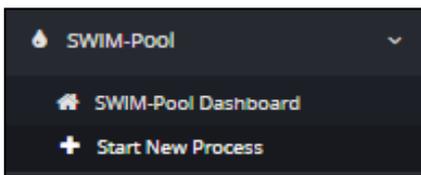
On the recent activity table a 'Process' filter will allow the user to restrict the recent activity list to one type of process only similarly a 'Market Participant' filter can limit to one market participant only. Available processes and Participants will be limited to those processes which the user's role is allowed to see. Only one process type and participant can be selected at once and the setting will default to 'Any'. The two filters can be used at once.



i Click the Refresh button to update the list of recent activity.
The two filters shown above can be used together at the same time.

4 Creating a New Process

To start a new process click the 'Start a New Process' button from the Dashboard or the SWIM Pool Menu item shown below:



A list of processes which you can start is listed.

Start a New Process

Part A (New connections)

Template A6.R - A6.R - Application to be Registered as the Retailer to a newly connected Supply Point

Part B (Metering)

Process B1.R - Installation of a meter performed by the Wholesaler

Process B2.R - Installation of a meter performed by an Accredited Entity

Process B3.R - Meter accuracy test performed by the Wholesaler

Clicking on a specific process will bring up a new form for completion. Please see the Form Entry section (section 5) below for details of how to use the System to complete the Form.

5 Form Entry

Clicking on a specific process will bring up a new process specific Primary form for completion. As an example we show the top of form B1 here:



Process: (Instance of process B1.R)
 Installation of a meter performed by the Wholesaler
 Form: (Instance of form B01.R) Version: R4.0.0

↶ Back
💾 Save
➔ Submit

Acting on behalf of [SIT-PR] SIT Portal Retail

0 Wholesaler Details

To Water Wholesaler*

Copy Sewerage Wholesaler

[0 Wholesaler Details](#)

[1 Retailer Details](#)

[2 Eligible Premises Details](#)

[2.1 Work Address](#)

Some fields are mandatory (marked with a red asterisk), some are validated and some are free-format. A list of field types and appropriate actions is presented below.

The form content varies from process to process. You can navigate to specific sections of the form using the blue links on the right hand side of the form, an example of which is indicated by the red ring above.

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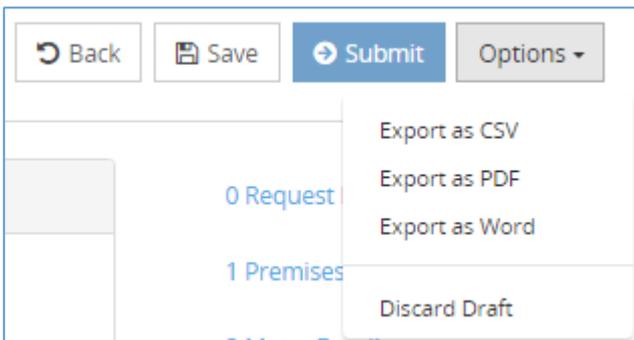
Page 14 of 60

You can save the form as a draft. You don't need to have all the mandatory fields completed at this stage but you must have specified who the process is going to and, where applicable the SPID.

After the initial Save, you will be provided with an 'Edit Draft' button:



On clicking edit draft, you will be returned to edit mode and some additional Options become available. These also apply if you return to the process form at a later date after having saved it:

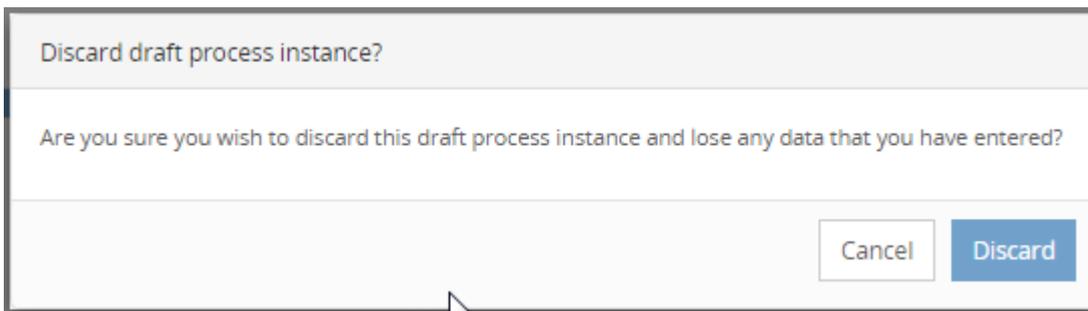


The options pull-down provides you with the following choices:

- Export as CSV
- Export as PDF
- Export as Word
- Discard Draft

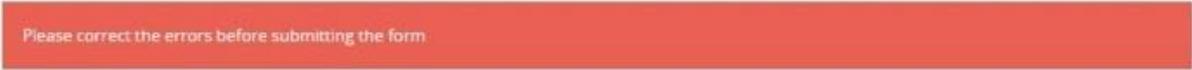
The first three export options will create a document in the requested format which you can download through the browser. These documents cannot be loaded back into Pool (except as attachments).

The Discard Draft option allows you to discard a draft that is no longer required.



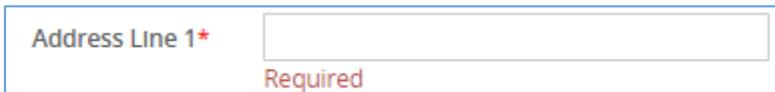
You can now Submit the form if you wish. This action requires the form to have passed all validation. If this is successful the form will be automatically submitted to the target market participant.

If there is an issue with the completion of the form, for example a mandatory field is missing then an error message will be output:



Please correct the errors before submitting the form.

The field or fields which have failed validation will be marked accordingly, for example:



Address Line 1*
Required

If you decide not to proceed with the update you can cancel it as long as the form has not been submitted.

If you cancel the operation before saving a draft, the process will be deleted and you will be returned to the dashboard screen.

If you cancel the operation after saving the draft, the process will remain as Draft and you will be returned to the process history screen.

If, having saved a draft you no longer need the form and it has not been submitted you can remove the form from the system by using the Discard Draft option (see above).

The following is a description of the field types you are likely to encounter when you complete a form.

5.1 Data Entry Field Types

5.1.1 Mandatory Fields

Mandatory fields are used to hold key information. They must contain a value before the form can be submitted. Whilst the form is being prepared and remains in Draft status, it can be Saved without all mandatory fields being completed as long as the “to” and SPID (if applicable) fields have been completed. Mandatory fields are marked with a red asterisk:

Work Request Type*



Meter Accuracy Test

The mandatory flag may appear against fields of any type.

Some fields become mandatory according to other values which have been entered. These conditionally mandatory fields are not marked by an asterisk but you will still receive an error message if they are required.

5.1.2 Dates

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Status: Issued

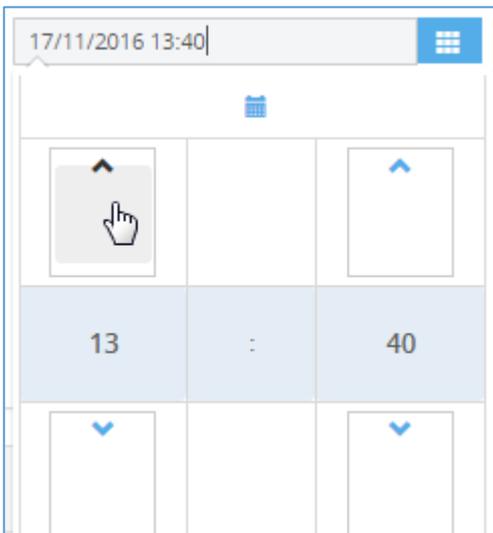
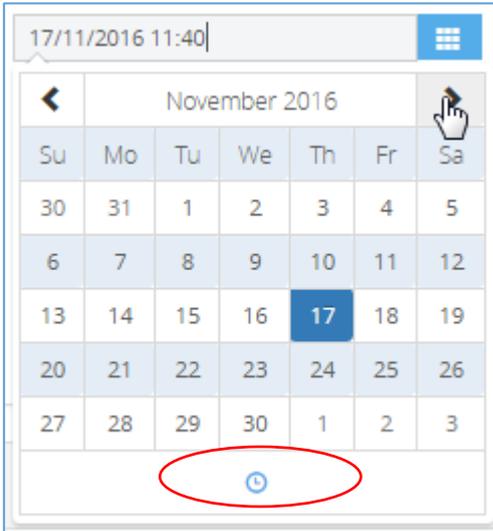
Version: 4.0

Date: 02/03/2017

Dates must be entered in the format DD/MM/YYYY; for example 13/07/2015. Date fields are indicated by a date picker icon (see below) which can help you in selecting a date. When clicked a date picker window is opened. Clicking on a specific date enters this value into the field.

Visit Date* 

Sometimes a time value can be supplied too:



5.1.3 Drop List

Author: Grahame Cox
Filename: SWIM Pool R4 User Guide
Status: Issued
Version: 4.0
Date: 02/03/2017

Clicking on the arrow on the right hand side of the field brings up a list of acceptable values. Clicking on a specific choice enters that value into the field. Hitting a single character on the keyboard moves the selection to a row starting with that value if such a value exists.

