

## **B2B LEAD-TO-CASH (L2C) INTERFACE STANDARD**

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## Foreword

This NICC Document ND1627 has been produced by NICC B2B working group

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## Introduction

The “[NICC B2B Interface Framework document \(ND1507:2007\)](#)” provides the introduction and framework for all NICC B2B standards. It is important to read the Framework in conjunction with this document.

---

# 1 Scope

The scope is automated business transactions between UK Communications Providers (CPs) using Business-to-Business (B2B) interfaces. The L2C standard is designed to be product independent at the same time as allowing flexibility where product L2C processes need to be different.

## *Caveat*

*This release does not support the billing and payment areas of the end-to-end Lead-to-Cash processes as these have not yet been fully defined. Later versions may include this functionality or additional documentation may be developed to support them.*

---

# 2 References

## 2.1 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For non-specific references, the latest edition of the referenced document (including any amendments) applies.

- [1] [ND1507:2007: B2B Interface Framework Document Issue 2](#)
- [2] [ND1626:2007: B2B Trouble-To-Resolve \(T2R\) Interface Standard Issue 1.01](#)
- [3] [ND1510:2007: Lead-To-Cash \(L2C\) White Paper Proposal](#)
- [4] [ND21:2007: B2B User Story Approach](#)
- [5] [ND1622:2007: B2B Interface Requirements Document](#)
- [6] [ND1624: 2007: L2C User Story requirements](#)

## 2.2 Informative references

None

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# 3 Definitions/Abbreviations

## 3.1 Abbreviations

21CN	21st Century Network
B2B	Business to Business (electronic transactions via a gateway)
BOM	Business Operations Map
CP	Communications Provider
ebXML	Electronic Business XML
eTOM	enhanced Telecom Operations Model [TMF]
ITIL	Information Technology Infrastructure Library
ITU	International Telecommunications Union
L2C	Lead to Cash
LLU	Local Loop Unbundling
NGN	Next Generation Networks
NICC	Network Interoperability Consultative Committee
PR	Problem Record
T2R	Trouble to Resolve
TMF	TeleManagement Forum
WBC	Wholesale Broadband Connect
WBCC	Wholesale Broadband Connect Converged
WLR	Wholesale Line Rental
XML	eXtensible Mark-up Language

---

## 4. Purpose

In support of need to standardise interfaces as described in the NICC B2B Interface Framework document (ND1507:2007), the main purpose of this document is to provide a standard for the development of Lead-to-Cash (L2C) processes for B2B.

The second purpose of the document is to enable UK CPs to identify gaps between current B2B L2C processes and this standard. This will in turn enable CPs to agree a roadmap that takes us from the numerous stovepipe gateways supporting a variety of processes we operate today, to a smaller set of gateways using the same technology and the standard processes.

Once agreed the L2C standard can be developed as reusable capabilities and ultimately as schema that can be shared across the industry to create quicker, cheaper and better interfaces. NICC B2B interface specifications can be used to review the roadmap, its implementation and resolve any issues.

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## 5. Method & Deliverables

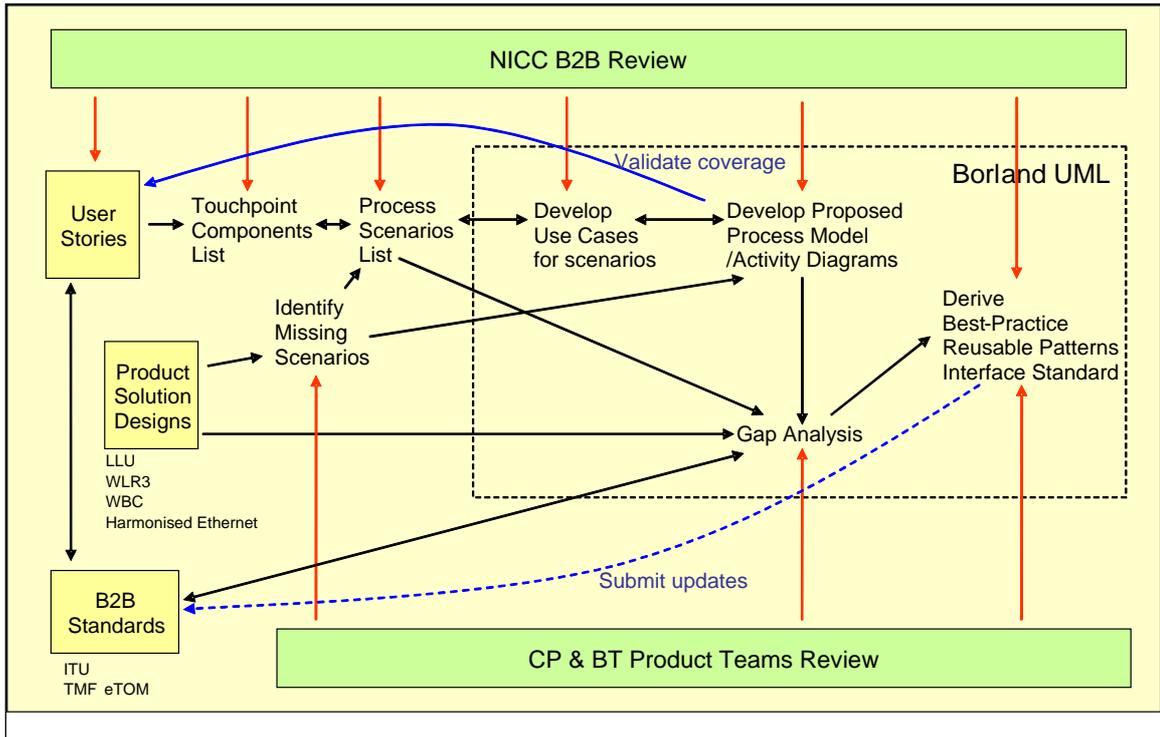
The method used to develop this standard was initially described in [Lead-To-Cash \(L2C\) White Paper Proposal \(ND1510:2007\)](#) and later supplemented by the [NICC B2B User Story Approach \(ND1421:2007\)](#) document and has been revised after completion of the Trouble To Resolve interface specification. The following notes and diagram provides a summary:

1. Create or validate User stories/scenarios (US) for L2C
2. Review User Stories against NICC B2B requirements
3. Develop and review architecture models. (Process and activity style diagrams.)
4. Review existing and proposed relevant process standards work & initiatives, e.g. ITU Trouble ticketing
5. Agree L2C Process Standard & identify any gaps with International standards and existing and planned products <sup>(see note2)</sup>.
6. Implement via product developments and reusable capability development

### Note 1:

This is an iterative process with constant refinement. The key reference documents in addition to this one are the user stories and requirements as these define the extreme ends of the development process.

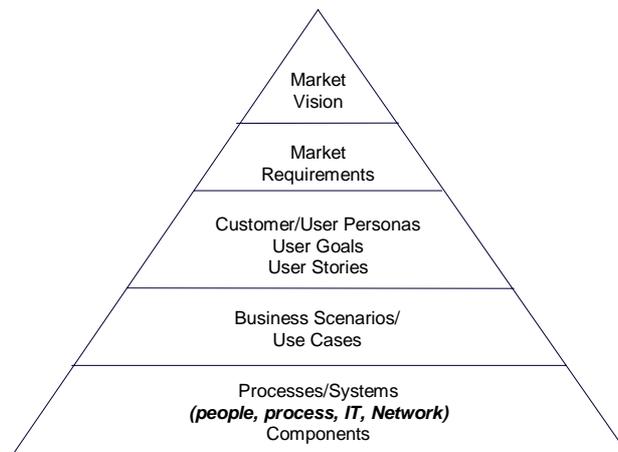
### **Lead 2 Cash development methodology diagram**



Note 2: As part of the Standard development, a gap analysis was undertaken against key BT Wholesale and Openreach products including: Wholesale Line Retail (WLR) 3; Local Loop Unbundling (LLU); Wholesale Broadband Connect (WBC); and Wholesale Harmonised Ethernet. This analysis spanned both the Components and Patterns. For completeness other communication providers would need to do this as well.

## 5.1 Development Hierarchy

The key strength of the method used is that it starts with the market and customer requirements and works its way down the hierarchy shown in the pyramid below.



## 5.2 Key Deliverables:

The key deliverables include:

## 5.2.1 User Stories and Requirements

The [L2C User Stories \(ND1624\)](#) and updated [NICC B2B Interface Requirements Document \(ND1622:2007\)](#) are available from the [NICC B2B](#) web site. These were developed with UK CPs represented at NICC B2B. These have been used to drive the standard development, and will be used as a reference for future changes. Please note a number of additional User Stories were identified during the analysis phase, and will be added to the work stack for future development.

## 5.2.2 Standards gap analysis

A key principle of NICC and NICC B2B is to reuse international standards where appropriate, and equally to ensure NICC B2B agreed standards are included in the relevant international standards where there are gaps. This included reviewing work performed by the ITU, TMF, ATIS(OBF) and RosettaNet, but excludes ebXML as these are technical protocol standards at different a level from this document. See Annex 3 for a summary of the analysis

## 5.2.3 L2C Process Standard

The Standard includes:

- Key terms and Relationships (section 3.1)
- High-level “macro” process description (Section 3.2)
- Touchpoint Components model (Section 3.3 & Annex 1)
- Reusable Business Scenario and process Patterns models (Section 3.4 & Annex 2)

### **Note 3:**

***Touchpoint and Pattern identifiers (TPxxx & BSxxx) are unique across the complete B2B interface. Some listed are re-used from T2R and use the Identifier assigned in the T2R interface specification, all the new ones continue from the T2R identifiers sequence.***

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# 6. L2C Standard

## 6.1 Lead-To-Cash (L2C) definition

The Lead to Cash (L2C) process is defined as starting with a sales dialogue between a buyer and supplier which establishes that a product or service will meet the buyer’s needs. It ends when this need is fulfilled, the service is available to use and the supplier has been paid.

## 6.2 Key Terms & Relationships

### Buyer & Supplier

In the context of L2C, the Buyer is the party who wishes to purchase or modify the service instance provided by a Supplier.

### Macro Process

The end-to-end process for L2C.

Each Buyer/Supplier within the business model will have their own L2C macro process. Where the Buyer’s L2C (Purchasing) process identifies a need to request a product/service or

information about a product/service from the supplier this will initiate a L2C process (sales) within their Suppliers' or Agents' domain.

## Sub-Process

For the purpose of developing this standard, a number of functional areas have been identified within L2C, which also apply to other key processes, namely Trouble to Repair (T2R). The Sub-Processes are not, in themselves, end-to-end processes, but merely functional groupings. To maximise the benefits of standardisation, it is worth defining the capabilities in these Sub-Processes in a generic way, such that multiple macro processes can use them. Examples are: Appointing; KCI; etc. Also some processes may be treated as related sub-process for ease of understanding/implantation or to allow for processes to "suspended", restarted or abandoned early.

## Component

The Components defined in this standard are the "Touchpoints" or Business Transactions between Buyer and Supplier within the L2C macro process. The Components defined in this standard are the "Touch-points" or Business Transactions between Buyer and Supplier within the L2C macro process. The Components are defined in detail within the set of tables in Annex 1. The intention is that all CPs should adopt the interface standard and "reuse" these Components when implementing solutions to support the L2C process.

## Pattern

A Pattern is a description of the process for a particular Business Scenario within L2C. The L2C process can run end-to-end taking the "success" path. There can also be numerous variations in this flow to cater for non-standard or exceptional conditions, e.g.: delays; costs attributable to the Buyer; need to obtain more information; etc. These scenarios tend to occur in many service solutions, so again there is benefit in orchestrating the Components within the process flows in a standardised way. For the purposes of this Standard, a Business Scenario/Use Case and corresponding process flow will be referred to as a "Pattern".

## Dialogue Service

A transactional service which operates in real-time. For example, a Supplier could offer these services to enable appointment reservation, service testing, service availability checking. Typically a Buyer could access these services (via B2B) as part of their internal processes when dealing with their End Users. Often the data obtained from the Dialogue Services could be pre-requisites for entering an order (L2C), or problem report (T2R). They can also be used on an ad hoc basis, during, or outside of L2C/T2R. The expectation with such Dialogue Services is that they operate in real time, with the service response being typically a few seconds (e.g. appointment reserved, test results etc).

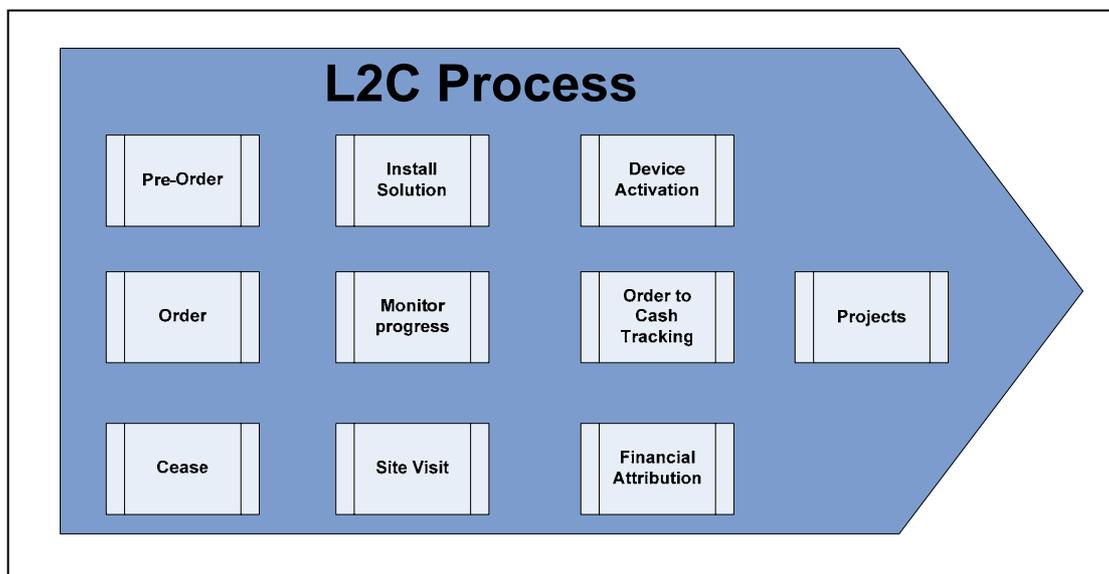
## State Diagram, Use Cases & Activity Diagrams

The Standard development methodology has used a UML toolset to model some of the detailed elements of the Standard. There are three UML views used:

- **State Model**  
Defines the minimum set of States and State Transitions that exist within the life-time of a Problem Report. The Patterns illustrate how the orchestration of Components can invoke State changes.
- **Activity Diagrams**  
The Activity Diagrams define the process flow Patterns and how these orchestrate the Components. The diagrams show a swim-lane view of processes within both Buyer and Supplier domains. The flows are not intended to be prescriptive in the way the internal processes work, but define the orchestration sequences which should be adopted.

## 6.3 Macro Process

This section describes the high level macro process for the standard. The parts of the “high level process model” in [NICC B2B Interface Framework document \(ND1507:2007\)](#), impacted by L2C are shown in the following diagram.



