MARKET PROCESS DESIGN

MPD 34 - DUoS, Transaction & PSO Payment Process
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1 Introduction

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

1.2 History of Changes
This Procedure includes the following changes:

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

MPD 34 – DUoS, Transaction & PSO Payment

From step 28

- Receive & validate invoice

1. Prepare DUoS or Transaction Invoice for Supplier

2. Send invoice & backing documentation

3. SFTS or Encrypted Email

4. Determine if invoice item is disputed

5. Determine if designated dispute

6. Send 507 message for each invoice item

7. Receive 507 message for each designated dispute

8. Send 507C message for invoice

9. Receive control message for invoice

10. Update and send remittance advice

11. All items have been through validation

12. Send control message for invoice

13. Receive control message for invoice


15. All items have not been through validation

16. To step 21 & 22

17. To step 21
### 2.1 Process Description

<table>
<thead>
<tr>
<th>Process Step</th>
<th>Role</th>
<th>Process Step Description</th>
<th>Interface</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td><strong>Prepare DUoS or Transaction Invoice for Supplier</strong></td>
<td></td>
</tr>
</tbody>
</table>
|              | ESBN | ESBN prepare DUoS or Transaction invoice for Supplier. ESBN will prepare a DUoS invoice twice per month – mid month and month end – and send the following to the Supply companies via the Secure File Transfer Service (SFTS) or Encrypted Email:  
  1. Invoice – Paper copy also  
  2. Credit note – Paper copy also  
  3. DUoS group summary – Paper copy also  
  4. MPRN level invoice items details  
  5. Account statement – Paper copy also  
  6. Dispute summary – Paper copy also  
  7. Dispute detail  
  8. Remittance advice |           |

The billing process for Transaction charges involve invoicing of service requests completed during the billing period. These individual invoice items are subsequently aggregated on the billing date into a Transaction invoice.

DSO will prepare a Transaction invoice once per month, at month end. The following will be sent to Supply companies via the SFTS or Encrypted Email:

1. Invoice – Paper copy also  
2. Credit note – Paper copy also  
3. Detailed transaction level charges  
4. Account statement - Paper copy also  
5. Dispute summary – Paper copy also  
6. Dispute detail  
7. Remittance advice

PSO invoices will be sent once a month to the Supply companies via SFTS or Encrypted Email at month end and include the following:

1. PSO Invoice  
2. PSO Adjustment Invoice – Paper copy also  
3. Detailed backing documentation  
4. Adjustment Detail Backing Documentation
<table>
<thead>
<tr>
<th>Process Step</th>
<th>Role</th>
<th>Process Step Description</th>
<th>Interface</th>
</tr>
</thead>
</table>
| 2             | ESBN       | Send Invoice and Backing Documentation  
ESBN sends invoice and backing documentation to Supplier                                                                                      | SFTS or Encrypted Email                  |
| 3             | Supplier   | Receive and Validate Invoice  
Supplier receives and validates Invoice  
Upon receiving the invoices, the Supply company may take the following actions:  
- Pay the invoice in full and send a 507C control message  
- Raise Non-Designated Disputes without withholding payment for these disputed items and inform ESBN off-line of the disputes  
- Send a 507 message for each designated dispute item, pay the balance on the invoice and send a 507C message  
- A 507C control message is required to indicate the gross amount and number of designated disputes on the invoice |                                                          |
| 4             | Supplier   | Determine if Invoice Item is Disputed  
Supplier determines if invoice item is to be disputed.  
- If item is to be disputed -  
- If item is not to be disputed -  

Next step 5  
Next step 11                                                                                                           |
| 5             | Supplier   | Determine if Designated Dispute  
Supplier to determine if Dispute is a designated dispute:  
- If Designated Dispute -  
- If not Designated Dispute -  

Next step 6  
Next step 15                                                                                                           |
| 6             | Supplier   | Send 507 Message for each Invoice Item  
Supplier sends a 507 message for each designated dispute item, pay the balance on the invoice and send a 507C message                                                                                                                | 507 MM                                   |
| 7             | ESBN       | Receive 507 Message for each Designated Dispute  
ESBN receives 507 message for each designated dispute                                                                                                                                   |                                          |
| 8             | Supplier   | Send 507C Message  
Supplier sends ESBN 507C message for each invoice                                                                                                                                      | 507C MM                                  |
| 9             | ESBN       | Receive 507C Control Message for each Invoice  
ESBN receives 507C control message for each invoice                                                                                                                                     | Next step 21                             |
| 10            | Supplier   | Check Item Validation  
Supplier checks item validation                                                                                                                                                    |                                          |
| 11            | Supplier   | Determine if all items have been through Validation  
Supplier determines if all items have been through validation:  
- If items have been validated -  
- If items have not been through validation -  