Meter location code*

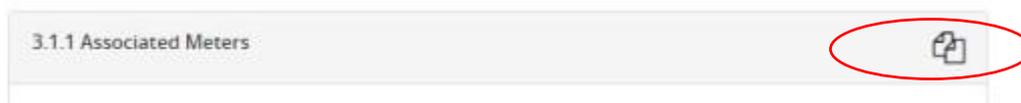
5.1.4 Read-only Fields

Fields with a grey background cannot be updated:

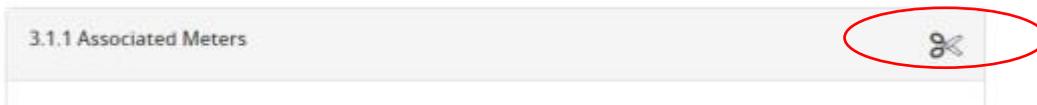
Retailer ID*

5.2 Data Entry Sections

Repeating sections can be duplicated where the following sign is shown:



Once duplicated, the duplicate can be removed using the scissors sign:



So for example you may have several Associated Meters for one main Meter.

5.3 Derived Fields

5.3.1 SPID (Address) Lookup

The address relating to the SPID can be auto filled by hitting the button next to the SPID field.

SPID*

This will also complete the following fields, VOA BA Ref, UPRN, PAF Address Key, Customer Name and Customer Banner

After successfully selecting a SPID, the system will also warn you if the wrong Retailer/Wholesaler for the SPID has been entered on this form.

5.3.2 Wholesaler's Meter Menu

Two fields are typically used to specify a new Meter's Type, the Meter Model Type and the Meter Model Menu Reference.

When the Meter Model Type is set to STANDARD then a drop list is provided on the Meter Model Menu Reference which will show the Unique Identifier of Meter and the Description of Meter. This pick list will be driven from the available Wholesaler Specific Meter Type choices. The list is therefore specific to the Wholesaler that the user has identified as the target Wholesaler at the top of the Bilateral form.

As an example section 3.2 of form B/01 is shown below:

3.2 Meter Installation

Proposed Physical Meter Size [Select one] ▼

Proposed Physical Meter Size where you indicated Other

Model of meter to be installed (from the Wholesaler's meter menu) Standard ▼

Wholesaler's meter menu reference [Select one] ▼
[Select one]
Des SIT.W - 2

Please indicate the proposed

In the event that there are no available meter menu choices for the related wholesaler, the drop list will not appear and instead, Meter Model Menu Reference will be a free text field regardless of whether Model of meter is STANDARD or not.

The Meter Model Menu Reference drop list will only be provided in data entry mode. In other cases, the field will be displayed as a free text field.

The functionality is only provided when the Bilateral Process is being created and does not affect data which has already been entered.

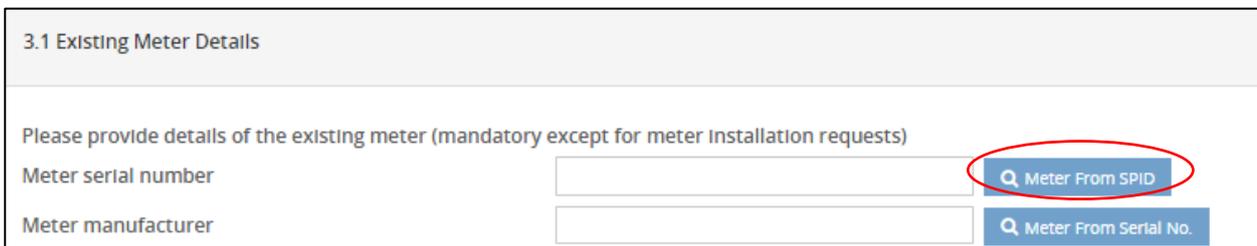
In the event that a user created a Draft form with a valid meter which is subsequently withdrawn or expired the user on returning to the form will see their previous selection in addition to any other valid meters in the drop list.

This functionality does not affect the programmers API (HVI) where the Wholesaler's meter menu reference is not validated against the Standard Meter set.

5.3.3 Meter Lookup

This functionality is available if a Water SPID has been entered and where there is a related Meter details section.

For related Meter Serial Number Fields, a lookup button will be provided on screen as shown below:



On clicking this, the user will be shown a list of meter serial numbers for meters which are currently effective (i.e. not disconnected) for the given Water SPID from the MO dataset (Swim SUDS).

 Note that Meters are related to Water SPIDs in the Market Data, so a Water SPID needs to have been entered before this lookup will work. The lookup will not work if you have only supplied a Core SPID or a Sewerage SPID.

On selecting a meter serial number, the serial number will be populated along with any of the following fields which occur within the same section

- Physical Meter Size (D3003)
- Meter Manufacturer (D3013)
- Meter Model (D8202)
- No Of Digits (D3004)
- GISX (D3017)
- GIS Y (D3018)
- Location Code (D3025)
- Location Description (D3019)
- Meter Read Date (latest) (D3009)
- Meter Read Value (latest) (D3008)

An example of where this is used is in section 3.1 of B01.R where the Meter Serial Number is associated with the SPID entered in section 2.

In the event that a user knows the Meter Manufacturer and the Meter Serial Number then the other meter information can also be derived by clicking the 'Meter from Serial No' lookup shown below:

3.1 Existing Meter Details

Please provide details of the existing meter (mandatory except for meter installation requests)

Meter serial number [Meter From SPID](#)

Meter manufacturer [Meter From Serial No](#)

5.3.4 DPID Lookup

A similar DPID lookup is provided in forms e.g. G/01. This just populates the DPID field.

DPID [DPID From SPID](#)

5.4 Hidden Sections

Some bilateral forms are shared between processes. Often the D8006 'Work Request Type' field defines which process the form is being used for is therefore either fixed or limited according to process. Similarly D2033 – 'Accredited Entity' is also fixed according to process.

If only a single value is available in a form (for example in a B01.R the D8006 value = INSTALL only) then this value is set and the user is not be required to choose it. Any sections which need to be hidden or shown as a result of this are automatically hidden or shown on entry to the screen.

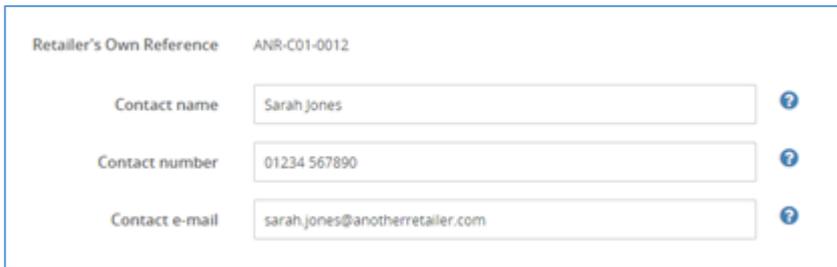
In a form like the B7.R where "Change in Location of Meter" (which is CHGLOC) "Change of Meter" (which is CHGMTR) are selectable, all possible sections of the form will be shown to start with and they will then be shown/hidden only when the option selected.

Similarly, a Work Address maybe required where different from a SPID address (in B/01 and B/02), by default it will be shown until we know that it is not needed.

If a section is hidden in a form on screen then the section will also disappear from the navigation (quick navigation) blue hyperlinks and the hidden sections will not be exported to documents.

5.5 Help

Help text icons are provided on items with defined help from the data catalogue. See the question mark below:



Retailer's Own Reference ANR-CD1-0012

Contact name Sarah Jones ?

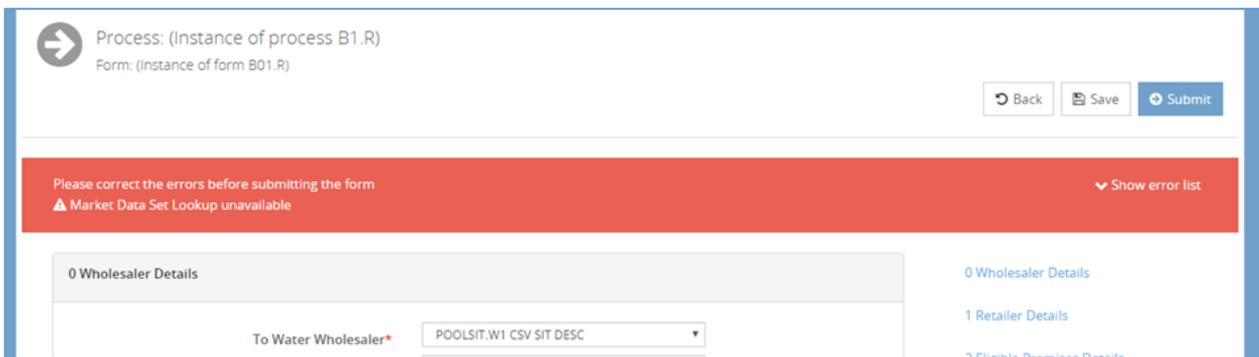
Contact number 01234 567890 ?

Contact e-mail sarah.jones@anotherretailer.com ?

Move your mouse cursor over the question mark to see the help text.

5.6 Error Display

On submit all errors associated with a form are shown collectively at the top of the form.