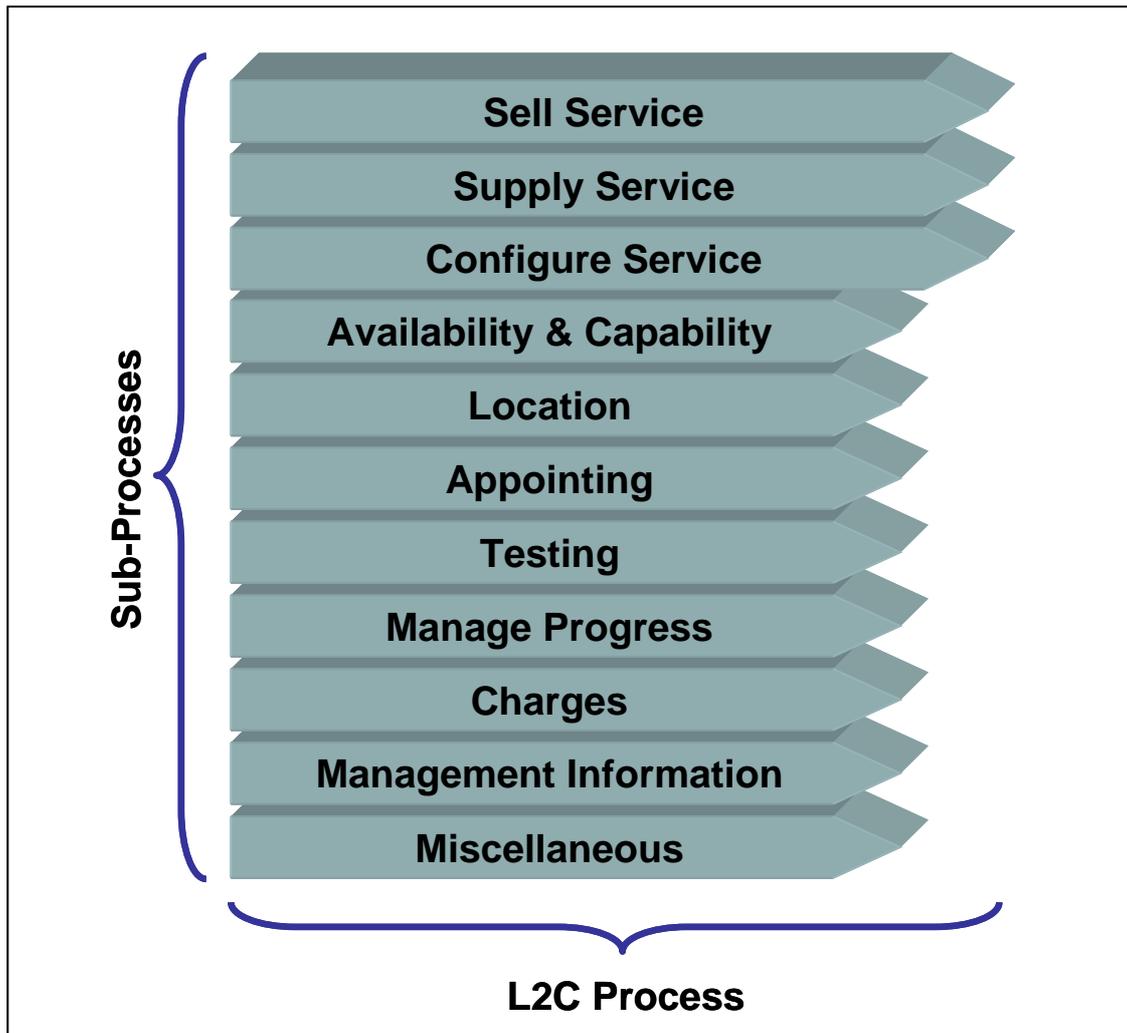
For the purposes of developing the B2B standards, the process has been re-expressed in the following diagram. The parts identified above are covered by this view.

- **State Model**

Defines the main States that an Order can transition through. The Patterns illustrate how the orchestration of Components can invoke State changes.

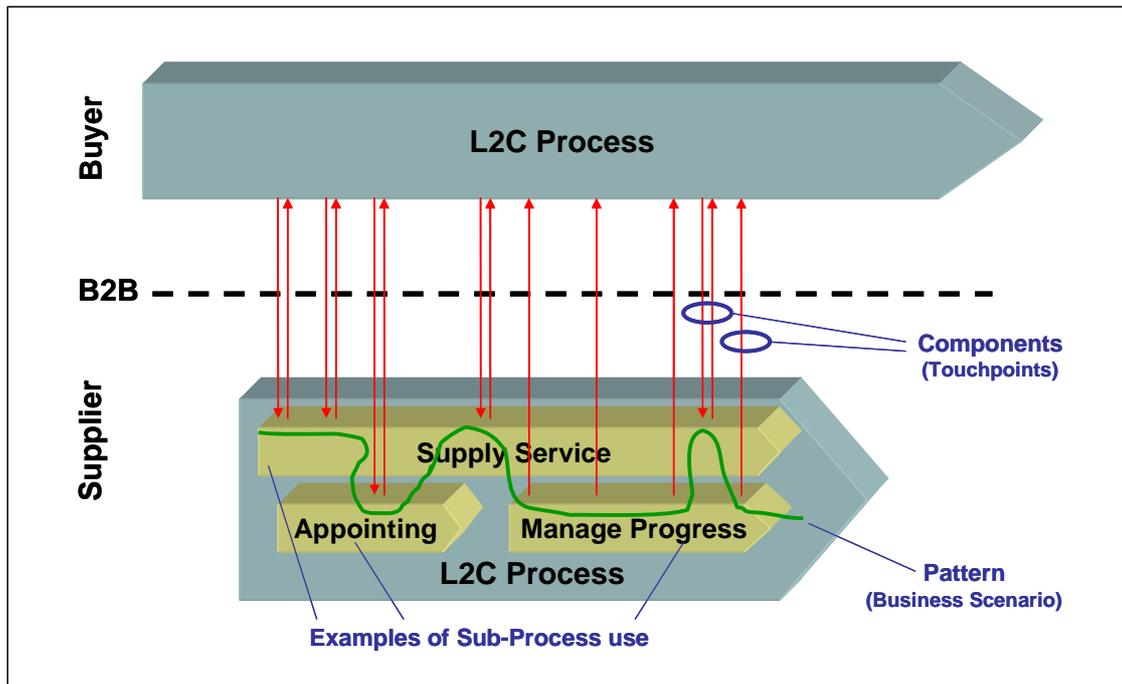
- **Activity Diagrams**

The Activity Diagrams define the process flow Patterns and how these orchestrate the Components. The diagrams show a swim-lane view of processes within both Buyer and Supplier domains. The flows are not intended to be prescriptive in the way the internal processes work, but define the orchestration sequences which should be adopted.



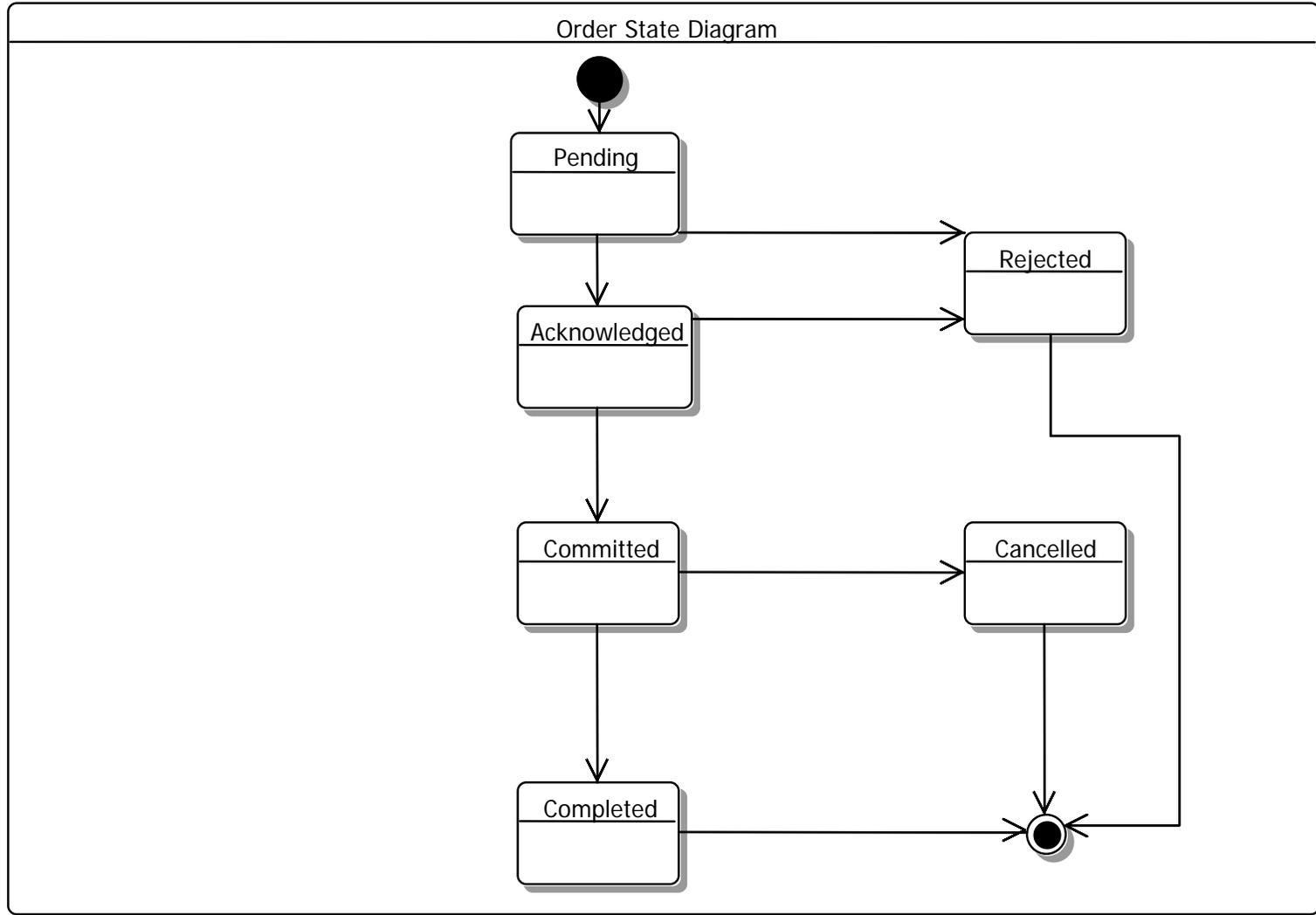
This approach enables a number of “sub-processes” to be identified. The intention is that these can potentially be generic sub-processes, reusable across both L2C and T2R.

The following diagram illustrates how the L2C process orchestrates a Pattern of Components at the B2B interface.



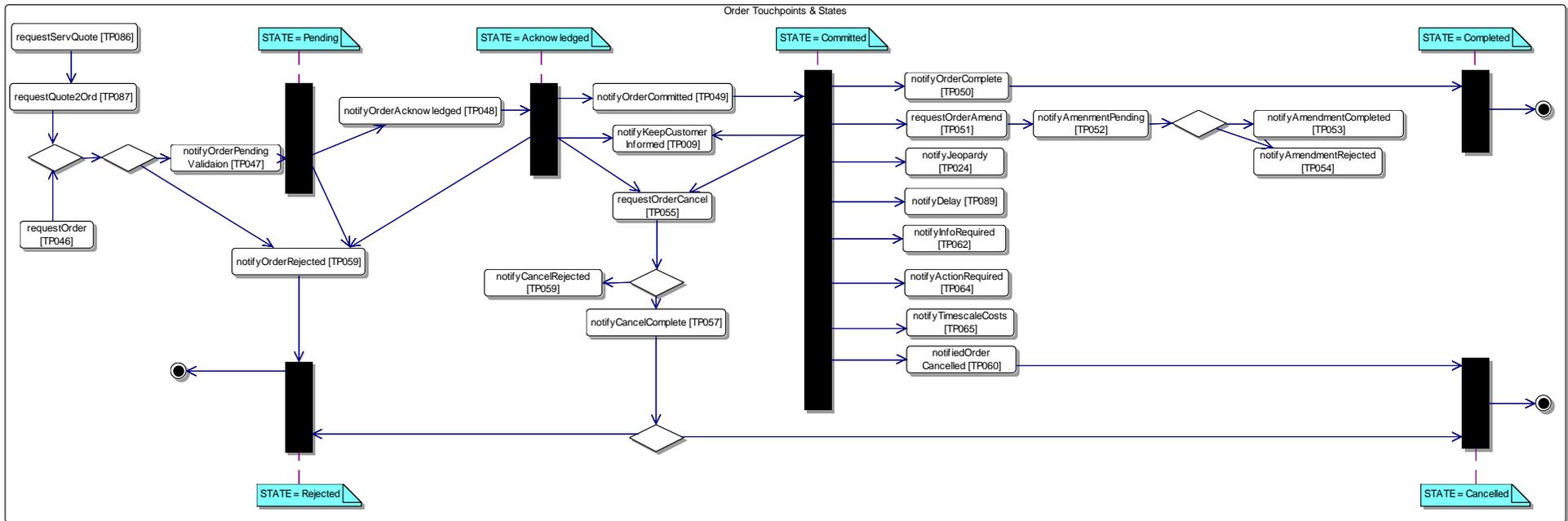
## 6.4 Components & States

The Order state diagram is show below. This forms part of this standard.



An initial set of "Touchpoints", have been defined in support of the L2C Process, these reuse / modify and build upon the T2R components previously defined as part of the T2R Interface Standard. A template for each component with further details is available in Annex 1. The diagram below shows which Components drive the Problem Report state transitions, and which can be used (invoked/consumed) from within each specific state (without causing a state change).

Touchpoints / State transition diagram



The following table shows further Touchpoints which are stateless. They may be invoked at any time, and may not have a relationship with a specific process, they may even be invoked repeatedly.

#### Stateless Touchpoints

Touchpoint ID	Touchpoint Name	Dialogue Service
TP001	requestAppointmentAvailability	Y
TP002	requestAppointmentReservation	Y
TP003	queryAppointment	Y
TP004	requestCancelAppointment	Y
TP006	requestTest	Y
TP042	notifyPerformanceData	
TP043	requestPerformanceData	Y
TP063	requestMoreTime	
TP066	requestForecastOrderVolume	
TP067	notifyForecastAcceptReject	
TP068	requestCancel3PartyCease	
TP072	queryAddressDetails	Y
TP073	queryAddressMatch	Y
TP074	requestTempAddress	Y
TP075	queryLineAvailability	Y
TP076	queryNetworkAvailability	Y
TP077	requestNetworkReservation	Y
TP078	queryNetworkCapability	Y
TP079	queryNumberAvailability	Y
TP080	requestNumberReservation	Y
TP081	queryNumberImport	Y
TP082	queryNumberExport	Y
TP083	queryInstallationDetails	Y
TP084	queryFeatures	Y
TP085	requestConfigService	
TP088	queryOrderStatus	

## 6.5 Business Scenarios & Patterns

A set of Business Scenarios have been defined to capture a set of typical scenarios within the L2C process, covering both expected or “success path”, and exceptional conditions. In Annex 2, these Business Scenarios are expanded in a set of tables which define the process “Patterns”, Components (Touchpoints) used, and information used by each Component. Thirty patterns have been identified.

The Pattern defines the orchestration pattern for the Components, which forms part of this standard.

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## 7. Glossary

One of the key issues identified is language and use of terms. See abbreviations section for this..

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## 8. Next Steps, Issues and Requirements

This document is the culmination of an enormous amount of work by CPs represented at the NICC B2B working group. It is therefore inevitable that there will be outstanding issues and requirements. A separate document will be maintained to list these, the next steps and any issues, proposals and requirements that

arise from implementation. NICC B2B regularly review the standard against the issues and requirements list, and will agree which need to be resolved before publication and which can be added to the work stack for future resolution.

## Annex 1 (normative): Components /Touchpoints

This Annex includes the Component definition tables. The “data” sections are a high-level view of key data items, but do not define full data sets or formats.