Next step 12  
Back to step 4                                                                                                           |
<table>
<thead>
<tr>
<th>Process Step</th>
<th>Role</th>
<th>Process Step Description</th>
<th>Interface</th>
</tr>
</thead>
<tbody>
<tr>
<td>12</td>
<td>Supplier</td>
<td>A 507C control message is required to indicate the gross amount and number of designated disputes on the invoice.</td>
<td>507C MM</td>
</tr>
<tr>
<td>13</td>
<td>ESBN</td>
<td>ESBN receives control message for Invoice</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Supplier</td>
<td>Update and send the remittance advice to ESBN. The Supplier will update the remittance advice with the 507C control message amount. In addition to the current invoice, the remittance advice will include designated disputes from previous invoices that were resolved in the billing period and are, therefore, due. - Next steps 21 and 22</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Supplier</td>
<td>Supplier to raise Non-Designated/PSO dispute</td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>ESBN</td>
<td>ESBN receive Non-designated dispute from Supplier</td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>ESBN</td>
<td>Upon receipt of disputes, both designated and Non-Designated, ESBN will investigate and resolve.</td>
<td>- Next step 29</td>
</tr>
<tr>
<td>18</td>
<td>ESBN</td>
<td>ESBN sends PSO invoice &amp; backing documentation to Supplier</td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>Supplier</td>
<td>Supplier receives and validates invoice. PSO must be paid in full and Designated Disputes raised off-line</td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>Supplier</td>
<td>Supplier determines if dispute in PSO detail:</td>
<td>End</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• No Dispute</td>
<td>- End</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Dispute in PSO details</td>
<td>Back to step 15</td>
</tr>
<tr>
<td>21</td>
<td>ESBN</td>
<td>ESBN receives the Remittance Advice from the Supplier.</td>
<td></td>
</tr>
<tr>
<td>22</td>
<td>Supplier</td>
<td>The Supplier will generate the Electronic Funds Transfer (EFT). If the amount is less than €1,270, payment may be made by cheque.</td>
<td>Via Banks</td>
</tr>
<tr>
<td>23</td>
<td>ESBN</td>
<td>ESBN receive the EFT</td>
<td></td>
</tr>
<tr>
<td>Process Step</td>
<td>Role</td>
<td>Process Step Description</td>
<td>Interface</td>
</tr>
<tr>
<td>--------------</td>
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<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>-----------</td>
</tr>
<tr>
<td>24</td>
<td>ESBN</td>
<td>Upon receipt ESBN will reconcile the EFT, Remittance advice and 507C control message amounts.</td>
<td></td>
</tr>
</tbody>
</table>
| 25           | ESBN       | ESBN determines if payments reconcile:  
|              |            | • If payments reconciled – Next step 26                                                                                                                            | Next step 26 |
|              |            | • If payments not reconciled – Next step 27                                                                                                                      |           |
| 26           | ESBN       | Where reconciled, ESBN will process the payment and distribute to reflect payment for the individual invoice items at the MPRN level.                                                                 |           |
| 27           | ESBN       | Where unreconciled, i.e. where EFT, Remittance advice and 507C Control message amounts do not equate, ESBN will inform the Supplier.                                                                                       | Manual    |
| 28           | Supplier   | The Supply Company will correct and resubmit the EFT, 507 messages, 507C Control message and Remittance Advice as necessary.                                                                                             | Back to step 4 |
| 29           | ESBN       | ESBN will confirm resolution of the Disputes with the supply company. These will be reflected in the next Account Statement.                                                                                              | Manual    |
| 30           | Supplier   | Supplier to confirm the resolution of dispute with ESBN.                                                                                                       | Manual    |
| 31           | ESBN       | Where required, ESBN will reverse and adjust the disputed invoice items to reflect the resolved disputes and this will be reflected in the next Invoice, Credit note and Account Statement. |           |