Process: (Instance of process B1.R)
Form: (Instance of form B01.R)

Back Save Submit

Please correct the errors before submitting the form
▲ Market Data Set Lookup unavailable Show error list

0 Wholesaler Details

To Water Wholesaler* POOLSIT.W1 CSV SIT DESC

0 Wholesaler Details
1 Retailer Details
2 Eligible Promises Details

Errors messages will clearly indicate the cause of the error.

As an example the form will say

Field 'Meter Serial Number' (D3014) is mandatory where 'Work Request Type' (D8006) is 'Meter Accuracy Test'.

The errors can be shown and hidden by clicking a 'Show/Hide Error' label, see below.

Author: Grahame Cox
Filename: SWIM Pool R4 User Guide
Status: Issued
Version: 4.0
Date: 02/03/2017

Process: (Instance of process B1.R)
Form: (Instance of form B01.R)

Back Save Submit

Please correct the errors before submitting the form ▲ Hide error list

- ▲ Market Data Set Lookup unavailable
 - Mandatory field D1003 is empty
 - Mandatory field D8001 is empty
 - field [D8203] is mandatory when field [D8006] is set to 'INSTALL'
 - Mandatory field D8019 is empty

If a user clicks on an error message it will take you to the correct position in the form where the error has occurred.

5.7 Attachments

The attachments section is found at the bottom of the form.

Additional Information/Attachments

Add Info/Attachments

Clicking on the attachment yields the following popup:

Additional Information Type [Select one] ▼

Additional Information Desc

Additional Information Method Additional Info Submitted via Transaction ▼

File Choose File No file chosen

Close Save

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Filename: SWIM Pool R4 User Guide
Status: Issued
Version: 4.0
Date: 02/03/2017

The user then selects the attachment type and a file from the local network and presses Upload and then save.

After uploading and saving attachments, you need to save the form too otherwise they are not retained.

If the additional info method is not ‘...Submitted in Transaction’ then the process becomes **Pending** when it arrives at Wholesaler system.

For Pending processes it is then up to the Wholesaler to mark them as ‘Acknowledged’. Only at this point are the KPIs started.

Only certain document types can be attached. The list of valid suffixes is maintained by the owning system administrator. Any documents attached will be virus checked.

5.8 Warning on SPID Re-Use

The SWIM Pool system will warn the user if they create a process against a SPID which already has an open bilateral process. This only applies to the main work address SPID on the process.

Warnings are provided in the error display as follows:

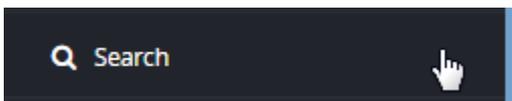
“Warning: there is already an open [B1.R] process [[SPLSIT.R G3R SIT.R SIT.W 00000028](#)] for the SPID that you entered”

This is just a warning that you may be duplicating work.

6 Searching for Processes

6.1 Main Search Page

The Search page is available from the menu on the Search Icon:



At the top of the screen is a filter field:

A screenshot of a search interface. At the top, the word 'Search' is displayed. Below it is a large, empty text input field with the placeholder text 'SPID / Process Instance Reference'. To the right of the input field are four filter buttons: 'Today', 'Yesterday', 'Last week', and 'Last month'. To the right of these buttons is a blue button with a white magnifying glass icon and the text 'Search All'. At the bottom left of the search area, the text 'POOL SIT - POOL SIT' is visible.

Author: Grahame Cox

Filename: SWIM Pool R4 User Guide

Status: Issued

Version: 4.0

Date: 02/03/2017



Any of the following identifiers can be used in the filter field to search for Bilateral processes

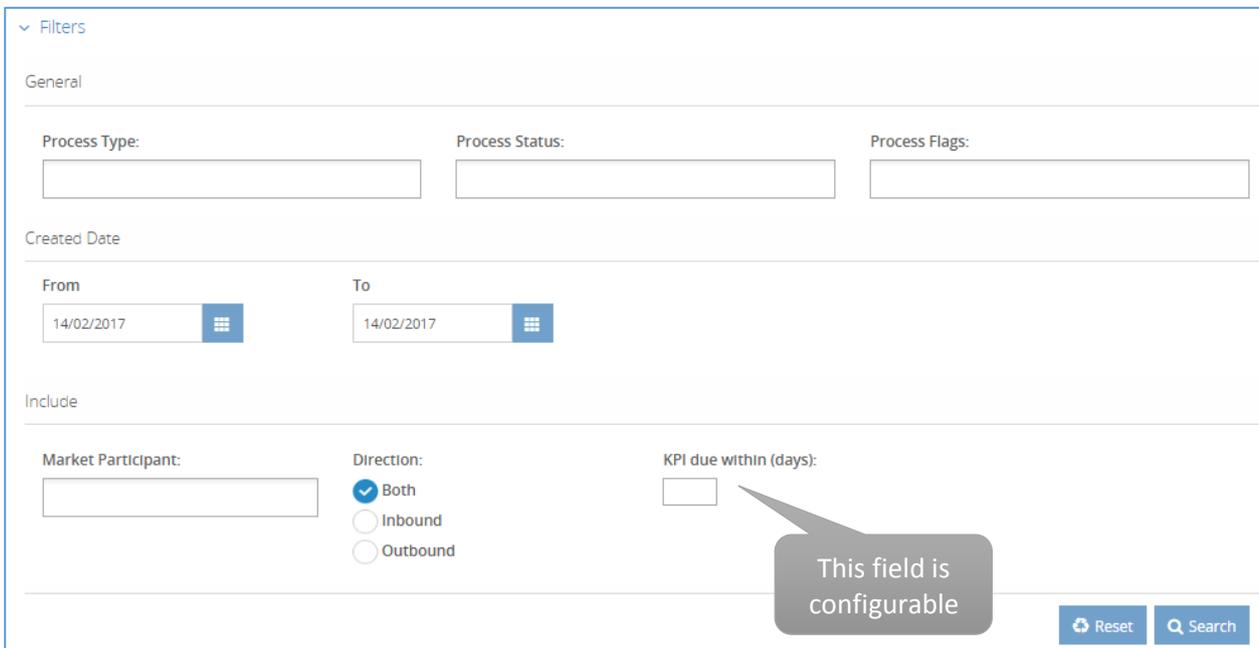
- SPID
- Process Instance Reference

More specific Bilateral Filters are obtained by clicking on the Filters link just below the Search panel:



6.2 Bilateral Filter Fields

This then displays a set of bilateral filter fields as shown below:

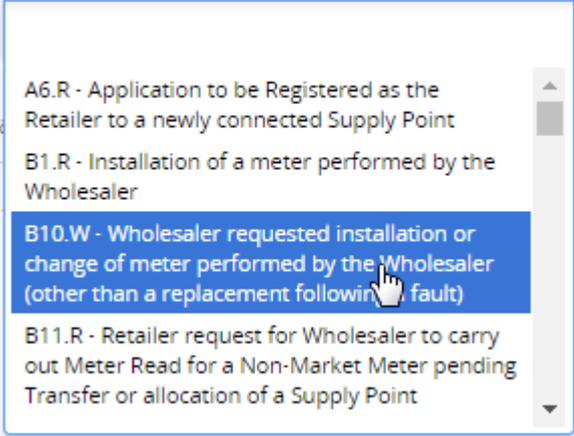
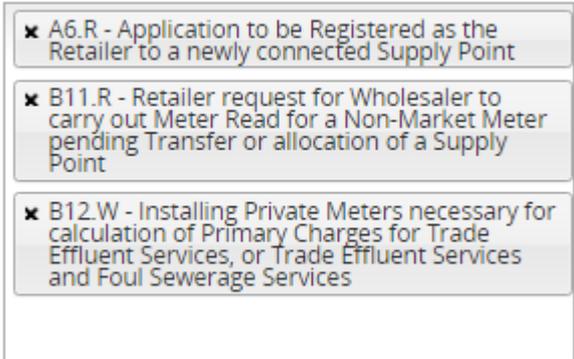


Select the filter criteria as required

| Filter Field | Notes |
|--------------|-------|
|--------------|-------|

Author: Grahame Cox
Filename: SWIM Pool R4 User Guide
Status: Issued
Version: 4.0
Date: 02/03/2017



| | |
|--------------------|---|
| Process Type | <p>User can select one or more process types from a list like this:</p> <p>Process Type:</p>  <p>Keep selecting from the list to add more and remove them using the cross icon shown here:</p> <p>Process Type:</p>  |
| Process Status | Select one or more process statuses from a drop list (operates as above). Will return processes where the current status is one of those selected. |
| Process Flags | Select one or more event flags (operates as above). Processes will be returned if they had this flag set at any point in their history. |
| Market Participant | Select one or more Market Participants (operates as above). |
| Direction | Both Inbound Outbound Has the process been received or sent respectively |
| KPI Urgency (days) | Jeopardy Target Date within N business days (where N is entered by the users, up to 2 digits) Will find Bilateral Processes with OPEN Jeopardy instances |

| | |
|------------------------|---|
| | <p>where the Later of (Original Target Date/Time AND Non Compliance Rescheduled Target Date/Time) is <= current date + N business days (and time is the end of business day i.e. 18:00 as configured in system)</p> <p>(and that Jeopardy item is for my company etc. as specified by the first filter item above)</p> <p>For Example, if the current date is Friday 23/9/2016 and I request all Jeopardy within 2 business days, the system will return all Jeopardy which has a Target Date less than or equal to 27/9/2016 18:00.</p> <p>The system will find Bilateral Processes with status=OPEN Jeopardy instances which are against your company</p> <p>NOTE: The System will to take into account weekends, public holidays etc. to work out the calendar date equating to the number of business days specified.</p> |
| Created Date From / To | Show only processes which have been created in the period specified. |

A reset button is available here to reset all of the search criteria to the default.