Some of the Touchpoints are re-used from the T2R interface specification these are in the range TP001-TP045, they may have minor changes to accommodate the primary reference being an Order reference(ID) and not a Problem Report reference(ID).

### Index of Components

Touchpoint Component ID	Touchpoint Component
TP001	requestAppointmentAvailability
TP002	requestAppointmentReservation
TP003	queryAppointment
TP004	requestCancelAppointment
TP006	requestTest
TP009	notifyKeepCustomerInformed
TP016	notifyAppointmentCharge
TP017	requestChargeConfirm
TP018	requestChargeReject
TP024	notifyJeopardy
TP027	requestAppointmentCancellation
TP028	requestAppointmentCancellationConfirm
TP029	requestAppointmentCancellationReject
TP042	notifyPerformanceData
TP043	requestPerformanceData
TP044	requestAgencyTasks
TP046	requestOrder
TP047	notifyOrderPendingValidation
TP048	notifyOrderAcknowledged
TP049	notifyOrderCommitted
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TP051	requestOrderAmend
TP052	notifyAmendmentPending
TP053	notifyAmendmentCompleted
TP054	notifyAmendmentRejected
TP055	requestOrderCancel
TP056	notifyCancelPending
TP057	notifyCancelComplete
TP058	notifyCancelRejected
TP059	notifyOrderRejected
TP060	notifyOrderCancelled
TP061	notifyServiceDemo
TP062	notifyInfoRequired
TP063	requestMoreTime
TP064	notifyActionRequired
TP065	notifyTimescaleCosts
TP066	requestForecastOrderVolume
TP067	notifyForecastAcceptReject
TP068	requestCancel3PartyCease
TP069	requestMAC
TP070	queryMACStatus
TP071	queryAddressSearch

TP072	queryAddressDetails
TP073	queryAddressMatch
TP074	requestTempAddress
TP075	queryLineAvailability
TP076	queryNetworkAvailability
TP077	requestNetworkReservation
TP078	queryNetworkCapability
TP079	queryNumberAvailability
TP080	requestNumberReservation
TP081	queryNumberImport
TP082	queryNumberExport
TP083	queryInstallationDetails
TP084	queryFeatures
TP085	requestConfigService
TP086	requestServiceQuote
TP087	requestQuote2Order
TP088	queryOrderStatus
TP089	notifyDelay

## TP001: requestAppointmentAvailability

<b>Component Ref</b>	TP001								
<b>Component Name</b>	requestAppointmentAvailability								
<b>Description</b>	A request from the Buyer to check the availability of engineering appointments in the Supplier domain								
<b>User Story</b>	L2C29								
<b>Business Transaction Type</b>	Query/Response								
<b>Direction</b>	Buyer-Supplier			<b>Sub-Process</b>			Appointing		
<b>Non-functional Criteria</b>									
<b>Right First Time</b>					<b>Cycle Time</b>				
<p>Appointment availability details received the first time</p> <p>Resources with correct skills/equipment are available to perform resolution within SLA (e.g. access to correct appointment book for product/technology)</p> <p>CP has appointment slot choice within SLA timescale</p> <p>Appointment slot duration is appropriate for necessary work</p> <p>CP is advised of appointment slot duration when selecting slot</p> <p>%times manual exceptions occur in obtaining the Appointment details</p>					<p>Transaction response time &lt;x seconds (expectation is transaction is real-time)</p>				
							<b>Document Security</b>		
<b>Response Required</b>	<b>Time To Perform</b>	<b>Legal Intent</b>	<b>Guaranteed Message Delivery Required</b>	<b>Non-repudiation Receipt</b>	<b>Non-repudiation of Origin &amp; Content</b>	<b>Authorisation Required</b>	<b>Confidential</b>	<b>Tamper Detectable</b>	<b>Authenticated</b>
Yes		No	No	No	No	No	Transient	Transient	Transient
<b>Query</b>									
<b>Technical Standards</b>			<p><b>Conditional:</b></p> <p>Appointment slot can be conditional on SLA (i.e. within SLA or outside SLA if required by Buyer)</p> <p>Site security requires cleared personnel</p> <p><b>Optional:</b></p> <p>None</p>						
<b>Data Standards</b>			<p><b>Required:</b></p> <p>Customer; Account; Location; Work Type; Product/Service</p> <p><b>Conditional:</b></p> <p>Required Date/Time earlier than SLA; Required Date/Time later than SLA; Personnel Qualification/Authentication</p> <p><b>Optional:</b></p> <p>Date/Time Required</p>						
<b>Response</b>									
<b>Technical Standards</b>			<p><b>Conditional:</b></p> <p>Requested date/time</p> <p>Requested personnel qualification/authentication</p> <p><b>Optional:</b></p> <p>None</p>						
<b>Data Standards</b>			<p><b>Required:</b></p> <p>Customer; Account; Location; Work Type; Product/Service</p>						

	<p><b>Conditional:</b> Can/Cannot Meet Requested Date/Time; Specific Personnel Qualified/Authenticated</p> <p><b>Optional:</b> None</p>
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## TP002: requestAppointmentReservation

<b>Component Ref</b>	TP002								
<b>Component Name</b>	requestAppointmentReservation								
<b>Description</b>	A request from the Buyer to confirm an engineering appointment reservation								
<b>User Story</b>	L2C30								
<b>Business Transaction Type</b>	Commercial Transaction								
<b>Direction</b>	Buyer-Supplier			<b>Sub-Process</b>			Appointing		
<b>Non-functional Criteria</b>									
<b>Right First Time</b>					<b>Cycle Time</b>				
<p>The resources booked first time</p> <p>Resources with correct skills/equipment are booked (e.g. access to correct appointment book for product/technology)</p> <p>Appointment slot booked is within SLA timescale (default)</p> <p>CP can request a date/time beyond SLA if required by their EU</p> <p>Appointment slot duration is appropriate for necessary work</p> <p>%times Manual fallback needed to book Appointment</p>					<p>Response time &lt;x secs for reservation transaction (expectation is transaction is real-time)</p> <p>The reservation period is temporary and operates on a time-out if not Booked. Expiry time for temporary reservation is sufficient to meet CP process needs (i.e. time delay to raise a PR and confirm appt)</p>				
							<b>Document Security</b>		
Response Required	Time To Perform	Legal Intent	Guaranteed Message Delivery Required	Non-repudiation Receipt	Non-repudiation of Origin & Content	Authorisation Required	Confidential	Tamper Detectable	Authenticated
Yes		No	Yes	Yes	Yes	No	Transient	Transient	Transient
<b>Request</b>									
<b>Technical Standards</b>			<p><b>Conditional:</b></p> <p>Appointment slot can be conditional on SLA (i.e. within SLA or outside SLA if required by Buyer)</p> <p>Site security requires cleared personnel</p> <p><b>Optional:</b></p> <p>None</p>						
<b>Data Standards</b>			<p><b>Required:</b></p> <p>Customer; Account; Location; Work Type; Product/Service</p> <p><b>Conditional:</b></p> <p>Required Date/Time earlier than SLA; Required Date/Time later than SLA; Personnel Qualification/Authentication</p> <p><b>Optional:</b></p> <p>Date/Time Required</p>						
<b>Response</b>									
<b>Technical Standards</b>			<p><b>Conditional:</b></p> <p>Requested date/time</p> <p>Requested personnel qualification/authentication</p> <p><b>Optional:</b></p> <p>None</p>						
<b>Data Standards</b>			<p><b>Required:</b></p> <p>Customer; Account; Location; Work Type; Service Identifier; Appointment Slot Identifier; Appointment Slot Date/Time</p>						

	<p><b>Conditional:</b> Can/Cannot Meet Requested Date/Time Specific Personnel Qualified/Authenticated</p> <p><b>Optional:</b> None</p>
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## TP003: queryAppointment

<b>Component Ref</b>	TP003								
<b>Component Name</b>	queryAppointment								
<b>Description</b>	A request from the Buyer to provide the details of a specified engineering appointment								
<b>User Story</b>	L2C32								
<b>Business Transaction Type</b>	Request/Confirm								
<b>Direction</b>	Buyer-Supplier			<b>Sub-Process</b>			Appointing		
<b>Non-functional Criteria</b>									
Right First Time					Cycle Time				
Correct Appointment details received the first time %times manual exceptions occur in obtaining the Appointment details					Transaction response time <x seconds (expectation is transaction is real-time)				
							Document Security		
Response Required	Time To Perform	Legal Intent	Guaranteed Message Delivery Required	Non-repudiation Receipt	Non-repudiation of Origin & Content	Authorisation Required	Confidential	Tamper Detectable	Authenticated
Yes		No	No	No	No	No	Transient	Transient	Transient
<b>Request</b>									
Technical Standards			<b>Conditional:</b> None <b>Optional:</b> None						
Data Standards			<b>Required:</b> Customer; Account; Order identifier <b>Conditional:</b> None <b>Optional:</b> Appointment Slot Identifier						
<b>Confirm</b>									
Technical Standards			<b>Conditional:</b> None <b>Optional:</b> None						
Data Standards			<b>Required:</b> Customer; Account; Order Identifier; Location; Work Type; Service Identifier; Appointment Slot Identifier, Appointment Slot Date/Time <b>Conditional:</b> None <b>Optional:</b> None						

## TP004: requestCancelAppointment

<b>Component Ref</b>	TP004								
<b>Component Name</b>	requestCancelAppointment								
<b>Description</b>	A request from the Buyer to cancel an existing engineering appointment								
<b>User Story</b>	L2C33								
<b>Business Transaction Type</b>	Commercial Transaction								
<b>Direction</b>	Buyer-Supplier			<b>Sub-Process</b>			Appointing		
<b>Non-functional Criteria</b>									
<b>Right First Time</b>					<b>Cycle Time</b>				
<p>Resources reservation cancelled first time</p> <p>Cancellation can occur at any time up to 'point of no return' (PONR) within the process</p> <p>Cancellations requested after the PONR are rejected with reason text/code</p> <p>There is a manual process available beyond the PONR (although the Supplier may levy charges)</p> <p>%times Manual fallback needed</p>					<p>Cancellation acknowledgement within &lt;x seconds (expectation is transaction is real-time)</p>				
							Document Security		
Response Required	Time To Perform	Legal Intent	Guaranteed Message Delivery Required	Non-repudiation Receipt	Non-repudiation of Origin & Content	Authorisation Required	Confidential	Tamper Detectable	Authenticated
Yes		No	Yes	Yes	Yes	No	Transient	Transient	Transient
<b>Request</b>									
Technical Standards			<p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						
Data Standards			<p><b>Required:</b></p> <p>Customer; Account; Order identifier</p> <p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>Appointment Slot Identifier</p>						
<b>Confirm</b>									
Technical Standards			<p><b>Conditional:</b></p> <p>Reappoint can fail if beyond PONR</p> <p>Order may still require and appointment</p> <p><b>Optional:</b></p> <p>None</p>						
Data Standards			<p><b>Required:</b></p> <p>Customer; Account; Order Identifier; Location; Work Type; Service Identifier; Appointment Slot Identifier; Appointment Slot Date/Time</p> <p><b>Conditional:</b></p> <p>Failure if beyond Point of No Return</p> <p>Reappoint Required</p> <p><b>Optional:</b></p> <p>None</p>						

## TP006: requestTest

<b>Component Ref</b>	TP006								
<b>Component Name</b>	requestTest								
<b>Description</b>	A request from the Buyer to test a specified service instance								
<b>User Story</b>	L2C52								
<b>Business Transaction Type</b>	Request/Response								
<b>Direction</b>	Buyer-Supplier			<b>Sub-Process</b>			Testing		
<b>Non-functional Criteria</b>									
Right First Time					Cycle Time				
CP updated with test results first time %times manual exceptions occur					Response time <x seconds (expectation is transaction is real-time)				
							Document Security		
Response Required	Time To Perform	Legal Intent	Guaranteed Message Delivery Required	Non-repudiation Receipt	Non-repudiation of Origin & Content	Authorisation Required	Confidential	Tamper Detectable	Authenticated
Yes		No	No	No	No	No	Transient	Transient	Transient
<b>Request</b>									
Technical Standards			<p><b>Conditional:</b> Type of Test(s) depends on Service Type</p> <p><b>Optional:</b> Different variants of Test (e.g. basic, full parametric, intrusive, non-intrusive etc) depending on Service Type</p> <p>A number of Test Variants to be performed in a prioritised order</p>						
Data Standards			<p><b>Required:</b> Customer; Account; Service Identifier</p> <p><b>Conditional:</b> Test Type</p> <p><b>Optional:</b> Test Variant Tests Priority</p>						
<b>Response</b>									
Technical Standards			<p><b>Conditional:</b> Test Type</p> <p><b>Optional:</b> Test Variant</p>						
Data Standards			<p><b>Required:</b> Customer; Account; Service Identifier; Test Result(s)</p> <p><b>Conditional:</b> Test Type Test Failure Code/Description</p> <p><b>Optional:</b> Result(s) for Test Variant Priority of Test Variant</p>						

## TP009: notifyKeepCustomerInformed

<b>Component Ref</b>	TP009								
<b>Component Name</b>	notifyKeepCustomerInformed								
<b>Description</b>	<p>A notification from the Supplier of change of state (see State Diagram), progress milestone, attribute, action required, or information on an Order.</p> <p>Attribute can be e.g. appointment date/time.</p> <p>Action can be e.g. reappoint required.</p> <p>Information can be e.g. textual notes.</p>								
<b>User Story</b>	L2C26								
<b>Business Transaction Type</b>	Notification								
<b>Direction</b>	Supplier-Buyer			<b>Sub-Process</b>	Manage Progress				
<b>Non-functional Criteria</b>									
<b>Right First Time</b>					<b>Cycle Time</b>				
<p>Buyer receives KCI first time</p> <p>Includes advice that service has been demonstrated to End User if applicable</p> <p>%times manual exceptions occur</p> <p>%times the KCI milestones or SLA timescales breached</p>					<p>KCI updates based on process milestones/task completions to be agreed by Buyer and Supplier</p> <p>KCI message sent to Buyer &gt;x seconds of process milestone being met, or could be sent as bulk update if agreed with Buyer</p> <p>This can stop the SLA clock if appropriate (this will be conveyed in the message)</p>				
							<b>Document Security</b>		
Response Required	Time To Perform	Legal Intent	Guaranteed Message Delivery Required	Non-repudiation Receipt	Non-repudiation of Origin & Content	Authorisation Required	Confidential	Tamper Detectable	Authenticated
No		No	Yes	Yes	Yes	No	Transient	Transient	Transient
<b>Notification</b>									
<b>Technical Standards</b>			<p><b>Conditional:</b></p> <p>KCI will convey Order change of state, progress, attribute, action request, information</p> <p><b>Optional:</b></p> <p>None</p>						
<b>Data Standards</b>			<p><b>Required:</b></p> <p>Customer; Account; Service Identifier, Problem Report Identifier</p> <p><b>Conditional:</b></p> <p>Order State; Milestone (name); Appointment Slot Identifier; Appointment Slot Date/Time; Action Identifier; Information Notes (free format)</p> <p><b>Optional:</b></p> <p>None</p>						

