

## Supplier Requested Cancellation of a Meter Works Service Order

### Introduction

A Supplier generated Service Order can only be cancelled on receipt of a market message from the Supplier that initially requested the work to be carried out.

This Job Aid outlines the Networks business rules, process steps and interactions which apply when processing Supplier requests for cancellation of Meter Works Service Orders.

### ACO Actions

- It is necessary to ensure that the Workflow process (SAP Inbox) is checked both **a.m. and p.m. each day**, in the local Area Office, as Supplier cancellation requests can arrive at any time.
- Note: Where the job is scheduled for today, the Supplier may contact ESB Networks' Supplier Support number 1850 372 072, and the NCCC Team Leader will then ring the Area directly to ensure cancellation market message has been received.
- Service Orders that have not progressed in any way e.g. with a User Status of LOGG or a system status of RELR, are generally cancelled as not chargeable i.e. select "Work Cancelled – No Charge" flag when cancelling the service order and lock the service order.
- Calls with a status of "scheduled" or "re-scheduled" need investigation. NT may be en route to site and in this case the Service Order would attract a charge; otherwise it is not chargeable. ACO must contact the NT to check if the job has been completed / partially completed and:
  - (i) if the work has been completed, the AREAS Call should be finished by the NT rather than cancelled, thereby finishing the Service Order in SAP.
  - (ii) if the NT has called to site but the work has not been completed, the Service Order should be cancelled as chargeable on SAP i.e. select "Work Cancelled - Chargeable" flag when cancelling Service Order, and "Lock". (An element of common sense and logic should be applied in all cases when determining chargeability.)
  - (iii) if a charge applies, an email must be sent by the ACO to the Supplier with details of the charge and the reason it is being applied, using standard template "Notification of Charge in relation to Cancellation Request". E-mail to Supplier should include 3 numbers: (i) MPRN, (ii) Networks' Service Order No. and (iii) Supplier's Purchase Order No.. A list of Suppliers with details of email addresses is available.

Note: These Service Orders will be regularly monitored up by the DUoS team via List Edit Reports and billed to Suppliers.

### Network Technician Actions

- If the call is finished before the cancellation of the Service Order is received, the NT updates the call in AREAS as "Finished" and the charge will be applied automatically.

## Process 6: Supplier Requested Cancellation of a Service Order