Click the Search button to return results.

6.3 Bilateral Search Results

6.3.1 Text Provided

A concise view of processes is shown as below. The icons are important and are discussed below.

| | | |
|---|--|---|
|  | SIT.R_SIT.W_I8R_000100 Created: 10/02/2017 10:11:52 | SPID: I8RPOOLAPISUB Status: Acknowledged |
|  | SIT.R_SIT.W_I7R_000087 Created: 10/02/2017 10:11:49 | SPID: I7RPOOLAPISUB Status: Acknowledged |

The full list of result details is shown when the list style selector is set like this



The Layout of a Bilateral Process on the result page is then as shown below

| | | |
|---|--|--|
|  | SPLSIT.R_B1R_SIT.R_SIT.W_00000031 Created: 14/11/2016 11:28:06 | SPID: 0606750010W16 Status: In Progress |
| | From: SIT Wholesaler Address: X, X, 1, Add line 2, Add line 3, Add line 4, Add line 5, NE11 9DJ | Last Event: Site Visit Planned Last Event Date: 15/11/2016 12:02:55 |
| | |  View |

Author: Grahame Cox

Filename: SWIM Pool R4 User Guide

Status: Issued

Version: 4.0

Date: 02/03/2017



From the top left downwards the data items are

| Item | Notes |
|-------------------------------------|---|
| Process Reference | The Process Reference, hyperlinked to the Process Timeline |
| Created Date and Time | |
| From | Who created the process |
| Address | Shows the concatenated address that was entered in fields D5002-D5009 of group SPID_ADDR of the latest amendment to the primary form for the process. In form G/02 use the address from the LGL_ADDR group (section 3.2). Address is truncated to a length of 120 chars (with “...” at the end if data was truncated). |
| SPID | The Supply Point Identifier that was entered on the Primary form for the Process |
| Status | Shows the current process status |
| Last Event and Last Event Date Time | Shows the last occurring event and the date and time that this occurred for the process. This last occurring event and date is also shown in the Dashboard List (so copy that logic from ‘Last Event’ and ‘Updated Date’). |
| View | Click to go to the Process Timeline |

6.3.2 Icons

The icon seen at the left of the item is dependent on the status of the process and on its Jeopardy.

| Status of Process | What Icon is Shown |
|-------------------|---|
| DRAFT |  |
| SUBMITTED |  |
| PENDING |  |
| ACKNOWLEDGED | If there is open jeopardy as described below then show |

Author: Grahame Cox
 Filename: SWIM Pool R4 User Guide
 Status: Issued
 Version: 4.0
 Date: 02/03/2017

| | |
|------------------|---|
| | that jeopardy (bell) icon, else show in-tray icon here  |
| IN PROGRESS | If there is open jeopardy as described below then show that jeopardy (bell) icon, else show 'play' icon here  |
| ACTIONED | If there is open jeopardy as described below then show that jeopardy (bell) icon, else show 'play' icon here  |
| CLOSED |  |
| CONFIRMED CLOSED |  |
| CANCELLED |  |
| REJECTED |  |
| DELETED |  |
| NOT SET |  |

For processes which are ACKNOWLEDGED, IN PROGRESS or ACTIONED there can be open jeopardy items which will result a different icon instead of the standard icon for the status. Only jeopardy which affects the viewers company is considered i.e. Retailers will only see icons for Jeopardy which is for the Retailer. In both cases they must also be the 'For Action' retailer. So, the viewer will only see these bell icons when there is something that they need to do.

There may be several open jeopardy items for the process but the 'worst' of the jeopardy will be considered first (i.e. the bell colour is chosen in the order shown below).

| | |
|---|--|
| <p>STD type Jeopardy item is Open and Later of (Original Target Date/Time AND Non Compliance Rescheduled Target Date/Time) is within 1 business day (not including the remainder of today) (i.e. on or before 18:00 on next business day) OR target has been missed</p> | <p>Red Bell</p>  |
| <p>STD type Jeopardy item is Open and Later of (Original Target Date/Time AND Non Compliance Rescheduled Target Date/Time) is <= 3 business day (not including the remainder of today)</p> | <p>Amber Bell</p>  |
| <p>STD type Jeopardy item is Open and Later of (Original Target Date/Time AND Non Compliance Rescheduled Target Date/Time) is <= 7 business days (not including the remainder of today)</p> | <p>Brown Bell</p>  |
| <p>STD type Jeopardy item is Open and Later of (Original Target Date/Time AND Non Compliance Rescheduled Target Date/Time) is > 7 business days away</p> <p>OR</p> <p>NONSTD Jeopardy item and Original Target Date/Time has been reached</p> | <p>Grey Bell</p>  |
| <p>NONSTD Jeopardy item is Open and Original Target Date/Time is in the future</p> | <p>Blue Bell</p>  |

Finally, an exclamation mark may follow the icon that was used. This can apply to any of the Process Statuses.

This exclamation will be present when EITHER

| |
|--|
| <p>You (the viewing company) missed any jeopardy item but nothing can be done about it.</p> <p>I.e. there is Jeopardy for which is for the Viewing Company which has a status of 'LATE',</p> |
|--|

Author: Grahame Cox
 Filename: SWIM Pool R4 User Guide
 Status: Issued
 Version: 4.0
 Date: 02/03/2017



'BEST ENDEAVOURS' or 'DEFERRED LATE'.

In this case use a Red Exclamation



OR

[Only] If you are the owner of SWIM Pool, you will also see an exclamation icon if the other party has missed any Jeopardy deadline i.e. Jeopardy is not for you and Jeopardy item is either LATE or Jeopardy item is OPEN and original target date has been missed.

In this case system will show a White Exclamation



NOTE: Both exclamations can appear when both parties have missed deadlines.

6.3.3 List Mode

The reduced list of result details is shown when the list style selector is set like this



In this case a more concise display of the processes is provided



6.4 Export of Process List

Users will be able to export an Excel file of the Bi-Lateral processes found in a search. This will be provided as a download file through the browser.

The export will be provided from the Process List screen where there are existing 'export buttons just above the list. The blue buttons export only Primary messages whilst the orange button is for Bilaterals:

Author: Grahame Cox
Filename: SWIM Pool R4 User Guide
Status: Issued
Version: 4.0
Date: 02/03/2017





The exported Excel file has 2 tabs of information:

- Processes and
- Process Events

The export will include all processes displayed by the current search (not just those on the current page).

7 Process Timeline

7.1 Introduction

The timeline is the key visualization of the process history of a Bilateral Process. Events are shown in chronological order with the most recent events at the top. Events are shown on the left if they originate from a Retailer and are shown on the right when coming from a Wholesaler.

An example is shown below:

SPLSIT.R_B1R_SIT.R_SIT.W_00000034 Subscribe for emails

Process B1.R – Installation of a meter performed by the Wholesaler

SPID: 0606750010W16 Send Note ▾ Update Flag ▾ Update Status ▾

X, X, 1, Add line 2, Add line 3, Add line 4, Add line 5, NE11 9DJ

≡ ☰

←

B1R_SITW_0005 Request Declined by SIT Wholesaler

🕒 14/11/2016 15:58:13 by SIT Wholesaler

🗑️ 18/11 removed : 18/11/2016 15:57

▶

B1R_SITW_0004 In Progress by SIT Wholesaler

🕒 14/11/2016 15:57:23 by SIT Wholesaler

🔔

Arrange initial site visit

🕒 Due by 17/11/2016 18:00:00

🔔

Decline or make standard meter installation or provide quote for non standard installation

🕒 Due by 24/11/2016 18:00:00

☰

B1R_SITW_0003 Acknowledged by SIT Wholesaler

🕒 14/11/2016 15:55:26 by SIT Wholesaler

⏸

B1R_SITW_0002 Pending by SIT Wholesaler

🕒 14/11/2016 15:55:05 by Bilateral Automatic Event

📄

B1R_SITR_0002 Submitted by SIT Retailer

🕒 14/11/2016 15:55:02 by Bilateral Automatic Event

🔄 Iteration: 1

The details of the process and the SPID and address which were provided are seen at the top of the screen. There are then several screen controls which are described in the sections below

- [Subscribe for Emails](#) (See section 7.7)
- [Send Note](#) (See section 7.2)
- [Update Flag](#) (See section 7.3)
- [Update Status](#) (See section 7.4 and 7.5)
- [Grid Display Control](#) (See section 7.6)

Jeopardy appearance and Jeopardy non-compliance are described in sections 7.8 and 7.9 respectively.