## TP016: notifyAppointmentCharge

<b>Component Ref</b>	TP016								
<b>Component Name</b>	notifyAppointmentCharge								
<b>Description</b>	A notification from the Supplier that new or additional Time Related Charges related to the engineering appointment will be levied, and requesting authorisation from the Buyer								
<b>User Story</b>	L2C55 (Known as Notify Excess Appointment Charge)								
<b>Business Transaction Type</b>	Notification Commercial								
<b>Direction</b>	Supplier-Buyer			<b>Sub-Process</b>			Charges		
<b>Non-functional Criteria</b>									
<b>Right First Time</b>					<b>Cycle Time</b>				
<p>The Notification to the CP is received first time</p> <p>The Notification identifies the reason (i.e. appt abandoned)</p> <p>The Notification details the new charges (e.g. charge band)</p> <p>%times Manual fallback needed to send Notification</p>					<p>A time-out will apply to the wait period whereby the PR must be reappointed or cancelled by the CP (by product, to be agreed by CP and Supplier)</p> <p>This can stop the SLA clock if appropriate (this will be conveyed in the message)</p>				
							<b>Document Security</b>		
<b>Response Required</b>	<b>Time To Perform</b>	<b>Legal Intent</b>	<b>Guaranteed Message Delivery Required</b>	<b>Non-repudiation Receipt</b>	<b>Non-repudiation of Origin &amp; Content</b>	<b>Authorisation Required</b>	<b>Confidential</b>	<b>Tamper Detectable</b>	<b>Authenticated</b>
No		No	Yes	Yes	Yes	No	Transient	Transient	Transient
<b>Notification</b>									
<b>Technical Standards</b>			<p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						
<b>Data Standards</b>			<p><b>Required:</b></p> <p>Customer; Account; Service Identifier; Order Identifier; Charge Amount/Charge Band; Reason</p> <p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>Notes</p>						

## TP017: requestChargeConfirm

<b>Component Ref</b>		TP017							
<b>Component Name</b>		requestChargeConfirm							
<b>Description</b>		A request from the Buyer notifying that the new or additional charge is accepted							
<b>User Story</b>		L2C26d (Know as Request Accept Timescales & Cost)							
<b>Business Transaction Type</b>		Commercial Transaction							
<b>Direction</b>		Buyer-Supplier			<b>Sub-Process</b>		Charges		
<b>Non-functional Criteria</b>									
<b>Right First Time</b>					<b>Cycle Time</b>				
Charge Confirm received the first time %times manual exceptions occur in obtaining the Charge Confirm					Transaction response time <x seconds This can start the SLA clock if appropriate (this will be conveyed in the message)				
							<b>Document Security</b>		
<b>Response Required</b>	<b>Time To Perform</b>	<b>Legal Intent</b>	<b>Guaranteed Message Delivery Required</b>	<b>Non-repudiation Receipt</b>	<b>Non-repudiation of Origin &amp; Content</b>	<b>Authorisation Required</b>	<b>Confidential</b>	<b>Tamper Detectable</b>	<b>Authenticated</b>
Yes		No	Yes	Yes	Yes	No	Transient	Transient	Transient
<b>Request</b>									
<b>Technical Standards</b>		<b>Conditional:</b> None <b>Optional:</b> None							
<b>Data Standards</b>		<b>Required:</b> Customer; Account; Service Identifier; Order Identifier; Charge Confirm <b>Conditional:</b> None <b>Optional:</b> None							
<b>Response</b>									
<b>Technical Standards</b>		<b>Conditional:</b> None <b>Optional:</b> None							
<b>Data Standards</b>		<b>Required:</b> Customer; Account; Service Identifier; Order Identifier; Charge Confirm Acknowledge <b>Conditional:</b> None <b>Optional:</b> None							

## TP018: requestChargeReject

<b>Component Ref</b>		TP018							
<b>Component Name</b>		requestChargeReject							
<b>Description</b>		A request from the Buyer notifying that the new or additional charge is rejected							
<b>User Story</b>		L2C26d (Know as Request Accept Timescales & Cost)							
<b>Business Transaction Type</b>		Commercial Transaction							
<b>Direction</b>		Buyer-Supplier			<b>Sub-Process</b>		Charges		
<b>Non-functional Criteria</b>									
Right First Time					Cycle Time				
Charge Reject received the first time					Transaction response time <x seconds				
%times manual exceptions occur in obtaining the Charge Reject					This can start the SLA clock if appropriate (this will be conveyed in the message)				
							Document Security		
Response Required	Time To Perform	Legal Intent	Guaranteed Message Delivery Required	Non-repudiation Receipt	Non-repudiation of Origin & Content	Authorisation Required	Confidential	Tamper Detectable	Authenticated
Yes		No	Yes	Yes	Yes	No	Transient	Transient	Transient
<b>Request</b>									
Technical Standards			<b>Conditional:</b> None <b>Optional:</b> None						
Data Standards			<b>Required:</b> Customer; Account; Service Identifier; Order Identifier; Charge Reject <b>Conditional:</b> None <b>Optional:</b> Notes						
<b>Response</b>									
Technical Standards			<b>Conditional:</b> None <b>Optional:</b> None						
Data Standards			<b>Required:</b> Customer; Account; Service Identifier; Order Identifier; Charge Reject Acknowledge <b>Conditional:</b> None <b>Optional:</b> Notes						

## TP024: notifyJeopardy

<b>Component Ref</b>		TP024							
<b>Component Name</b>		notifyJeopardy							
<b>Description</b>		A notification from the Supplier that the SLA will not be met due to a reason(s)							
<b>User Story</b>		L2C28							
<b>Business Transaction Type</b>		Notification							
<b>Direction</b>		Supplier-Buyer			<b>Sub-Process</b>		Manage Progress		
<b>Non-functional Criteria</b>									
<b>Right First Time</b>					<b>Cycle Time</b>				
Buyer receives jeopardy notification first time Notification details reason and impact description (could be a reason code if agreed with buyers) Notification could include requested action by Buyer %times exceptions occur					Jeopardy message sent to Buyer <x minutes of jeopardy condition occurring - % Automation – 100% - % System Availability to be determined by specific implementations				
							<b>Document Security</b>		
<b>Response Required</b>	<b>Time To Perform</b>	<b>Legal Intent</b>	<b>Guaranteed Message Delivery Required</b>	<b>Non-repudiation Receipt</b>	<b>Non-repudiation of Origin &amp; Content</b>	<b>Authorisation Required</b>	<b>Confidential</b>	<b>Tamper Detectable</b>	<b>Authenticated</b>
No		No	Yes	Yes	Yes	No	Transient	Transient	Transient
<b>Notification</b>									
<b>Technical Standards</b>		<b>Conditional:</b> Estimated resolution date/time  <b>Optional:</b> Notes can be added							
<b>Data Standards</b>		<b>Required:</b> Customer; Account; Service Identifier; Problem Report Identifier; Jeopardy Reason  <b>Conditional:</b> Estimate Resolution Date/Time  <b>Optional:</b> Notes (free format)							

## TP027: requestAppointmentCancellation

<b>Component Ref</b>	TP027								
<b>Component Name</b>	requestAppointmentCancellation								
<b>Description</b>	A request from the Supplier to cancel an existing engineering appointment for the order								
<b>User Story</b>	L2C34								
<b>Business Transaction Type</b>	Commercial Transaction Notification								
<b>Direction</b>	Supplier-Buyer			<b>Sub-Process</b>			Appointing		
<b>Non-functional Criteria</b>									
Right First Time					Cycle Time				
Appt Cancellation received first time %times Manual fallback needed Cancellation request can occur at any time up to 'point of no return' (PONR) within the process There is a manual process available beyond the PONR					Transaction response time <x seconds This can stop the SLA clock if appropriate (this will be conveyed in the message)				
							Document Security		
Response Required	Time To Perform	Legal Intent	Guaranteed Message Delivery Required	Non-repudiation Receipt	Non-repudiation of Origin & Content	Authorisation Required	Confidential	Tamper Detectable	Authenticated
Yes		No	Yes	Yes	Yes	No	Transient	Transient	Transient
<b>Request</b>									
Technical Standards			<b>Conditional:</b> None  <b>Optional:</b> Notes can be added						
Data Standards			<b>Required:</b> Customer; Account; Service Identifier; Order Identifier; Appointment Cancellation Reason  <b>Conditional:</b> Escalation Reason  <b>Optional:</b> Notes (free format)						
<b>Response</b>									
Technical Standards			<b>Conditional:</b> None  <b>Optional:</b> Notes can be added						
Data Standards			<b>Required:</b> Customer; Account; Service Identifier; Order Identifier; Appointment Cancellation Confirm  <b>Conditional:</b> None  <b>Optional:</b> Notes (free format)						

## TP028: requestAppointmentCancellationConfirm

<b>Component Ref</b>		TP028							
<b>Component Name</b>		requestAppointmentCancellationConfirm							
<b>Description</b>		A request from the Buyer notifying that the appointment cancellation is accepted							
<b>User Story</b>		L2C34							
<b>Business Transaction Type</b>		Commercial Transaction							
<b>Direction</b>		Buyer-Supplier			<b>Sub-Process</b>		Appointing		
<b>Non-functional Criteria</b>									
<b>Right First Time</b>					<b>Cycle Time</b>				
Appt Cancellation Confirm received the first time %times manual fallback needed in sending the notification					Transaction response time <x seconds This can start the SLA clock if appropriate (this will be conveyed in the message)				
							Document Security		
Response Required	Time To Perform	Legal Intent	Guaranteed Message Delivery Required	Non-repudiation Receipt	Non-repudiation of Origin & Content	Authorisation Required	Confidential	Tamper Detectable	Authenticated
Yes		No	Yes	Yes	Yes	No	Transient	Transient	Transient
<b>Request</b>									
Technical Standards			<b>Conditional:</b> None  <b>Optional:</b> None						
Data Standards			<b>Required:</b> Customer; Account; Service Identifier; Order Identifier  <b>Conditional:</b> None  <b>Optional:</b> None						
<b>Response</b>									
Technical Standards			<b>Conditional:</b> None  <b>Optional:</b> None						
Data Standards			<b>Required:</b> Customer; Account; Service Identifier; Order Identifier; Appointment Cancellation Confirm  <b>Conditional:</b> None  <b>Optional:</b> None						

## TP029: requestAppointmentCancellationReject

<b>Component Ref</b>		TP029							
<b>Component Name</b>		requestAppointmentCancellationReject							
<b>Description</b>		A request from the Buyer notifying that the appointment cancellation is rejected							
<b>User Story</b>		L2C34							
<b>Business Transaction Type</b>		Commercial Transaction							
<b>Direction</b>		Buyer-Supplier			<b>Sub-Process</b>		Appointing		
<b>Non-functional Criteria</b>									
<b>Right First Time</b>					<b>Cycle Time</b>				
Appt Cancellation Reject received the first time %times manual fallback needed in sending the notification					Transaction response time <x seconds This can start the SLA clock if appropriate (this will be conveyed in the message)				
							Document Security		
Response Required	Time To Perform	Legal Intent	Guaranteed Message Delivery Required	Non-repudiation Receipt	Non-repudiation of Origin & Content	Authorisation Required	Confidential	Tamper Detectable	Authenticated
Yes		No	Yes	Yes	Yes	No	Transient	Transient	Transient
<b>Request</b>									
Technical Standards			<b>Conditional:</b> None  <b>Optional:</b> Notes can be added						
Data Standards			<b>Required:</b> Customer; Account; Service Identifier; Order Identifier; Appointment Cancellation Reject  <b>Conditional:</b> None  <b>Optional:</b> Notes (free format)						
<b>Response</b>									
Technical Standards			<b>Conditional:</b> None  <b>Optional:</b> None						
Data Standards			<b>Required:</b> Customer; Account; Service Identifier; Order Identifier  <b>Conditional:</b> None  <b>Optional:</b> None						

## TP042: notifyPerformanceData

<b>Component Ref</b>		TP042								
<b>Component Name</b>		notifyPerformanceData								
<b>Description</b>		A notification from the Supplier including a periodic service performance report								
<b>User Story</b>		L2C53								
<b>Business Transaction Type</b>		Information Distribution								
<b>Direction</b>		Supplier-Buyer			<b>Sub-Process</b>		Management Information			
<b>Non-functional Criteria</b>										
<b>Right First Time</b>						<b>Cycle Time</b>				
The performance data provided correctly the first time %times exceptions occur %times manual fallback required						The regularity of reports sent to the CP to be agreed between CP and Supplier				
							<b>Document Security</b>			
<b>Response Required</b>	<b>Time To Perform</b>	<b>Legal Intent</b>	<b>Guaranteed Message Delivery Required</b>	<b>Non-repudiation Receipt</b>	<b>Non-repudiation of Origin &amp; Content</b>	<b>Authorisation Required</b>	<b>Confidential</b>	<b>Tamper Detectable</b>	<b>Authenticated</b>	
No		No	No	No	No	No	Transient	Transient	Transient	
<b>Notification</b>										
<b>Technical Standards</b>		<p><b>Conditional:</b> Different types of service Performance Report can be produced – the Supplier should agree these with their Buyers</p> <p><b>Optional:</b> Notes can be added</p>								
<b>Data Standards</b>		<p><b>Required:</b> Customer; Supplier; Report Start/End Date/Time</p> <p><b>Conditional:</b> Report Type; Performance Data</p> <p><b>Optional:</b> Notes (free format)</p>								

## TP043: requestPerformanceData

<b>Component Ref</b>		TP043							
<b>Component Name</b>		requestPerformanceData							
<b>Description</b>		A request from the Buyer to provide a service performance report							
<b>User Story</b>		L2C54							
<b>Business Transaction Type</b>		Request/Response							
<b>Direction</b>		Buyer-Supplier			<b>Sub-Process</b>		Management Information		
<b>Non-functional Criteria</b>									
<b>Right First Time</b>					<b>Cycle Time</b>				
The performance data provided correctly the first time The performance data provided on time %times exceptions occur %times manual fallback required %times information requested					Response time to receive report is x sec/min from request				
							<b>Document Security</b>		
<b>Response Required</b>	<b>Time To Perform</b>	<b>Legal Intent</b>	<b>Guaranteed Message Delivery Required</b>	<b>Non-repudiation Receipt</b>	<b>Non-repudiation of Origin &amp; Content</b>	<b>Authorisation Required</b>	<b>Confidential</b>	<b>Tamper Detectable</b>	<b>Authenticated</b>
Yes		No	No	No	No	No	Transient	Transient	Transient
<b>Request</b>									
<b>Technical Standards</b>			<p><b>Conditional:</b> Different types of service Performance Report can be produced – the Supplier should agree these with their Buyers</p> <p><b>Optional:</b> The period of the Report Notes can be added</p>						
<b>Data Standards</b>			<p><b>Required:</b> Customer; Supplier</p> <p><b>Conditional:</b> Report Type</p> <p><b>Optional:</b> Report Start/End Date/Time Notes (free format)</p>						
<b>Response</b>									
<b>Technical Standards</b>			<p><b>Conditional:</b> Report of requested type</p> <p><b>Optional:</b> Notes can be added</p>						
<b>Data Standards</b>			<p><b>Required:</b> Customer; Supplier; Report Start/End Date/Time</p> <p><b>Conditional:</b> Report Type; Performance Data</p> <p><b>Optional:</b> Notes (free format)</p>						

## TP044: requestAgencyTasks

<b>Component Ref</b>	TP044								
<b>Component Name</b>	requestAgencyTasks								
<b>Description</b>	A request from the Buyer to undertake specified tasks on an agency basis, as part of the Buyer's L2C business process								
<b>User Story</b>	L2C56								
<b>Business Transaction Type</b>	Commercial Transaction								
<b>Direction</b>	Buyer-Supplier			<b>Sub-Process</b>			Miscellaneous		
<b>Non-functional Criteria</b>									
Right First Time					Cycle Time				
The task request is sent to the Supplier correctly the first time %times manual exceptions occur					Response time for transaction <x sec (expectation is transaction is real-time) This will start the SLA clock				
							Document Security		
Response Required	Time To Perform	Legal Intent	Guaranteed Message Delivery Required	Non-repudiation Receipt	Non-repudiation of Origin & Content	Authorisation Required	Confidential	Tamper Detectable	Authenticated
Yes		No	Yes	Yes	Yes	No	Transient	Transient	Transient
<b>Request</b>									
Technical Standards			<b>Conditional:</b> Different types Task can exist Required start and completion dates  <b>Optional:</b> Notes can be added						
Data Standards			<b>Required:</b> Customer; Request Identifier  <b>Conditional:</b> Task Type Task Start/Complete Date/Time  <b>Optional:</b> Notes (free format)						
<b>Response</b>									
Technical Standards			<b>Conditional:</b> Task Type  <b>Optional:</b> Notes can be added						
Data Standards			<b>Required:</b> Customer; Supplier; Request Identifier; Task Confirm  <b>Conditional:</b> Task Type; Planned Start Date/Time; Planned Complete Date/Time  <b>Optional:</b> Notes (free format)						