Major Status changes are shown as grey boxes, minor events are cream, notes are pale green and Jeopardy (KPIs) is white.

The icons used on these items are as follows:

| | |
|---|---|
|  | Primary Form Submitted (arrow indicates direction of send – here from Retailer to Wholesaler) |
|  | Draft Form |
|  | Public Note (arrow indicates direction of send – here from Wholesaler to Retailer) |
|  | Private Note (no arrow) |
|  | Attachment was provided |
|  | Status is DRAFT |
|  | Status is SUBMITTED |
|  | Status is PENDING |
|  | Status is ACKNOWLEDGED |
|  | Status is IN PROGRESS |
|  | Status is ACTIONED |
|  | Status is CLOSED |

Author: Grahame Cox
 Filename: SWIM Pool R4 User Guide
 Status: Issued
 Version: 4.0
 Date: 02/03/2017

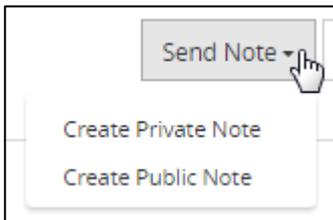


| | |
|---|---|
|  | Status is CONFIRMED CLOSED |
|  | Status is CANCELLED |
|  | Status is REJECTED |
|  | Status is DELETED |
|  | Status is NOT SET (should not be seen) or Item is an event (so not a major status change) |

7.2 Send Note

Users can attach notes to a Bilateral Process.

There are two types of note that you can send – Public ones visible to both participants or Private ones only visible to the users of the market participant who created the note.



When you click on one of these options the following popup appears:

Process: SPLSIT.R3_C1R_SIT.R3_SIT.W1_00000015 (Instance of process C1.R)
 Form: (Instance of form NOTE)
 Process status In Progress
 Last saved

Cancel Submit

1 Note Details

Note Details*

Date event occurred

Contact Name (if any)

Contact Number

Contact Email

Additional Information/Attachments

Add Info/Attachments

This popup provides you with fields in which you can communicate information to the other party and to attach files if appropriate.

Notes appear on the timeline as pale green 'events'.

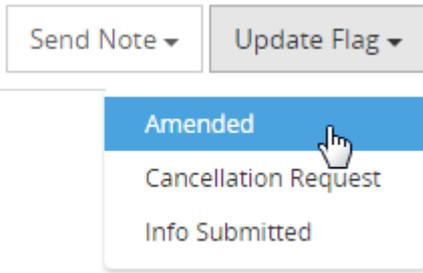
7.3 Update Flag

Flags are used to track the progress of the Bilateral Process.

You will be able to update the flags according to the status of the process and if you have update rights against the specific process.

You can list the possible new flag values by clicking on the Update Flag box.

For example:



To set the flag value you should click on that status. This then brings up an additional entry popup as follows:

A screenshot of a process entry popup form. At the top left, there is a circular arrow icon followed by the text: 'Process: SPLSIT.R_B1R_SIT.R_SIT.W_00000037 (Instance of process B1.R)'. Below this, it says 'Installation of a meter performed by the Wholesaler' and 'Form: (Instance of form FLAG)'. The process status is 'In Progress' and it is the 'Last saved' entry. On the top right, there are 'Back' and 'Submit' buttons. The main content area is titled '1 Event Details' and contains a text area for 'Provide any additional information here', a date field for 'Date event should be considered to have occurred', and an 'Add info/Attachments' button at the bottom.

This popup provides you with fields in which you can communicate information to the other party regarding the event flag which you are setting and to attach files if appropriate.

The fields change according to the event that you have selected. For example if you are arranging a visit then the Visit Date and Time are supplied.

The 'date event is considered to have occurred' field is vital for Jeopardy. It overrides the actual date of the entry to become the jeopardy start point.

Available update flags depend on process and user type. Flags are sub set of activities completing a process e.g. new meter request/meter install/create quotation etc.

Flag updates have some dependencies (for example you cannot approve a correction plan if it is not submitted etc.) but otherwise the order of events is not strictly enforced.

Most Flag updates are expected and appear once the process reaches the 'In Progress' status. But the Retailer can request cancellation or can amend the Primary form before then.

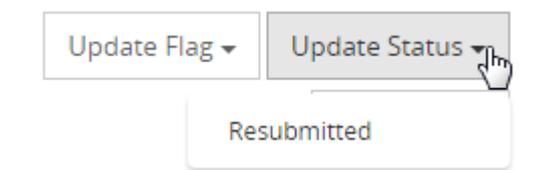
7.3.1 Amend Event

The Amend Event is a special event. When this event is selected, the system copies the original Primary form details into the amended form and the form details can be changed by the user before being supplied again.

7.4 Update Status

Unlike Flag events Status changes occur in a strictly defined order .

In order to make status changes to a process, the user is provided with a Status drop list on the process time line. The options available will depend on your access rights and the current status of the process. For example:



You can list the possible status changes by clicking on the Update Status box. To set the process to one of these status values you should click on that status. This then brings up an additional entry popup as follows:



Process: [SPLSIT.R3_C1R_SIT.R3_SIT.W1_00000015](#) (Instance of process C1.R)
 Form: (Instance of form STATUS)
 Process status In Progress
 Last saved

↶ Cancel

↷ Submit

1 Status Details

1 Status Details

Provide any additional information here

Date event should be considered to have occurred 

Additional Information/Attachments

Add Info/Attachments

This popup provides you with fields in which you can communicate information to the other party regarding the status change which you are setting the process to and to attach files if appropriate.

The 'date event is considered to have occurred' field is vital for Jeopardy. It generally overrides the actual date of the entry to become the jeopardy start or end point.

7.5 Process Status and Events

The diagram below shows the end-to-end status changes of a retailer initiated process. The final status of the process should be Confirmed Closed. Other possible outcomes are Rejected by the wholesaler or Cancelled by the retailer.

Generally the more minor Flag (event) changes occur within the 'In Progress' status.

7.5.3 Submitted (Generated)

When the creator of the form has finished completing the form and is ready to submit it to the wholesaler they will press the Submit button. If the form does not pass validation (for example not all mandatory fields are filled) it will remain in the Draft status and a warning to this effect will be displayed.

If the validation rules are met, the Form will be placed in the '**Submitted**' status and the form will be visible to the intended wholesaler if this is the Public Portal, otherwise the submission will be queued for sending to the wholesaler.

Forms which are destined for a remote SWIM Pool wholesaler will be transmitted by XML to the receiving system. The transmission will be conducted by a scheduled job. Again this can be configured to run as frequently as required, in this case probably in the region of every few seconds.

From the point of submission onwards, all updates to the form will be audited.

7.5.4 Re-Submitted

A rejected form can be re-submitted by the Retailer. The form will be validated before becoming re-submitted to ensure that it meets the basic form validation. On re-submission, all of the details from the original form are copied into a new form.

7.5.5 Pending

The transition from Submitted to Pending occurs automatically. If the receiving SWIM system detects that there is still information needed then the form will become "Pending". This will be detected from flags in the form's 'additional information' sections which indicate that further information has been posted or emailed and is not attached. The reason that the form is "Pending" will be clearly visible within the form (for example by being shown in Red).

Whilst the Form is in this Pending State it will not be deemed to be materially complete and therefore no SLA's will be deemed to have started yet (i.e. the clock is off).

When the form is in the Pending status, the wholesaler should manually (or via API) confirm that all items have been received (e.g. in the post or by email) and that the form is now acknowledged by changing the status to 'Acknowledged'. The Wholesaler should attach the any additional forms when they make the status change.

7.5.6 Acknowledged

As soon as the form is valid and is thought to be materially complete it will be placed in the Acknowledged Status. In the majority of cases, where further information is not to be emailed or posted, this is likely to occur almost instantaneously on receipt. In this case the transition will be automatic. If the process became Pending then acknowledgement is controlled by the Wholesaler.

This is the point at which the metaphorical SLA clock is turned on. The actual mechanism for achieving this is that a record will be held of each status transition in the system. These will be timestamped enabling the Jeopardy and SLA calculations to measure the time that the process spends between each event.

7.5.7 In Progress

When the Wholesaler considers the Acknowledged form they should set the status to 'In Progress' (or through API call) or to 'Rejected'.

If further information is needed (or items need to be clarified) an 'Info Requested' flag can be set on the form and a notification message passed to the creator. Notifications will be emailed to the creator by SWIM.

There may be several steps required to take an 'In Progress' form which is under consideration to the 'Actioned' state. For example Site Visits may be needed or Non Standard Quotations may need to be produced and approved. Event flags will be used to track these transitions which may have a bearing on SLA calculations.

For example:

- Site Visit Planned
- Site Visit Complete
- Quote Required
- Quote Issued
- Quote Accepted
- Quote Cancelled

When the known transitions for the form are complete the form should be manually set to Actioned by the wholesaler (or through API call). Alternatively, if the request has been considered but is being declined, the wholesaler can now close the Request (and will set a declined flag first).

7.5.8 Rejected

If changes are needed to the form which in the view of the wholesaler have materially changed the meaning of the form then the wholesaler can manually reject the form (or through an API call). The SLA clock stops at this point and this is the end-point for the form (at least for this incarnation/version of the form).