## TP046: requestOrder

<b>Component Ref</b>	TP046								
<b>Component Name</b>	requestOrder								
<b>Description</b>	The buyer submits an order to the supplier (requests the order created) (Note: See Order Construction annex for more details)								
<b>User Story</b>	L2C4, L2C31								
<b>Business Transaction Type</b>	Commercial Transaction								
<b>Direction</b>	Buyer-Supplier			<b>Sub-Process</b>			Sell Service		
<b>Non-functional Criteria</b>									
<b>Right First Time</b>					<b>Cycle Time</b>				
<p>Message delivery is successful first time</p> <p>The order contains all mandatory/conditional data</p> <p>The order contains one main product (order line 1), and potentially further order lines where these are features or ancillary products (e.g. a Broadband order contains the main BB Access product, plus a second order line for the SLA level' feature; a WLR3 order contains one main Product, plus further order lines for Auxillary Lines). An order cannot contain more than one main product</p> <p>Orders must be validated against more than just a Service ID (for relevent products). Typing errors can occur in creating the order, therefore the Service ID must be validated against a postcode at a minimum where applicable</p> <p>A successful response to the transaction implies an order state of Order Pending</p> <p>Order contains a Project No field which enables orders to be linked (associated) by the Buyer/Supplier</p> <p>Where this relates to a Migration/Transfer order, the provision of the service for the gaining Buyer includes all service features existing on the End User's service</p> <p>%times manual exceptions occur in sending/acknowledging the message</p>					<p>Response time to perform initial xml validation and send an 'Order Pending' response - as defined for specific implementations</p> <p>SLA clock will start following successful xml validation</p> <p>The SLA clock can later be stopped where the order is passed back to the Buyer during a survey/costing stage (complex products) - this follows the process described below, and utilises further 'Manage Progress' Touchpoints described later in this document. All time-out periods are to be defined for specific implementations</p> <p>Any 'prompt' KCIs to be sent within a set time before the time-out expires (as defined for specific implementations) to allow the Buyer to react</p> <p>- % Automation – 100%</p> <p>- % System Availability to be determined by specific implementations</p>				
							<b>Document Security</b>		
<b>Response Required</b>	<b>Time To Perform</b>	<b>Legal Intent</b>	<b>Guaranteed Message Delivery Required</b>	<b>Non-repudiation Receipt</b>	<b>Non-repudiation of Origin &amp; Content</b>	<b>Authorisation Required</b>	<b>Confidential</b>	<b>Tamper Detectable</b>	<b>Authenticated</b>
Yes		No	Yes	Yes	Yes	No	Transient	Transient	Transient
<b>Request</b>									
<b>Technical Standards</b>			<p><b>Conditional:</b></p> <p>SLA for product/service will define what information and mandatory for each.</p> <p>An appointment may required to be booked as part of the order or a reservation ID may be required</p> <p><b>Optional:</b></p> <p>Notes</p>						
<b>Data Standards</b>			<p><b>Required:</b></p> <p>Customer ID, Location, service type</p> <p><b>Conditional:</b></p> <p>Appointment or Reservation ID, Required service Number, reserved network plant details</p> <p><b>Optional:</b></p>						

Response	
Technical Standards	<b>Conditional:</b>  <b>Optional:</b>
Data Standards	<b>Required:</b> Tracking number <b>Conditional:</b> Error (incomplete details) / invalid message <b>Optional:</b> None

## TP047: notifyOrderPendingValidation

<b>Component Ref</b>	TP047								
<b>Component Name</b>	notifyOrderPendingValidation								
<b>Description</b>	Inform the Buyer that their order has been received and passed XML validation, and start the SLA clock								
<b>User Story</b>	L2C26a								
<b>Business Transaction Type</b>	Notification								
<b>Direction</b>	Supplier-Buyer			<b>Sub-Process</b>	Manage Progress				
<b>Non-functional Criteria</b>									
Right First Time					Cycle Time				
<p>Message delivery is successful first time</p> <p>Message can be the Response to the Raise Order message from the CP</p> <p>Implies the order is in the Order Pending state</p> <p>Includes the SLA clock start date/time and an order reference</p> <p>%times manual exceptions occur in sending/acknowledging the message</p>					<p>Response is sent within x mins of the order being submitted</p> <p>- % Automation – 100%</p> <p>- % System Availability to be determined by specific implementations</p>				
							Document Security		
Response Required	Time To Perform	Legal Intent	Guaranteed Message Delivery Required	Non-repudiation Receipt	Non-repudiation of Origin & Content	Authorisation Required	Confidential	Tamper Detectable	Authenticated
No		No	Yes	Yes	Yes	No	Transient	Transient	Transient
<b>Notification</b>									
Technical Standards			<p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						
Data Standards			<p><b>Required:</b></p> <p>Tracking number, Supplier Order ID, Pending indicator</p> <p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						

## TP048: notifyOrderAcknowledged

<b>Component Ref</b>	TP048								
<b>Component Name</b>	notifyOrderAcknowledged								
<b>Description</b>	Inform the Buyer that the order has passed full validation and will now be progressed								
<b>User Story</b>	L2C26b								
<b>Business Transaction Type</b>	Notification								
<b>Direction</b>	Supplier-Buyer			<b>Sub-Process</b>	Manage Progress				
<b>Non-functional Criteria</b>									
Right First Time					Cycle Time				
<p>Message delivery is successful first time</p> <p>Is sent after full validation has been performed, relevant to the product/service ordered</p> <p>Implies the order is in the Acknowledged state</p> <p>The SLA clock is already running</p> <p>%times manual exceptions occur in sending/acknowledging the message</p>					<p>Notification is sent within x secs of the validation being completed</p> <p>Notification is sent within x mins of the order being submitted</p> <p>- % Automation – 100%</p> <p>- % System Availability to be determined by specific implementations</p>				
							Document Security		
Response Required	Time To Perform	Legal Intent	Guaranteed Message Delivery Required	Non-repudiation Receipt	Non-repudiation of Origin & Content	Authorisation Required	Confidential	Tamper Detectable	Authenticated
No		No	Yes	Yes	Yes	No	Transient	Transient	Transient
<b>Notification</b>									
Technical Standards			<p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						
Data Standards			<p><b>Required:</b></p> <p>Tracking number, Supplier Order ID, Acknowledgment indicator</p> <p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						

## TP049: notifyOrderCommitted

<b>Component Ref</b>	TP049								
<b>Component Name</b>	notifyOrderCommitted								
<b>Description</b>	Inform the Buyer that their order has a committed delivery date and cost								
<b>User Story</b>	LC26h								
<b>Business Transaction Type</b>	Notification								
<b>Direction</b>	Supplier-Buyer			<b>Sub-Process</b>			Manage Progress		
<b>Non-functional Criteria</b>									
<b>Right First Time</b>					<b>Cycle Time</b>				
<p>Message delivery is successful first time</p> <p>Implies the order is in the Committed state</p> <p>Includes committed delivery timescale and costs</p> <p>%times manual exceptions occur in sending/acknowledging the message</p>					<p>For fixed-price/lead-time services the notification is sent immediately (&lt;x secs) following Order Acknowledged</p> <p>For variable timescale/cost services the notification is sent after the survey/costing stage after the Buyer has accepted the costs</p> <p>For fixed-price products/services the SLA clock is already running</p> <p>For variable timescale/cost services the SLA clock is restarted</p> <p>Is sent within &lt;x secs of receiving acceptance from Buyer</p> <p>- % Automation – 100%</p> <p>- % System Availability to be determined by specific implementations</p>				
							<b>Document Security</b>		
<b>Response Required</b>	<b>Time To Perform</b>	<b>Legal Intent</b>	<b>Guaranteed Message Delivery Required</b>	<b>Non-repudiation Receipt</b>	<b>Non-repudiation of Origin &amp; Content</b>	<b>Authorisation Required</b>	<b>Confidential</b>	<b>Tamper Detectable</b>	<b>Authenticated</b>
No		No	Yes	Yes	Yes	No	Transient	Transient	Transient
<b>Notification</b>									
<b>Technical Standards</b>			<p><b>Conditional:</b></p> <p>Depending on product/service various dates such as installation, RFS, Committed Completion date may be sent to inform buyer.</p> <p><b>Optional:</b></p> <p>None</p>						
<b>Data Standards</b>			<p><b>Required:</b></p> <p>Tracking number, Supplier Order ID, Order Committed indicator, Dates</p> <p><b>Conditional:</b></p> <p>Dates</p> <p><b>Optional:</b></p> <p>None</p>						

## TP050: notifyOrderComplete

<b>Component Ref</b>	TP050								
<b>Component Name</b>	notifyOrderComplete								
<b>Description</b>	inform the Buyer that their order has been successfully completed								
<b>User Story</b>	L2C12								
<b>Business Transaction Type</b>	Notification								
<b>Direction</b>	Supplier-Buyer			<b>Sub-Process</b>			Manage Progress		
<b>Non-functional Criteria</b>									
<b>Right First Time</b>					<b>Cycle Time</b>				
<p>Message delivery is successful first time</p> <p>Message contains completion data such as: date/time completed; excess charges; commissioning test results; service location information (e.g. rack/port etc) etc</p> <p>Supplier initiates billing from this date/time</p> <p>The service is now deemed to be 'in service/working', and therefore the Buyer can initiate the T2R process in the event of an Early Life Failure (ELF) from this point</p> <p>%times manual exceptions occur in sending/acknowledging the message</p>					<p>Notification is sent within x seconds/mins of the order workflow completing</p> <p>- % Automation – 100%</p> <p>- % System Availability to be determined by specific implementations</p>				
							<b>Document Security</b>		
<b>Response Required</b>	<b>Time To Perform</b>	<b>Legal Intent</b>	<b>Guaranteed Message Delivery Required</b>	<b>Non-repudiation Receipt</b>	<b>Non-repudiation of Origin &amp; Content</b>	<b>Authorisation Required</b>	<b>Confidential</b>	<b>Tamper Detectable</b>	<b>Authenticated</b>
No		No	Yes	Yes	Yes	No	Transient	Transient	Transient
<b>Notification</b>									
<b>Technical Standards</b>			<p><b>Conditional:</b></p> <p>Details of the completion may be required as part of SLA for product.</p> <p><b>Optional:</b></p> <p>None</p>						
<b>Data Standards</b>			<p><b>Required:</b></p> <p>Tracking number, Supplier Order ID, Order Completed indicator</p> <p><b>Conditional:</b></p> <p>Date/time completion</p> <p><b>Optional:</b></p> <p>Notes</p>						

## TP051: requestOrderAmend

<b>Component Ref</b>		TP051							
<b>Component Name</b>		requestOrderAmend							
<b>Description</b>		Buyer wishes to modify the order currently in progress							
<b>User Story</b>		L2C16 , L2C31							
<b>Business Transaction Type</b>		Commercial Transaction							
<b>Direction</b>		Buyer-Supplier			<b>Sub-Process</b>		Supply Service		
<b>Non-functional Criteria</b>									
<b>Right First Time</b>					<b>Cycle Time</b>				
<p>Message delivery is successful first time</p> <p>Amendment can convey modifiable parameters e.g. new required date; new appointment id; additional order line - as well as updated information (text) e.g. access arrangements</p> <p>%times manual exceptions occur in sending/acknowledging the message</p>					<p>Response time to confirm receipt of the request - as defined for specific implementations</p> <p>This can modify the SLA clock, e.g. new required date/appt beyond SLA</p> <p>- % Automation – 100%</p> <p>- % System Availability to be determined by specific implementations</p>				
							<b>Document Security</b>		
<b>Response Required</b>	<b>Time To Perform</b>	<b>Legal Intent</b>	<b>Guaranteed Message Delivery Required</b>	<b>Non-repudiation Receipt</b>	<b>Non-repudiation of Origin &amp; Content</b>	<b>Authorisation Required</b>	<b>Confidential</b>	<b>Tamper Detectable</b>	<b>Authenticated</b>
Yes		No	Yes	Yes	Yes	No	Transient	Transient	Transient
<b>Request</b>									
<b>Technical Standards</b>			<p><b>Conditional:</b></p> <p>Amendment can be an attribute of the order e.g. Appointment id, authorisation of new charges</p> <p>Amendment can be providing additional information on the order</p> <p><b>Optional:</b></p> <p>None</p>						
<b>Data Standards</b>			<p><b>Required:</b></p> <p>Order ID</p> <p><b>Conditional:</b></p> <p>Customer ID, Service ID, Appointment Slot ID, Charge Authorisation</p> <p><b>Optional:</b></p> <p>Notes</p>						
<b>Response</b>									
<b>Technical Standards</b>			<p><b>Conditional:</b></p> <p></p> <p><b>Optional:</b></p> <p></p>						
<b>Data Standards</b>			<p><b>Required:</b></p> <p>Tracking number, Order ID</p> <p><b>Conditional:</b></p> <p>Error (incomplete details) / invalid message</p> <p><b>Optional:</b></p> <p>None</p>						

## TP052: notifyAmendmentPending

<b>Component Ref</b>		TP052							
<b>Component Name</b>		notifyAmendmentPending							
<b>Description</b>		Supplier notifies the buyer (response to TP051 requestOrderAmend) that the amendment request has been received and is being processed.							
<b>User Story</b>		L2C17							
<b>Business Transaction Type</b>		Notification							
<b>Direction</b>		Supplier-Buyer			<b>Sub-Process</b>		Supply Service/Configure		
<b>Non-functional Criteria</b>									
<b>Right First Time</b>					<b>Cycle Time</b>				
Message delivery is successful first time %times manual exceptions occur in sending/acknowledging the message					Notification sent within x mins of the amendment request being received - % Automation – 100% - % System Availability to be determined by specific implementations				
							<b>Document Security</b>		
<b>Response Required</b>	<b>Time To Perform</b>	<b>Legal Intent</b>	<b>Guaranteed Message Delivery Required</b>	<b>Non-repudiation Receipt</b>	<b>Non-repudiation of Origin &amp; Content</b>	<b>Authorisation Required</b>	<b>Confidential</b>	<b>Tamper Detectable</b>	<b>Authenticated</b>
No		No	Yes	Yes	Yes	No	Transient	Transient	Transient
<b>Notification</b>									
<b>Technical Standards</b>		<b>Conditional:</b> None <b>Optional:</b> None							
<b>Data Standards</b>		<b>Required:</b> Tracking Number, Order Id, Pending indicator <b>Conditional:</b> None <b>Optional:</b> None							