This might occur for example where a meter installation is requested at an eligible premises and where a site survey has been conducted, then the address is changed to a different property altogether.

The creator of the form will be notified of the rejection and can use SWIM to rapidly copy the rejected form and re-submit it as a new but related case.

When rejecting a form the Wholesaler must provide a reason.

Author: Grahame Cox
Filename: SWIM Pool R4 User Guide
Status: Issued
Version: 4.0
Date: 02/03/2017



It will be possible for the Retailer to re-submit the request after it has been rejected, but this will re-start the KPIs for the process. Re-submitting a rejected process increments an internal (and hidden) version number which is tied to the events which occur for that incarnation of the form.

7.5.9 Actioned

This status indicates that all in progress activities have been completed. Further event flags may be used to track progress within this status.

Typically the final activity within the Actioned State will be to notify MOSL of any changes via a primary message. SWIM has no way of linking the primary message to the bi-lateral process but it is likely that the link will be made in the Wholesaler's back-end system.

It will also be possible to indicate with an event flag that the process has been considered but declined.

7.5.10 Closed

When all activities are complete and MOSL has been notified the form should be manually closed by the wholesaler (or closed by API call). Closing the form will create a measurable event in the SWIM system which will enable the Jeopardy and SLA calculations to measure the length of time it took to complete the workflow.

Similarly a process can be closed with a declined flag to indicate that it has been considered but cannot be done.

As SWIM has no way of understanding that the primary message to MOSL is linked to a specific bi-lateral process, SWIM is reliant on the Wholesaler (or their back end system) actioning this closure as soon as possible so that the Jeopardy calculations are accurate.

7.5.11 Confirmed Closed

This additional status has been added to provide the Retailer with the opportunity of checking and confirming that the issue has indeed been resolved often by looking at the market data. The status will be manually set by the Retailer.

7.5.12 Cancelled

At any point prior to the form being actioned the creator of the form can withdraw it by manually requesting cancellation of the process (and therefore the form). To do this the Retailer should submit the CR10 "Cancellation Requested" Event. They will be asked to provide the reason for this and this which will be passed to the wholesaler.

If the form is prior to being 'in progress', cancellation will occur automatically on receipt of the request for cancellation.

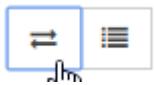
When the form is in-progress, the cancellation will be at the discretion of the Wholesaler (as charges may be involved and cancellation may not be possible at this late stage). Cancellation at this stage needs to be done manually by the Wholesaler.

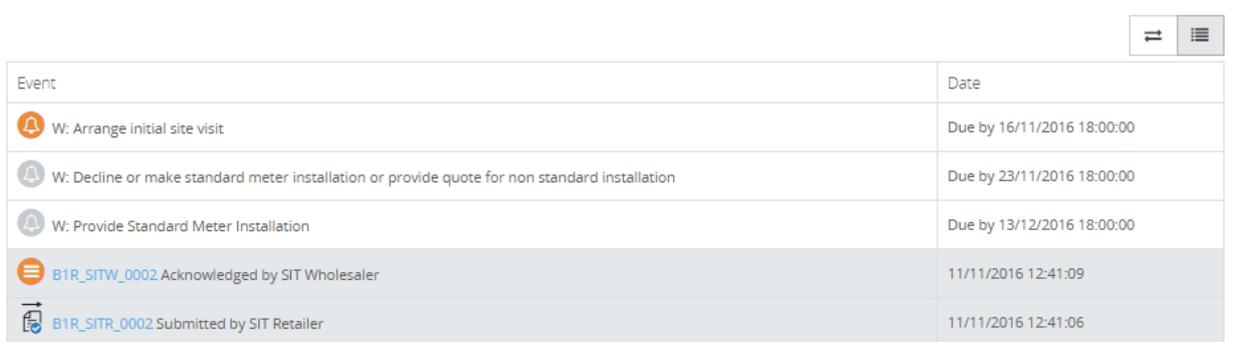
Once the form is Actioned it cannot be cancelled.

7.6 Grid Display



A concise display of the timeline is provided by clicking the  icon. Return to the full timeline

display with the  icon.



| Event | Date |
|---|----------------------------|
|  W: Arrange initial site visit | Due by 16/11/2016 18:00:00 |
|  W: Decline or make standard meter installation or provide quote for non standard installation | Due by 23/11/2016 18:00:00 |
|  W: Provide Standard Meter Installation | Due by 13/12/2016 18:00:00 |
|  B1R_SITW_0002 Acknowledged by SIT Wholesaler | 11/11/2016 12:41:09 |
|  B1R_SITR_0002 Submitted by SIT Retailer | 11/11/2016 12:41:06 |

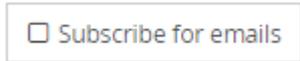
In this more concise display the system distinguishes between Wholesaler and Retailer Jeopardy by prefixing the Jeopardy description with **W:** or **R:**.

7.7 Email Subscription

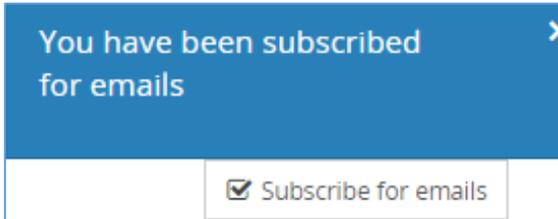
Author: Grahame Cox
Filename: SWIM Pool R4 User Guide
Status: Issued
Version: 4.0
Date: 02/03/2017



Users can subscribe to receive all emails related to a process even where they would not normally get them. At the top of the timeline click on the 'Subscribe for Emails' check box.

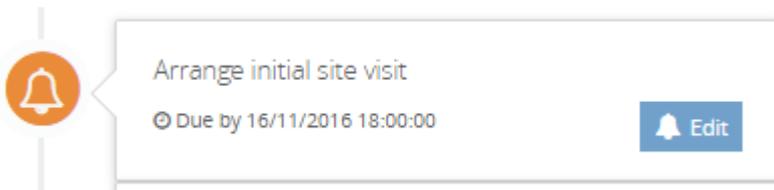


You will receive confirmation and the Subscribe for emails check box will remain ticked.



7.8 Jeopardy KPI Appearance

Jeopardy Items appear in the timeline like this:



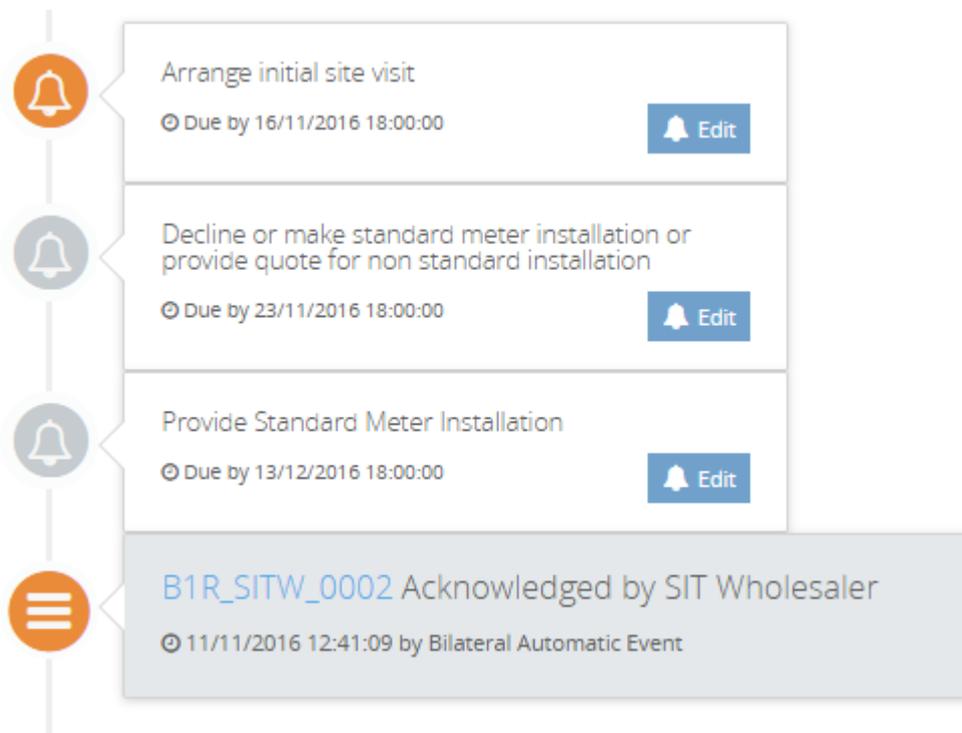
If the Jeopardy item is for the Wholesaler then it will appear on the right side of the screen (with the Wholesaler events). If the Jeopardy item is for the Retailer then it will appear on the left side of the screen (with the Retailer events).

The Jeopardy appears on the timeline after (i.e. above) the event which created it. If it's on the same side as the causal event then it is shown immediately above and abutting the causal event box.

Here 3 KPIs are triggered by Acknowledgment of the process:

Author: Grahame Cox
Filename: SWIM Pool R4 User Guide
Status: Issued
Version: 4.0
Date: 02/03/2017





The Due By date shown will be the Later of Original Target Date/Time AND any entered Non Compliance Rescheduled Target Date/Time as taken from the Jeopardy Instance row.