## TP053: notifyAmendmentCompleted

<b>Component Ref</b>		TP053							
<b>Component Name</b>		notifyAmendmentCompleted							
<b>Description</b>		Supplier informs the buyer that an amendment has successfully been applied to an order.							
<b>User Story</b>		L2C19							
<b>Business Transaction Type</b>		Notification							
<b>Direction</b>		Supplier-Buyer			<b>Sub-Process</b>		Manage Progress		
<b>Non-functional Criteria</b>									
<b>Right First Time</b>					<b>Cycle Time</b>				
<p>Message delivery is successful first time</p> <p>Message confirms what amendment has been made (e.g. audit trail of request)</p> <p>Message conveys any changes as a result e.g. new delivery/appt date; additional charges; etc</p> <p>Message confirms any change to the SLA clock</p> <p>%times manual exceptions occur in sending/acknowledging the message</p>					<p>Notification sent within x mins of the amendment being completed</p> <p>- % Automation – 100%</p> <p>- % System Availability to be determined by specific implementations</p>				
							<b>Document Security</b>		
<b>Response Required</b>	<b>Time To Perform</b>	<b>Legal Intent</b>	<b>Guaranteed Message Delivery Required</b>	<b>Non-repudiation Receipt</b>	<b>Non-repudiation of Origin &amp; Content</b>	<b>Authorisation Required</b>	<b>Confidential</b>	<b>Tamper Detectable</b>	<b>Authenticated</b>
No		No	Yes	Yes	Yes	No	Transient	Transient	Transient
<b>Notification</b>									
<b>Technical Standards</b>		<p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>Date time information for SLA monitoring</p>							
<b>Data Standards</b>		<p><b>Required:</b></p> <p>Tracking Number, Order Id, Amendment Completion indicator</p> <p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>Date time</p>							

## TP054: notifyAmendmentRejected

<b>Component Ref</b>		TP054							
<b>Component Name</b>		notifyAmendmentRejected							
<b>Description</b>		Supplier informs the Buyer that the amendment has been rejected and that manual processing must be initiated.							
<b>User Story</b>		L2C18							
<b>Business Transaction Type</b>		Notification							
<b>Direction</b>		Supplier-Buyer			<b>Sub-Process</b>		Supply Service/Configure		
<b>Non-functional Criteria</b>									
Right First Time					Cycle Time				
Message delivery is successful first time Notification includes reason text/code %times manual exceptions occur in sending/acknowledging the message					Notification sent within x mins of the amendment request being received - % Automation – 100% - % System Availability to be determined by specific implementations				
							Document Security		
Response Required	Time To Perform	Legal Intent	Guaranteed Message Delivery Required	Non-repudiation Receipt	Non-repudiation of Origin & Content	Authorisation Required	Confidential	Tamper Detectable	Authenticated
No		No	Yes	Yes	Yes	No	Transient	Transient	Transient
<b>Notification</b>									
<b>Technical Standards</b>		<b>Conditional:</b> Order past PONR  <b>Optional:</b> Details of reason for rejection							
<b>Data Standards</b>		<b>Required:</b> Tracking Number, Order Id, Rejection indicator, Reason  <b>Conditional:</b> None  <b>Optional:</b> Notes (Manual rejection)							

## TP055: requestOrderCancel

<b>Component Ref</b>	TP055								
<b>Component Name</b>	requestOrderCancel								
<b>Description</b>	Buyer asks supplier to cancel the order in progress								
<b>User Story</b>	L2C13								
<b>Business Transaction Type</b>	Commercial Transaction								
<b>Direction</b>	Buyer-Supplier			<b>Sub-Process</b>			Sell Service / Supply Service		
<b>Non-functional Criteria</b>									
Right First Time					Cycle Time				
<p>Message delivery is successful first time</p> <p>Where the cancellation is not due to the Supplier (e.g. End User tells the engineer they don't want the service), then the Supplier can raise cancellation charges. Where the Supplier causes the cancellation, then charges may be waived</p> <p>%times manual exceptions occur in sending/acknowledging the message</p>					<p>Response time to confirm receipt of the request - as defined for specific implementations</p> <p>- % Automation – 100%</p> <p>- % System Availability to be determined by specific implementations</p>				
							Document Security		
Response Required	Time To Perform	Legal Intent	Guaranteed Message Delivery Required	Non-repudiation Receipt	Non-repudiation of Origin & Content	Authorisation Required	Confidential	Tamper Detectable	Authenticated
Yes		No	Yes	Yes	Yes	No	Transient	Transient	Transient
<b>Request</b>									
Technical Standards			<p><b>Conditional:</b></p> <p>Cancellation can be an attribute of the order e.g. Appointment id, authorisation of new charges</p> <p><b>Optional:</b></p> <p>None</p>						
Data Standards			<p><b>Required:</b></p> <p>Order ID</p> <p><b>Conditional:</b></p> <p>Customer ID, Service ID, Appointment Slot ID, Charge Authorisation</p> <p><b>Optional:</b></p> <p>Notes</p>						
<b>Response</b>									
Technical Standards			<p><b>Conditional:</b></p> <p></p> <p><b>Optional:</b></p> <p></p>						
Data Standards			<p><b>Required:</b></p> <p>Tracking number, Order ID</p> <p><b>Conditional:</b></p> <p>Error (incomplete details) / invalid message</p> <p><b>Optional:</b></p> <p>None</p>						

## TP056: notifyCancelPending

<b>Component Ref</b>		TP056							
<b>Component Name</b>		notifyCancelPending							
<b>Description</b>		Inform the buyer that a request to cancel an order has been received and will be processed.							
<b>User Story</b>		N/A							
<b>Business Transaction Type</b>		Notification							
<b>Direction</b>		Supplier-Buyer			<b>Sub-Process</b>				
<b>Non-functional Criteria</b>									
<b>Right First Time</b>					<b>Cycle Time</b>				
Message delivery is successful first time %times manual exceptions occur in sending/acknowledging the message					Notification sent within x mins of the cancellation request being received - % Automation – 100% - % System Availability to be determined by specific implementations				
							Document Security		
Response Required	Time To Perform	Legal Intent	Guaranteed Message Delivery Required	Non-repudiation Receipt	Non-repudiation of Origin & Content	Authorisation Required	Confidential	Tamper Detectable	Authenticated
No		No	Yes	Yes	Yes	No	Transient	Transient	Transient
<b>Notification</b>									
<b>Technical Standards</b>		<b>Conditional:</b> None <b>Optional:</b> None							
<b>Data Standards</b>		<b>Required:</b> Tracking Number, Order Id, Cancel ID <b>Conditional:</b> None <b>Optional:</b> None							

## TP057: notifyCancelComplete

<b>Component Ref</b>	TP057								
<b>Component Name</b>	notifyCancelComplete								
<b>Description</b>	Inform the Buyer that their cancellation is complete								
<b>User Story</b>	L2C15a								
<b>Business Transaction Type</b>	Notification								
<b>Direction</b>	Supplier-Buyer			<b>Sub-Process</b>			Supply Service		
<b>Non-functional Criteria</b>									
<b>Right First Time</b>					<b>Cycle Time</b>				
<p>Message delivery is successful first time</p> <p>Any cancellation or term charges are identified in the message, with explanation</p> <p>%times manual exceptions occur in sending/acknowledging the message</p>					<p>Notification sent within x mins of the cancellation request being received</p> <p>- % Automation – 100%</p> <p>- % System Availability to be determined by specific implementations</p>				
							<b>Document Security</b>		
<b>Response Required</b>	<b>Time To Perform</b>	<b>Legal Intent</b>	<b>Guaranteed Message Delivery Required</b>	<b>Non-repudiation Receipt</b>	<b>Non-repudiation of Origin &amp; Content</b>	<b>Authorisation Required</b>	<b>Confidential</b>	<b>Tamper Detectable</b>	<b>Authenticated</b>
No		No	Yes	Yes	Yes	No	Transient	Transient	Transient
<b>Notification</b>									
<b>Technical Standards</b>			<p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>Date time information for SLA monitoring</p>						
<b>Data Standards</b>			<p><b>Required:</b></p> <p>Tracking Number, Order Id, Cancel Completion indicator</p> <p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>Date time</p>						

## TP058: notifyCancelRejected

<b>Component Ref</b>	TP058								
<b>Component Name</b>	notifyCancelRejected								
<b>Description</b>	Supplier informs that a request to cancel an order has been rejected. This may be an automatic or manually initiated rejection. The reason for the rejection is part of the message and could be for a number of reasons including order processing past the point of cancellation, or completed, etc.								
<b>User Story</b>	L2C15								
<b>Business Transaction Type</b>									
<b>Direction</b>	Supplier-Buyer			<b>Sub-Process</b>					
<b>Non-functional Criteria</b>									
<b>Right First Time</b>					<b>Cycle Time</b>				
Message delivery is successful first time %times manual exceptions occur in sending/acknowledging the message					Notification sent within x mins of the cancellation request being received - % Automation – 100% - % System Availability to be determined by specific implementations				
							Document Security		
Response Required	Time To Perform	Legal Intent	Guaranteed Message Delivery Required	Non-repudiation Receipt	Non-repudiation of Origin & Content	Authorisation Required	Confidential	Tamper Detectable	Authenticated
No		No	Yes	Yes	Yes	No	Transient	Transient	Transient
<b>Notification</b>									
<b>Technical Standards</b>			<b>Conditional:</b> Order past PONR <b>Optional:</b> Details of reason for rejection						
<b>Data Standards</b>			<b>Required:</b> Tracking Number, Order Id, Rejection indicator, Reason <b>Conditional:</b> None <b>Optional:</b> Notes (Manual rejection)						

## TP059: notifyOrderRejected

<b>Component Ref</b>	TP059								
<b>Component Name</b>	notifyOrderRejected								
<b>Description</b>	Supplier informs the Buyer the order has been rejected								
<b>User Story</b>	L2C26g								
<b>Business Transaction Type</b>	Notification								
<b>Direction</b>	Supplier - Buyer			<b>Sub-Process</b>			Supply Service / Manage Progress		
<b>Non-functional Criteria</b>									
Right First Time					Cycle Time				
<p>Message delivery is successful first time</p> <p>The Notification identifies the reason</p> <p>The rejection is invoked according to business rules applied by the process (e.g. order fails validation; Buyer has not responded to a request after defined reminder process)</p> <p>%times manual exceptions occur in sending/acknowledging the message</p>					<p>Message sent within x secs of the order being rejected by the Supplier's process - to be determined by specific implementations</p> <p>- % Automation – 100%</p> <p>- % System Availability to be determined by specific implementations</p>				
							Document Security		
Response Required	Time To Perform	Legal Intent	Guaranteed Message Delivery Required	Non-repudiation Receipt	Non-repudiation of Origin & Content	Authorisation Required	Confidential	Tamper Detectable	Authenticated
No		No	Yes	Yes	Yes	No	Transient	Transient	Transient
<b>Notification</b>									
Technical Standards			<p><b>Conditional:</b></p> <p>Supplier cannot process the order as it is incomplete or is outside of SLA fro product.</p> <p><b>Optional:</b></p> <p>Details of the rejection may be product/SLA/CP specific.</p>						
Data Standards			<p><b>Required:</b></p> <p>Order ID, Reason</p> <p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>Notes to explain rejection</p>						

## TP060: notifyOrderCancelled

<b>Component Ref</b>		TP060							
<b>Component Name</b>		notifyOrderCancelled							
<b>Description</b>		The supplier informs the buyer that the order has been cancelled.							
<b>User Story</b>		L2C13, L2C24							
<b>Business Transaction Type</b>		Notification							
<b>Direction</b>		Supplier - Buyer			<b>Sub-Process</b>		Manage Progress / Supply Service		
<b>Non-functional Criteria</b>									
<b>Right First Time</b>					<b>Cycle Time</b>				
Message delivery is successful first time Any cancellation or term charges are identified in the message, with explanation %times manual exceptions occur in sending/acknowledging the message					Notification sent within x mins of the cancellation request being received - % Automation – 100% - % System Availability to be determined by specific implementations				
							<b>Document Security</b>		
<b>Response Required</b>	<b>Time To Perform</b>	<b>Legal Intent</b>	<b>Guaranteed Message Delivery Required</b>	<b>Non-repudiation Receipt</b>	<b>Non-repudiation of Origin &amp; Content</b>	<b>Authorisation Required</b>	<b>Confidential</b>	<b>Tamper Detectable</b>	<b>Authenticated</b>
No		No	Yes	Yes	Yes	No	Transient	Transient	Transient
<b>Notification</b>									
<b>Technical Standards</b>			<b>Conditional:</b> No action taken by buyer does not allow supplier to fulfil order to agreed terms so it is cancelled and the buyer informed  <b>Optional:</b>						
<b>Data Standards</b>			<b>Required:</b> Order ID, Reason  <b>Conditional:</b> Date/time of cancellation  <b>Optional:</b> Notes						

## TP061: notifyServiceDemo

<b>Component Ref</b>		TP061							
<b>Component Name</b>		notifyServiceDemo							
<b>Description</b>		Supplier informs the Buyer that a service ordered has been demonstrated to the end user.							
<b>User Story</b>		L2C20							
<b>Business Transaction Type</b>		Notification							
<b>Direction</b>		Supplier-Buyer			<b>Sub-Process</b>		Supply Service		
<b>Non-functional Criteria</b>									
<b>Right First Time</b>					<b>Cycle Time</b>				
<p>Message delivery is successful first time</p> <p>Any End User literature/briefing given and fully explained</p> <p>%times manual exceptions occur in sending/acknowledging the message</p>					<p>Notification sent within x mins of the demonstration being successfully completed</p> <p>Will normally be sent as part of an Order Complete message</p> <p>If sent as part of an Order Complete, this will stop the SLA clock</p> <p>- % Automation – 100%</p> <p>- % System Availability to be determined by specific implementations</p>				
							<b>Document Security</b>		
<b>Response Required</b>	<b>Time To Perform</b>	<b>Legal Intent</b>	<b>Guaranteed Message Delivery Required</b>	<b>Non-repudiation Receipt</b>	<b>Non-repudiation of Origin &amp; Content</b>	<b>Authorisation Required</b>	<b>Confidential</b>	<b>Tamper Detectable</b>	<b>Authenticated</b>
No		No	Yes	Yes	Yes	No	Transient	Transient	Transient
<b>Notification</b>									
<b>Technical Standards</b>			<p><b>Conditional:</b></p> <p>Service specific notes/details</p> <p><b>Optional:</b></p>						
<b>Data Standards</b>			<p><b>Required:</b></p> <p>Order ID, Service ID, Date/Time of demonstration</p> <p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>Notes, To whom demo'd</p>						

## TP062: notifyInfoRequired

<b>Component Ref</b>	TP062								
<b>Component Name</b>	notifyInfoRequired								
<b>Description</b>	Supplier requires more information from the buyer and possibly the end user via the buyer.								
<b>User Story</b>	L2C21								
<b>Business Transaction Type</b>	Notification								
<b>Direction</b>	Supplier-Buyer			<b>Sub-Process</b>	Supply Service				
<b>Non-functional Criteria</b>									
<b>Right First Time</b>					<b>Cycle Time</b>				
<p>Message delivery is successful first time</p> <p>All information has been successfully captured (e.g. text field of suitable length)</p> <p>%times manual exceptions occur in sending/acknowledging the message</p>					<p>Response time to supply information (e.g. via order amendment) to be determined by specific implementations</p> <p>This can stop the SLA clock if appropriate (this will be conveyed in the message)</p> <ul style="list-style-type: none"> <li>- % Automation – 100% or dependent on request type if complex</li> <li>- % System Availability to be determined by specific implementations</li> </ul>				
							<b>Document Security</b>		
<b>Response Required</b>	<b>Time To Perform</b>	<b>Legal Intent</b>	<b>Guaranteed Message Delivery Required</b>	<b>Non-repudiation Receipt</b>	<b>Non-repudiation of Origin &amp; Content</b>	<b>Authorisation Required</b>	<b>Confidential</b>	<b>Tamper Detectable</b>	<b>Authenticated</b>
No		No	Yes	Yes	Yes	No	Transient	Transient	Transient
<b>Notification</b>									
<b>Technical Standards</b>			<p><b>Conditional:</b></p> <p>Extra information is required from Buyer or other parties via the buyer and depends on product/service, location and the nature of the information</p> <p><b>Optional:</b></p> <p>Supplier details for further out of band communications if dialogue is required</p>						
<b>Data Standards</b>			<p><b>Required:</b></p> <p>Order Id, details of information</p> <p><b>Conditional:</b></p> <p>Product/Service specific information</p> <p><b>Optional:</b></p> <p>Supplier/engineer contact details</p>						

## TP063: requestMoreTime

<b>Component Ref</b>		TP063							
<b>Component Name</b>		requestMoreTime							
<b>Description</b>		Buyer needs more time to complete an activity than is allowed in the standard process for the product ordered.							
<b>User Story</b>		L2C26f							
<b>Business Transaction Type</b>		Commercial Transaction							
<b>Direction</b>		Buyer-Supplier			<b>Sub-Process</b>		Manage Progress		
<b>Non-functional Criteria</b>									
<b>Right First Time</b>					<b>Cycle Time</b>				
<p>Message delivery is successful first time</p> <p>The Notification identifies the required action</p> <p>%times manual exceptions occur in sending/acknowledging the message</p>					<p>Where the Buyer has been requested to act, the Buyer can request more time by refresing the time-out period</p> <p>The time-out can be refreshed a maximum of 3 times, after which the Supplier will not allow more time, and the order will be cancelled</p> <p>Time-out periods - as defined for specific implementations</p> <p>- % Automation – 100%</p> <p>- % System Availability to be determined by specific implementations</p>				
							<b>Document Security</b>		
<b>Response Required</b>	<b>Time To Perform</b>	<b>Legal Intent</b>	<b>Guaranteed Message Delivery Required</b>	<b>Non-repudiation Receipt</b>	<b>Non-repudiation of Origin &amp; Content</b>	<b>Authorisation Required</b>	<b>Confidential</b>	<b>Tamper Detectable</b>	<b>Authenticated</b>
No		No	Yes	Yes	Yes	No	Transient	Transient	Transient
<b>Request</b>									
<b>Technical Standards</b>			<p><b>Conditional:</b></p> <p>Product/Service allows for delays to be inserted in process. May affect delivery dates</p> <p><b>Optional:</b></p> <p>Additional information</p>						
<b>Data Standards</b>			<p><b>Required:</b></p> <p>Order ID</p> <p><b>Conditional:</b></p> <p>Amount of time if variable allowed</p> <p><b>Optional:</b></p> <p>Notes with reason</p>						
<b>Response</b>									
<b>Technical Standards</b>			<p><b>Conditional:</b></p> <p>May request to late in process</p> <p><b>Optional:</b></p>						
<b>Data Standards</b>			<p><b>Required:</b></p> <p>Confirmation of acceptance or rejection if past PONR</p> <p><b>Conditional:</b></p> <p>New committed dates</p> <p><b>Optional:</b></p>						

## TP064: notifyActionRequired

<b>Component Ref</b>	TP064								
<b>Component Name</b>	notifyActionRequired								
<b>Description</b>	Supplier has an outstanding activity awaiting buyer activity/action (e.g. waiting for information, appointment to be made, acceptance of timescales/costs) and reminds the buyer that no updated has been received. This may prompt the user to send the update request more time or repeat a previous transmission.								
<b>User Story</b>	L2C26e								
<b>Business Transaction Type</b>	Notification								
<b>Direction</b>	Supplier-Buyer			<b>Sub-Process</b>		Manage Progress			
<b>Non-functional Criteria</b>									
<b>Right First Time</b>					<b>Cycle Time</b>				
<p>Message delivery is successful first time</p> <p>The message confirms which action this a response to</p> <p>%times manual exceptions occur in sending/acknowledging the message</p>					<p>Buyer non-action: where an order in progress is awaiting Buyer action but no response is received, a notification is sent x hours before the Buyer input is required</p> <p>If the Buyer requires more time, they can request more time by refreshing the original time-out period. It cannot be refreshed more than 3 times. After expiry of the 3rd time-out the order rejection/auto-cancellation will occur. Note that the time-out cannot be refreshed beyond the expiry time of a quotation.</p> <p>Time-out periods - as defined for specific implementations</p> <p>- % Automation – 100%</p> <p>- % System Availability to be determined by specific implementations</p>				
							<b>Document Security</b>		
<b>Response Required</b>	<b>Time To Perform</b>	<b>Legal Intent</b>	<b>Guaranteed Message Delivery Required</b>	<b>Non-repudiation Receipt</b>	<b>Non-repudiation of Origin &amp; Content</b>	<b>Authorisation Required</b>	<b>Confidential</b>	<b>Tamper Detectable</b>	<b>Authenticated</b>
No		No	Yes	Yes	Yes	No	Transient	Transient	Transient
<b>Notification</b>									
<b>Technical Standards</b>			<p><b>Conditional:</b></p> <p>Unable to complete due to action or information required to fulfil.</p> <p><b>Optional:</b></p> <p>Explanation notes</p>						
<b>Data Standards</b>			<p><b>Required:</b></p> <p>Order ID, Action/information required</p> <p><b>Conditional:</b></p> <p></p> <p><b>Optional:</b></p> <p>Date for completion, Notes</p>						

## TP065: notifyTimescaleCosts

<b>Component Ref</b>		TP065							
<b>Component Name</b>		notifyTimescaleCosts							
<b>Description</b>		The supplier informs the Buyer that either the timescales or cost can not be met and will be exceeded.							
<b>User Story</b>		L2C26c							
<b>Business Transaction Type</b>		Notification							
<b>Direction</b>		Supplier – Buyer			<b>Sub-Process</b>		Manage Progress		
<b>Non-functional Criteria</b>									
<b>Right First Time</b>					<b>Cycle Time</b>				
<p>Message delivery is successful first time</p> <p>Is sent after the survey/planning stage in the process, relevant to the product/service ordered</p> <p>This may be sent as two separate notifications (e.g. costs are not always required if the order can be fulfilled within a pre-authorised limit (specified in the order)</p> <p>This will stop the SLA clock</p> <p>%times manual exceptions occur in sending/acknowledging the message</p>					<p>Notification is sent within x secs of the survey/planning being completed</p> <p>- % Automation – 100%</p> <p>- % System Availability to be determined by specific implementations</p>				
							<b>Document Security</b>		
<b>Response Required</b>	<b>Time To Perform</b>	<b>Legal Intent</b>	<b>Guaranteed Message Delivery Required</b>	<b>Non-repudiation Receipt</b>	<b>Non-repudiation of Origin &amp; Content</b>	<b>Authorisation Required</b>	<b>Confidential</b>	<b>Tamper Detectable</b>	<b>Authenticated</b>
No		No	Yes	Yes	Yes	No	Transient	Transient	Transient
<b>Notification</b>									
<b>Technical Standards</b>			<p><b>Conditional:</b></p> <p>Additional cost must be authorised y buyer or the planed or SLA timescales will not be mat.</p> <p><b>Optional:</b></p> <p>Notes/information/reason for change</p>						
<b>Data Standards</b>			<p><b>Required:</b></p> <p>Order ID, Service ID</p> <p><b>Conditional:</b></p> <p><b>Optional:</b></p> <p>Additional charge, New date(s), Notes</p>						

## TP066: requestForecastOrderVolume

<b>Component Ref</b>		TP066							
<b>Component Name</b>		requestForecastOrderVolume							
<b>Description</b>		Buyer submits a forecast of order volumes to the supplier							
<b>User Story</b>		L2C1							
<b>Business Transaction Type</b>		Commercial Transaction							
<b>Direction</b>		Buyer-Supplier			<b>Sub-Process</b>		Sell Service		
<b>Non-functional Criteria</b>									
<b>Right First Time</b>					<b>Cycle Time</b>				
Message delivery is successful first time Forecast report contains all mandatory and conditional (as applicable) data items %times manual exceptions occur in sending/acknowledging the message					The regularity of reports sent to the CP to be agreed between CP and Supplier - % Automation – 100% with manual over-ride available - % System Availability to be determined by specific implementations				
							<b>Document Security</b>		
<b>Response Required</b>	<b>Time To Perform</b>	<b>Legal Intent</b>	<b>Guaranteed Message Delivery Required</b>	<b>Non-repudiation Receipt</b>	<b>Non-repudiation of Origin &amp; Content</b>	<b>Authorisation Required</b>	<b>Confidential</b>	<b>Tamper Detectable</b>	<b>Authenticated</b>
Yes		No	Yes	Yes	Yes	No	Transient	Transient	Transient
<b>Request</b>									
<b>Technical Standards</b>			<b>Conditional:</b> Periodic sending of forecast  <b>Optional:</b> Ad-hoc submission of forecasts to update periodic forecasts						
<b>Data Standards</b>			<b>Required:</b> Forecast data, ID  <b>Conditional:</b> None  <b>Optional:</b> None						
<b>Response</b>									
<b>Technical Standards</b>			<b>Conditional:</b> None  <b>Optional:</b> None						
<b>Data Standards</b>			<b>Required:</b> Forecast ID/Tracking ID, Confirmation of receipt  <b>Conditional:</b> None  <b>Optional:</b> None						

## TP067: notifyForecastAcceptReject

<b>Component Ref</b>		TP067							
<b>Component Name</b>		notifyForecastAcceptReject							
<b>Description</b>		Supplier sends a forecast acceptance or rejection to the Buyer							
<b>User Story</b>		L2C2							
<b>Business Transaction Type</b>		Notification							
<b>Direction</b>		Supplier-Buyer			<b>Sub-Process</b>		Sell Service		
<b>Non-functional Criteria</b>									
<b>Right First Time</b>					<b>Cycle Time</b>				
<p>Message delivery is successful first time</p> <p>%times manual exceptions occur in sending/acknowledging the message</p>					<p>Accept/reject notification sent within an agreed response time</p> <p>- % Automation – 100% (if rejected, forecast amended and resubmitted via B2B. Second rejection results in fall-back to manual process)</p> <p>- % System Availability to be determined by specific implementations</p>				
							<b>Document Security</b>		
<b>Response Required</b>	<b>Time To Perform</b>	<b>Legal Intent</b>	<b>Guaranteed Message Delivery Required</b>	<b>Non-repudiation Receipt</b>	<b>Non-repudiation of Origin &amp; Content</b>	<b>Authorisation Required</b>	<b>Confidential</b>	<b>Tamper Detectable</b>	<b>Authenticated</b>
No		No	Yes	Yes	Yes	No	Transient	Transient	Transient
<b>Notification</b>									
<b>Technical Standards</b>			<p><b>Conditional:</b></p> <p>Indication of accept or rejection - reject if forecast is not for future dates</p> <p><b>Optional:</b></p> <p>None</p>						
<b>Data Standards</b>			<p><b>Required:</b></p> <p>Forecast ID/tracking ID, Accept or Reject indicator</p> <p><b>Conditional:</b></p> <p>Reason for rejection</p> <p><b>Optional:</b></p> <p>Notes for rejection</p>						

## TP068: requestCancel3PartyCease

<b>Component Ref</b>		TP068							
<b>Component Name</b>		requestCancel3PartyCease							
<b>Description</b>		Buyer wishes to cancel a Cease order raised by another Buyer who is attempting to transfer an End User to them.							
<b>User Story</b>		L2C13a							
<b>Business Transaction Type</b>		Commercial Transaction							
<b>Direction</b>		Buyer-Supplier			<b>Sub-Process</b>		Supply Service		
<b>Non-functional Criteria</b>									
Right First Time					Cycle Time				
<p>Message delivery is successful first time</p> <p>Buyer states reason for cancellation in the request</p> <p>Receipt/acceptance of the cancel Cease request initiates cancellation of the associated Provide order (i.e. orders are: Cease with existing Buyer, Provide with new Buyer)</p> <p>%times manual exceptions occur in sending/acknowledging the message</p>					<p>- % Automation – 100%</p> <p>- % System Availability to be determined by specific implementations</p>				
							Document Security		
Response Required	Time To Perform	Legal Intent	Guaranteed Message Delivery Required	Non-repudiation Receipt	Non-repudiation of Origin & Content	Authorisation Required	Confidential	Tamper Detectable	Authenticated
Yes		No	Yes	Yes	Yes	No	Transient	Transient	Transient
<b>Request</b>									
Technical Standards			<p><b>Conditional:</b></p> <p>Buyer has received a KCI that a cancel is pending on a service for their end user.</p> <p><b>Optional:</b></p>						
Data Standards			<p><b>Required:</b></p> <p>Service ID</p> <p><b>Conditional:</b></p> <p><b>Optional:</b></p> <p>Required date of cease</p>						
<b>Response</b>									
Technical Standards			<p><b>Conditional:</b></p> <p>Date request was to long after notification to stop the cease / re-provide</p> <p><b>Optional:</b></p> <p>Information about failure</p>						
Data Standards			<p><b>Required:</b></p> <p>Service ID, Confirmation of cease</p> <p><b>Conditional:</b></p> <p>Failure of cancellation (to late to respond?)</p> <p><b>Optional:</b></p> <p>Notes/reason for failure</p>						

## TP069: requestMAC

<b>Component Ref</b>	TP069								
<b>Component Name</b>	requestMAC								
<b>Description</b>	A MAC (Migration Authorisation Code) is requested from a supplier.								
<b>User Story</b>	L2C8								
<b>Business Transaction Type</b>	Commercial Transaction								
<b>Direction</b>	Buyer-Supplier			<b>Sub-Process</b>			Sell Service		
<b>Non-functional Criteria</b>									
<b>Right First Time</b>					<b>Cycle Time</b>				
<p>Message delivery is successful first time</p> <p>The response contains the MAC</p> <p>If the back-end systems cannot provide a MAC at this time, then the response is a business failure - this should indicate that the service is temporarily unavailable</p> <p>%times manual exceptions occur in sending/acknowledging the message</p>					<p>Transaction response time &lt;x seconds (expectation is transaction is real-time)</p> <p>- % Automation – 100%</p> <p>- % System Availability to be determined by specific implementations</p>				
							Document Security		
Response Required	Time To Perform	Legal Intent	Guaranteed Message Delivery Required	Non-repudiation Receipt	Non-repudiation of Origin & Content	Authorisation Required	Confidential	Tamper Detectable	Authenticated
Yes		No	Yes	Yes	Yes	No	Transient	Transient	Transient
<b>Request</b>									
<b>Technical Standards</b>			<p><b>Conditional:</b></p> <p>Buyer controls service for end user identified</p> <p><b>Optional:</b></p> <p>Date for Mac to be active?</p>						
<b>Data Standards</b>			<p><b>Required:</b></p> <p>End User ID, Service ID</p> <p><b>Conditional:</b></p> <p><b>Optional:</b></p> <p>Date</p>						
<b>Response</b>									
<b>Technical Standards</b>			<p><b>Conditional:</b></p> <p>Unable to give MAC – service not owned by buyer or supplied to end user</p> <p><b>Optional:</b></p>						
<b>Data Standards</b>			<p><b>Required:</b></p> <p>End User ID, Service ID, MAC</p> <p><b>Conditional:</b></p> <p>Error code/message (End User or Service not buyers)</p> <p><b>Optional:</b></p>						