Non-Compliance data is entered as described in section 7.8.

Pool will not show Jeopardy in the timeline which is REJECTED, REMOVED or CANCELLED but for the remainder, the bell icon will be as follows:

| | |
|---|--|
| Jeopardy item is completed status= LATE, BEST ENDEAVOURS, DEFERRED LATE | Red Bell with an additional Cross through it.  |
| STD Jeopardy item is Open and the Later of (Original Target Date/Time AND Non Compliance Rescheduled Target Date/Time) is within 1 business day (not including the remainder of today) (i.e. on or before 18:00 on next business day) OR target has been missed | Red Bell  |
| STD Jeopardy item is Open and Later of (Original Target Date/Time AND Non Compliance Rescheduled Target Date/Time) is | Amber Bell |

Author: Grahame Cox
 Filename: SWIM Pool R4 User Guide
 Status: Issued
 Version: 4.0
 Date: 02/03/2017



| | |
|--|---|
| <= 3 business day (not including the remainder of today) |  |
| STD Jeopardy item is Open and Later of (Original Target Date/Time AND Non Compliance Rescheduled Target Date/Time) is <= 7 business days (not including the remainder of today) | Brown Bell  |
| STD Jeopardy item is Open and Later of (Original Target Date/Time AND Non Compliance Rescheduled Target Date/Time) is > 7 business days away OR NONSTD Jeopardy item is Open and Original Target Date/Time is now or in the past | Grey Bell  |
| NONSTD Jeopardy item is Open and Original Target Date/Time is in the future | Blue Bell  |
| Jeopardy item is completed status= ONTIME, | Green Bell  |
| Jeopardy item is completed status=DEFERRED ONTIME | Green Bell with an arrow indicating target time was moved forward e.g.  |

7.9 Jeopardy KPI Non Compliance

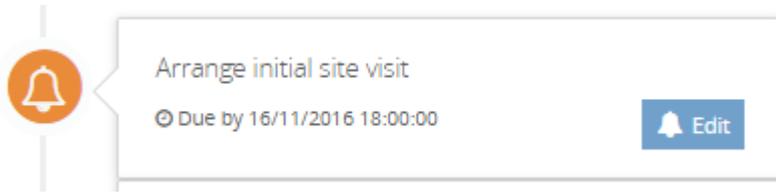
Non Compliance Data can only be entered against

- a) Jeopardy Items which are for your company AND
- b) Jeopardy items which are currently in the OPEN status.

Author: Grahame Cox
 Filename: SWIM Pool R4 User Guide
 Status: Issued
 Version: 4.0
 Date: 02/03/2017

c) Jeopardy items which are standard (Type=STD) i.e. which need to occur within a specified period

Within the Bilateral Process timeline, a button  is provided on the Jeopardy Item to allow entry of this information against a Jeopardy Item.



Values to be stored in the Jeopardy Instance fields are as shown:

| Data Item | Description |
|---|--|
| Category of KPI fail (optional) | <p>Process instance KPIs do not have to be met IF</p> <ul style="list-style-type: none"> • at the request of a Non-Household Customer, they have agreed a different timescale for an action to be completed • where the Wholesaler has not received a necessary third party consent to allow it to complete the work <p>So, the User can record failure category being one of</p> <ul style="list-style-type: none"> ○ NHH Customer deferral ○ Third Party Consent ○ Extreme Weather <p>The Field is mandatory.</p> |
| Reason for KPI fail (optional) | Free text field 1024 chars. |
| Rescheduled KPI Target Date/Time (optional) | <p>In the event of failure, when do you expect to be able to meet the KPI? This must be later than the Original Target Date and Time.</p> <p>Field must be provided.</p> |

The data in these fields can be edited and amended as required whilst the KPI is still OPEN i.e. could be updated several times.

The data entered here may affect the final status of the Jeopardy when it is closed.

Author: Grahame Cox
 Filename: SWIM Pool R4 User Guide
 Status: Issued
 Version: 4.0
 Date: 02/03/2017



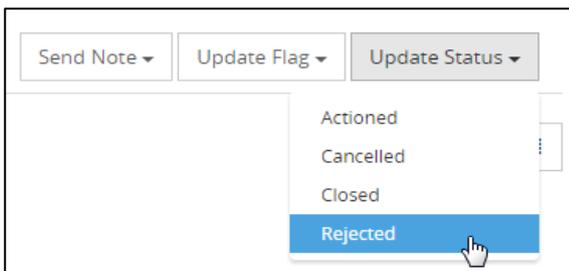
A small icon will be shown if the user has left an explanation as to why the Jeopardy may not be met (non-compliance). The system will use a note icon like this.



The non-compliance category and reason will be shown in red next to this.

8 Rejecting and Resubmitting a Process

The wholesaler can reject a process and must provide rejection information



Subsequently the Retailer can re-submit and is allowed to re-edit the form. The process retains the process ID but is a new form. All details are copied from the original form into the new form.

The Jeopardy Instances are re-started from the point that the re-submitted form is acknowledged.

9 Cancelling a Process

A Retailer can request cancellation of a Process at any time until the process is 'Actioned'.

Cancellation occurs automatically if process is prior to “In- Progress”, otherwise it is up to the Wholesaler to assess whether any costs have been incurred and to set the status to ‘Cancelled’ manually.

10 User Administration and Security

10.1 Users

The first administration user for any company is set up by the owner of the SWIM Pool system. Thereafter, subsequent users in this company are set up by this administrator.

Users of the application are managed by Administration users within that same company.

10.1.1 List Users

To see the users registered in the system, click the User Administration / View Users menu item:

Users are listed and you can refine the search by entering text from any of the fields displayed for example see below:

User List

Show 10 entries Refine search: Jones

| Company | First Name | Last Name | Email Address | Last Login | Status | Action |
|-------------|------------|-----------|----------------------------|------------|----------|--------|
| Dragons Den | Peter | Jones | peter.jones@dragonsden.com | N/A | Unlocked | Edit |

Showing 1 to 1 of 1 entries (filtered from 4 total entries)

Previous 1 Next

Add New User

In the user list, the table header is clickable to change the sort order. Click the “Edit” button on the right to access the user’s details.

10.1.2 Add New or Edit User

When adding or editing a user the following form is displayed

Author: Grahame Cox
Filename: SWIM Pool R4 User Guide
Status: Issued
Version: 4.0
Date: 02/03/2017



| | |
|------------------------|---|
| First Name * | <input type="text"/> |
| Last Name * | <input type="text"/> |
| Email Address * | <input type="text"/> |
| Preferred Email Level: | <input type="text" value="Critical emails only"/> |
| Enabled | <input checked="" type="checkbox"/> |
| Account Locked | <input type="checkbox"/> |
| Reset Password | <input type="checkbox"/> |
| Company Name | <input type="text"/> |
| Address | <input type="text"/> |
| Postcode | <input type="text"/> |
| Mobile Phone Number | <input type="text"/> |
| Business Number | <input type="text"/> |
| Notes | <input type="text"/> |
| Assigned Roles | <input type="checkbox"/> Admin <input type="checkbox"/> User |

The Preferred Email Level operates as follows:

| Setting | Notes |
|---------------------------|---|
| Critical Emails Only | User only receives emails necessary for their continued use of the system |
| Role Based Emails | User receives emails related to all changes which occur to Bilateral processes which they can see. Changes made by users in their own organization are not normally provided. |
| Subscription based Emails | User will subscribe to individual processes only (on the process timeline) to receive ALL emails relevant to that process. |

Accounts can be Enabled/Disabled or Locked/Unlocked. Disabling should be used when an account is no longer needed. An account can become locked if for example a user gets a password wrong 3 times.

An administrator can

- Change roles to alter user privileges

Author: Grahame Cox
Filename: SWIM Pool R4 User Guide
Status: Issued
Version: 4.0
Date: 02/03/2017



- Can disable a user to prevent subsequent log in by unchecking enabled.

Enabled

- Can create a password reset request

Reset Password

- Can unlock a user if they have locked their account by unchecking Account Locked

Account Locked

10.2 Roles

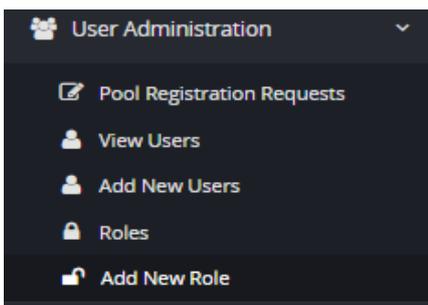
A user may have one or more roles assigned. These roles determine what functionality a user can access within the system. Roles are created and maintained by the wholesaler system administrator. The following roles are the basic guest roles for the SWIM-Pool Public Portal:

- Guest Retailer Administrator
- Guest Retailer Standard User

Additional roles may be set by the Wholesaler Administrator.

The first Administrator for a company is set up by the Wholesaler who manages the portal and this Administrator then manages subsequent users for that company.

Roles are set up and maintained by the owner of the system who has the 'Roles' and 'Add New Role' menu options in the User Administration Menu:



Author: Grahame Cox
Filename: SWIM Pool R4 User Guide
Status: Issued
Version: 4.0
Date: 02/03/2017

10.3 Privileges

The system administrator can select the 'Roles' menu option to see existing roles. From here the administrator can edit privileges:

| Edit Role | | | | |
|-----------|-------------------|-----------------------|----------------------|-------------------------------|
| Name | Organisation Name | Functional Privileges | Process Privileges | Market Participant Privileges |
| Admin | SIT Wholesaler | Edit | Edit | Edit |
| User | SIT Wholesaler | Edit | Edit | Edit |
| Admin | SIT Portal Retail | Edit | Edit | Edit |
| User | SIT Portal Retail | Edit | Edit | Edit |
| SIT.W Dev | SIT Wholesaler | Edit | Edit | Edit |

[Add new role](#)

Privileges are associated with roles and give the ability for users to do things in the system.

There are currently 3 types of privilege in SWIM Pool

- Functional privileges – these define what a user can do within the system – for example which screens and reports they can access.
- Process Privileges – these control access on a process by process basis
- Market Participant Privileges – control access to processes on a Market participant basis (to provide account manager functionality)

10.3.1 Functional Privileges

Only owners of the system can set up functional privileges for a role.

The owning administrator can click the Edit link in the Functional Privileges column in the 'Edit Role' screenshot above to modify functional privileges for that role.

Edit Role for SIT Wholesaler

Role Name

Select Privileges

- [Pool] Allows initial submission of the form for the process
- [Pool] Make subsequent modifications/status changes and notifications related to the process.
- [Pool] Ability to see forms and notifications associated with the process
- [Pool] Ability to cancel or request cancellation of a request
- [Pool] Ability to open help page
- [Pool] Ability to Start New Process
- [Pool] Ability to List Open processes
- [Pool] Ability to Search processes
- [Pool] Ability to open specific process details
- [Pool] Ability to open specific process timeline (History)
- [Pool] Ability to Export Process List
- [Pool] Ability to See Swim User List
- [Pool] Ability to Add Pool User
- [Pool] Ability to Export Pool user List
- [Pool] Ability to See Pool Reports
- [Pool] Ability to See Pool Registration Requests
- [Pool] Ability to Manage Pool Roles
- [Pool] Ability to See Pool Dashboard
- [Pool] Control the ability of a user to impersonate another company
- [Pool] Ability to See Pool Jeopardy Reports
- [Pool] Ability to edit the Pool Jeopardy Non Compliance Data

NOTE: There is a functional privilege 'Provide Non Compliance Reason' which will allow control of which roles can enter Non Compliance information and thereby defer Jeopardy items.

10.3.2 Process Privileges

Process privileges are set up per process for a role as shown below. Only the first 4 processes are shown here but there are about 70 in total.

Author: Grahame Cox
 Filename: SWIM Pool R4 User Guide
 Status: Issued
 Version: 4.0
 Date: 02/03/2017



Edit Admin Process Access Rights for SIT Wholesaler

Search:

| Type | Process | Title | Allow Read | Allow Cancel | Allow Create | Allow Progress |
|----------|---------|---|-------------------------------------|-------------------------------------|--------------------------|-------------------------------------|
| Retailer | A6.R | Application to be Registered as the Retailer to a newly connected Supply Point | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Retailer | B1.R | Installation of a meter performed by the Wholesaler | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Retailer | B11.R | Retailer request for Wholesaler to carry out Meter Read for a Non-Market Meter pending Transfer or allocation of a Supply Point | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Retailer | B13.R | Testing, repairing and replacing Private Meters necessary for calculation of Primary Charges for Trade Effluent Services, or Trade Effluent Services and Foul Sewerage Services | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

The meaning of the flags is as follows

| | |
|-----------------------|--|
| Allow Read | Ability to see forms and notifications associated with the process. |
| Allow Cancel | Ability to cancel or request cancellation of a request |
| Allow Create | Allows initial submission of the form for the process |
| Allow Progress | Make subsequent modifications/status changes and notifications related to the process. |

'Allow Cancel' is provided as a separate flag as often late cancellation may still result in charges being levied. It may not therefore be desirable to let everyone cancel a process.

10.3.3 Market Participant Privileges

Market Participant Privileges can be set up to define what processes can be seen based upon the Market Participants involved with the process.

Author: Grahame Cox
 Filename: SWIM Pool R4 User Guide
 Status: Issued
 Version: 4.0
 Date: 02/03/2017



Edit Market Participant Access Rights

Show entries Search:

| Market Participant | Allow Read |
|--------------------|-------------------------------------|
| UU.W | <input checked="" type="checkbox"/> |
| UU.R | <input checked="" type="checkbox"/> |
| WWP.R | <input checked="" type="checkbox"/> |
| W2B.R | <input checked="" type="checkbox"/> |
| WSX.W | <input checked="" type="checkbox"/> |
| YKY.R | <input checked="" type="checkbox"/> |
| YKY.W | <input checked="" type="checkbox"/> |

Showing 61 to 67 of 67 entries

10.4 New Company Registration

Portal retailers need to register with the specific wholesaler, and the wholesaler needs to grant them access by creating a master administration user (MAU) for that retailer. Once this is done, the retailer can administer its own set of users within that portal.

New Retailer organisations can register their organisation on the wholesaler’s public portal using this registration page:

Request of new Retail Company registration

New Retailer Details

MOSL Company *

Retailer Type

Address *

Preferred document format

Website *

Email Box for BI-laterals *

Main User Email Domain *

Other Valid email domain

Main Users Details...

First Name *

Last Name *

Email Address *

Mobile Phone Number *

Work Number

The preferred document format can be set to PDF, CSV or Word.

The main user email domain and the other valid email domain should be the email domains which the company uses, for example

- Severtrent.co.uk
- Severtrent.com

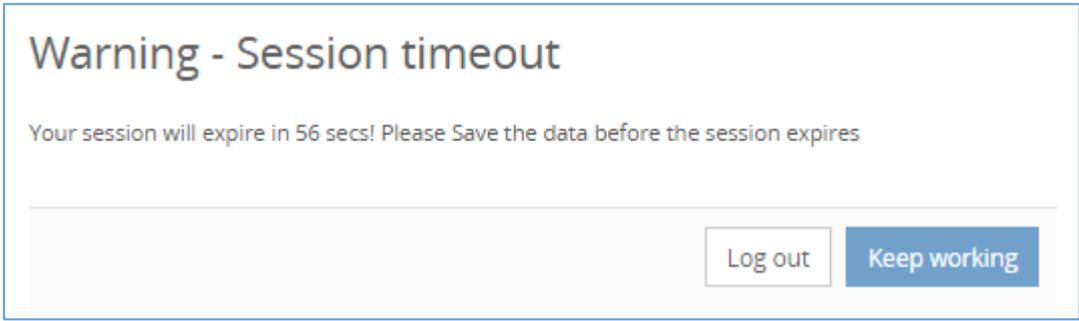
Once this has been submitted, the wholesaler will action the request and the retailer will be provided with access. The first Administration user for the Retail Company will be created at this time.

10.5 Session Timeouts

Prior to being (timed out) logged out, the system will give a 60 second warning as shown below:

Author: Grahame Cox
 Filename: SWIM Pool R4 User Guide
 Status: Issued
 Version: 4.0
 Date: 02/03/2017

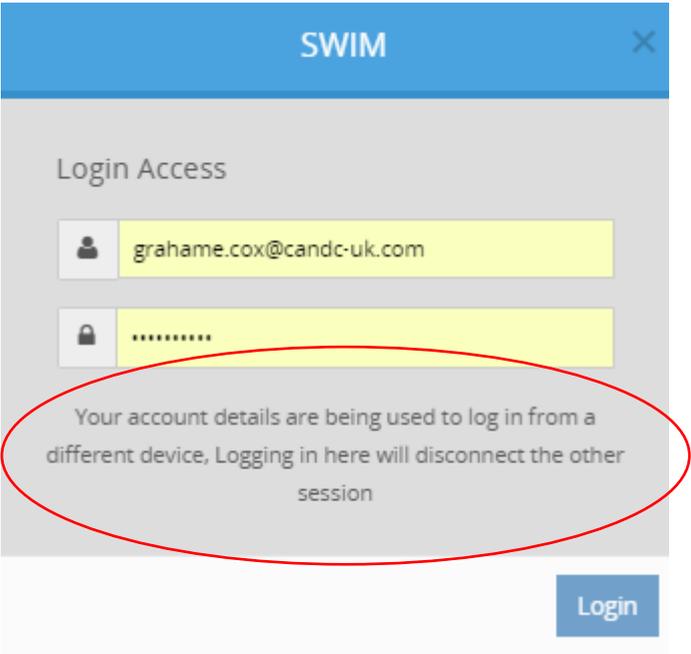




During this period, if the user clicks the 'Keep Working' button they will not be timed out and the 'inactivity clock' will be restarted. If they don't press the button for 60 seconds then they will be logged out (no data saved).

10.6 Concurrent Sessions

SWIM Pool will prevent the same person from being logged in concurrently on separate devices. If a session is active with the same user id the user will receive a message like this:



Logging in will disconnect any previously connected sessions.