## TP070: queryMACStatus

<b>Component Ref</b>		TP070							
<b>Component Name</b>		queryMACStatus							
<b>Description</b>		Check if a MAC supplied by the Buyer is valid							
<b>User Story</b>		L2C11							
<b>Business Transaction Type</b>		Query/Response							
<b>Direction</b>		Buyer-Supplier			<b>Sub-Process</b>		Sell Service		
<b>Non-functional Criteria</b>									
<b>Right First Time</b>					<b>Cycle Time</b>				
Message delivery is successful first time %times manual exceptions occur in sending/acknowledging the message					Response time to respond with MAC status - as defined for specific implementations (expectation is transaction is in real-time)  - % Automation – 100%  - % System Availability to be determined by specific implementations				
							Document Security		
Response Required	Time To Perform	Legal Intent	Guaranteed Message Delivery Required	Non-repudiation Receipt	Non-repudiation of Origin & Content	Authorisation Required	Confidential	Tamper Detectable	Authenticated
Yes		No	No	No	No	No	Transient	Transient	Transient
<b>Query</b>									
<b>Technical Standards</b>			<b>Conditional:</b>  <b>Optional:</b>						
<b>Data Standards</b>			<b>Required:</b> MAC, Service ID <b>Conditional:</b> End User ID, Security token? <b>Optional:</b> Date range						
<b>Response</b>									
<b>Technical Standards</b>			<b>Conditional:</b> MAC may not exist, MAC may be for another end-uder/bueyer <b>Optional:</b>						
<b>Data Standards</b>			<b>Required:</b> MAC valid / Invalid indicator <b>Conditional:</b> MAC <b>Optional:</b> Date valid until						

## TP071: queryAddressSearch

<b>Component Ref</b>		TP071							
<b>Component Name</b>		queryAddressSearch							
<b>Description</b>		The Buyer wishes to obtain address information from the address database, based on partial address information							
<b>User Story</b>		L2C38							
<b>Business Transaction Type</b>		Query/Response							
<b>Direction</b>		Buyer-Supplier			<b>Sub-Process</b>		Location		
<b>Non-functional Criteria</b>									
Right First Time					Cycle Time				
<p>Message delivery is successful first time</p> <p>Returned address and id key information is presented in clear, simple terms</p> <p>%times manual exceptions occur in sending/acknowledging the message</p>					<p>Response time &lt;x secs for reservation transaction (expectation is transaction is real-time)</p> <p>- % Automation – 100%</p> <p>- % System Availability to be determined by specific implementations</p>				
							Document Security		
Response Required	Time To Perform	Legal Intent	Guaranteed Message Delivery Required	Non-repudiation Receipt	Non-repudiation of Origin & Content	Authorisation Required	Confidential	Tamper Detectable	Authenticated
Yes		No	No	No	No	No	Transient	Transient	Transient
<b>Query</b>									
Technical Standards		<p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>							
Data Standards		<p><b>Required:</b></p> <p>Partial address details</p> <p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>Additional address details</p>							
<b>Response</b>									
Technical Standards		<p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>							
Data Standards		<p><b>Required:</b></p> <p>Full address details and supplier specific address location keys</p> <p><b>Conditional:</b></p> <p>Error indication address not found/insufficient details to match</p> <p><b>Optional:</b></p>							

## TP072: queryAddressDetails

<b>Component Ref</b>	TP072								
<b>Component Name</b>	queryAddressDetails								
<b>Description</b>	The Buyer queries the supplier for the full address details for the address database identifier key provided.								
<b>User Story</b>	L2C38								
<b>Business Transaction Type</b>	Query/Response								
<b>Direction</b>	Buyer-Supplier			<b>Sub-Process</b>			Location		
<b>Non-functional Criteria</b>									
Right First Time					Cycle Time				
Message delivery is successful first time Address database key is an agreed format Returned information is presented in clear, simple terms %times manual exceptions occur in sending/acknowledging the message					Response time <x secs for reservation transaction (expectation is transaction is real-time) - % Automation – 100% - % System Availability to be determined by specific implementations				
							Document Security		
Response Required	Time To Perform	Legal Intent	Guaranteed Message Delivery Required	Non-repudiation Receipt	Non-repudiation of Origin & Content	Authorisation Required	Confidential	Tamper Detectable	Authenticated
Yes		No	No	No	No	No	Transient	Transient	Transient
<b>Query</b>									
Technical Standards			<b>Conditional:</b> None <b>Optional:</b> None						
Data Standards			<b>Required:</b> Supplier specific location <b>Conditional:</b> None <b>Optional:</b> None						
<b>Response</b>									
Technical Standards			<b>Conditional:</b> None <b>Optional:</b> None						
Data Standards			<b>Required:</b> Full address details <b>Conditional:</b> Error message / no response <b>Optional:</b> None						

## TP073: queryAddressMatch

<b>Component Ref</b>	TP073								
<b>Component Name</b>	queryAddressMatch								
<b>Description</b>	Query the address details for the address database identifier key I provide								
<b>User Story</b>	L2C39								
<b>Business Transaction Type</b>	Query/Response								
<b>Direction</b>	Buyer-Supplier			<b>Sub-Process</b>			Location		
<b>Non-functional Criteria</b>									
<b>Right First Time</b>					<b>Cycle Time</b>				
<p>Message delivery is successful first time</p> <p>Address database key is an agreed format</p> <p>Returned information is presented in clear, simple terms</p> <p>%times manual exceptions occur in sending/acknowledging the message</p>					<p>Response time &lt;x secs for reservation transaction (expectation is transaction is real-time)</p> <p>- % Automation – 100%</p> <p>- % System Availability to be determined by specific implementations</p>				
							<b>Document Security</b>		
Response Required	Time To Perform	Legal Intent	Guaranteed Message Delivery Required	Non-repudiation Receipt	Non-repudiation of Origin & Content	Authorisation Required	Confidential	Tamper Detectable	Authenticated
Yes		No	No	No	No	No	Transient	Transient	Transient
<b>Query</b>									
<b>Technical Standards</b>			<p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						
<b>Data Standards</b>			<p><b>Required:</b></p> <p>Full structured address details</p> <p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						
<b>Response</b>									
<b>Technical Standards</b>			<p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						
<b>Data Standards</b>			<p><b>Required:</b></p> <p>Confirmation, Supplier specific location key and quality qualifier(gold, silver, bronze)</p> <p><b>Conditional:</b></p> <p>Error message / no response</p> <p><b>Optional:</b></p> <p>None</p>						

## TP074: requestTempAddress

<b>Component Ref</b>	TP074								
<b>Component Name</b>	requestTempAddress								
<b>Description</b>	Request the creation of a temporary address record and obtain an identifier key.								
<b>User Story</b>	L2C40								
<b>Business Transaction Type</b>	Commercial Transaction								
<b>Direction</b>	Buyer-Supplier			<b>Sub-Process</b>			Location		
<b>Non-functional Criteria</b>									
<b>Right First Time</b>					<b>Cycle Time</b>				
<p>Message delivery is successful first time</p> <p>Address database key is an agreed format</p> <p>Returned information is presented in clear, simple terms</p> <p>%times manual exceptions occur in sending/acknowledging the message</p>					<p>Response time &lt;x secs for reservation transaction (expectation is transaction is real-time)</p> <p>- % Automation – 100%</p> <p>- % System Availability to be determined by specific implementations</p>				
							<b>Document Security</b>		
Response Required	Time To Perform	Legal Intent	Guaranteed Message Delivery Required	Non-repudiation Receipt	Non-repudiation of Origin & Content	Authorisation Required	Confidential	Tamper Detectable	Authenticated
Yes		No	No	No	No	No	Transient	Transient	Transient
<b>Request</b>									
Technical Standards			<p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						
Data Standards			<p><b>Required:</b></p> <p>Location (Structured address details, premise, sub-premise, thoroughfare Number and name, town, post code, OS Co-Ordinates, GPS co-ordinates)</p> <p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						
<b>Response</b>									
Technical Standards			<p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>Details if insufficient address details were supplied</p>						
Data Standards			<p><b>Required:</b></p> <p>Confirmation and Supplier specific location key</p> <p><b>Conditional:</b></p> <p>Error message</p> <p><b>Optional:</b></p> <p>None</p>						

## TP075: queryLineAvailability

<b>Component Ref</b>	TP075								
<b>Component Name</b>	queryLineAvailability								
<b>Description</b>	Check the availability of line plant at a given location								
<b>User Story</b>	L2C41								
<b>Business Transaction Type</b>	Query/Response								
<b>Direction</b>	Buyer-Supplier			<b>Sub-Process</b>			Availability & Capability		
<b>Non-functional Criteria</b>									
<b>Right First Time</b>					<b>Cycle Time</b>				
<p>Message delivery is successful first time</p> <p>Query input parameters to be agreed between Supplier and Buyers</p> <p>Availability is presented in clear, simple terms</p> <p>%times manual exceptions occur in sending/acknowledging the message</p>					<p>Response time &lt;x secs for reservation transaction (expectation is transaction is real-time)</p> <p>- % Automation – 100%</p> <p>- % System Availability to be determined by specific implementations</p>				
							<b>Document Security</b>		
<b>Response Required</b>	<b>Time To Perform</b>	<b>Legal Intent</b>	<b>Guaranteed Message Delivery Required</b>	<b>Non-repudiation Receipt</b>	<b>Non-repudiation of Origin &amp; Content</b>	<b>Authorisation Required</b>	<b>Confidential</b>	<b>Tamper Detectable</b>	<b>Authenticated</b>
Yes		No	No	No	No	No	Transient	Transient	Transient
<b>Query</b>									
<b>Technical Standards</b>			<p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						
<b>Data Standards</b>			<p><b>Required:</b></p> <p>Location details (Supplier specific location key)</p> <p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						
<b>Response</b>									
<b>Technical Standards</b>			<p><b>Conditional:</b></p> <p></p> <p><b>Optional:</b></p> <p></p>						
<b>Data Standards</b>			<p><b>Required:</b></p> <p>Details of available line plant</p> <p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						

## TP076: queryNetworkAvailability

<b>Component Ref</b>	TP076								
<b>Component Name</b>	queryNetworkAvailability								
<b>Description</b>	Check the availability of spare network capacity to serve a chosen location								
<b>User Story</b>	L2C42								
<b>Business Transaction Type</b>	Query/Response								
<b>Direction</b>	Buyer-Supplier			<b>Sub-Process</b>			Availability & Capability		
<b>Non-functional Criteria</b>									
<b>Right First Time</b>					<b>Cycle Time</b>				
<p>Message delivery is successful first time</p> <p>Query input parameters to be agreed between Supplier and Buyers</p> <p>Availability is presented in clear, simple terms</p> <p>%times manual exceptions occur in sending/acknowledging the message</p>					<p>Response time &lt;x secs for reservation transaction (expectation is transaction is real-time)</p> <p>- % Automation – 100%</p> <p>- % System Availability to be determined by specific implementations</p>				
							Document Security		
Response Required	Time To Perform	Legal Intent	Guaranteed Message Delivery Required	Non-repudiation Receipt	Non-repudiation of Origin & Content	Authorisation Required	Confidential	Tamper Detectable	Authenticated
Yes		No	No	No	No	No	Transient	Transient	Transient
<b>Query</b>									
Technical Standards			<p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						
Data Standards			<p><b>Required:</b></p> <p>Location details, Service Type(ID)</p> <p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						
<b>Response</b>									
Technical Standards			<p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						
Data Standards			<p><b>Required:</b></p> <p>Availability (Yes/No)</p> <p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						

## TP077: requestNetworkReservation

<b>Component Ref</b>	TP077								
<b>Component Name</b>	requestNetworkReservation								
<b>Description</b>	Temporarily reserve spare network capacity in anticipation of an order requiring that network capacity/service.								
<b>User Story</b>	L2C23								
<b>Business Transaction Type</b>	Commercial Transaction								
<b>Direction</b>	Buyer-Supplier			<b>Sub-Process</b>	Availability & Capability				
<b>Non-functional Criteria</b>									
Right First Time					Cycle Time				
<p>Message delivery is successful first time</p> <p>Query input parameters to be agreed between Supplier and Buyers</p> <p>Availability is presented in clear, simple terms</p> <p>%times manual exceptions occur in sending/acknowledging the message</p>					<p>Response time &lt;x secs for reservation transaction (expectation is transaction is real-time)</p> <p>- % Automation – 100%</p> <p>- % System Availability to be determined by specific implementations</p>				
							Document Security		
Response Required	Time To Perform	Legal Intent	Guaranteed Message Delivery Required	Non-repudiation Receipt	Non-repudiation of Origin & Content	Authorisation Required	Confidential	Tamper Detectable	Authenticated
Yes		No	No	No	No	No	Transient	Transient	Transient
<b>Request</b>									
Technical Standards			<p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						
Data Standards			<p><b>Required:</b></p> <p>Location, network details</p> <p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						
<b>Response</b>									
Technical Standards			<p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						
Data Standards			<p><b>Required:</b></p> <p>Service id (reference for future order)</p> <p><b>Conditional:</b></p> <p>Error (unable to reserve / not available / no capacity)</p> <p><b>Optional:</b></p>						

## TP078: queryNetworkCapability

<b>Component Ref</b>	TP078								
<b>Component Name</b>	queryNetworkCapability								
<b>Description</b>	Check the compatibility of existing services with the service to be ordered, and the capability of the network infrastructure to support the service								
<b>User Story</b>	L2C44								
<b>Business Transaction Type</b>	Query/Response								
<b>Direction</b>	Buyer-Supplier			<b>Sub-Process</b>	Availability & Capability				
<b>Non-functional Criteria</b>									
Right First Time					Cycle Time				
<p>Message delivery is successful first time</p> <p>Query input parameters to be agreed between Supplier and Buyers</p> <p>Availability is presented in clear, simple terms</p> <p>%times manual exceptions occur in sending/acknowledging the message</p>					<p>Response time &lt;x secs for reservation transaction (expectation is transaction is real-time)</p> <p>- % Automation – 100%</p> <p>- % System Availability to be determined by specific implementations</p>				
							Document Security		
Response Required	Time To Perform	Legal Intent	Guaranteed Message Delivery Required	Non-repudiation Receipt	Non-repudiation of Origin & Content	Authorisation Required	Confidential	Tamper Detectable	Authenticated
Yes		No	No	No	No	No	Transient	Transient	Transient
<b>Request</b>									
Technical Standards			<p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						
Data Standards			<p><b>Required:</b></p> <p>Location details, existing service ID, required service details(type ID)</p> <p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						
<b>Response</b>									
Technical Standards			<p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						
Data Standards			<p><b>Required:</b></p> <p>Compatibility, availability</p> <p><b>Conditional:</b></p> <p>Error details</p> <p><b>Optional:</b></p> <p>None</p>						

## TP079: queryNumberAvailability

<b>Component Ref</b>		TP079							
<b>Component Name</b>		queryNumberAvailability							
<b>Description</b>		Check the availability of Directory Numbers relevant to the service							
<b>User Story</b>		L2C45							
<b>Business Transaction Type</b>		Query/Response							
<b>Direction</b>		Buyer-Supplier			<b>Sub-Process</b>		Availability & Capability		
<b>Non-functional Criteria</b>									
<b>Right First Time</b>					<b>Cycle Time</b>				
<p>Message delivery is successful first time</p> <p>Query input parameters to be agreed between Supplier and Buyers</p> <p>Availability is presented in clear, simple terms</p> <p>%times manual exceptions occur in sending/acknowledging the message</p>					<p>Response time &lt;x secs for reservation transaction (expectation is transaction is real-time)</p> <p>- % Automation – 100%</p> <p>- % System Availability to be determined by specific implementations</p>				
							<b>Document Security</b>		
<b>Response Required</b>	<b>Time To Perform</b>	<b>Legal Intent</b>	<b>Guaranteed Message Delivery Required</b>	<b>Non-repudiation Receipt</b>	<b>Non-repudiation of Origin &amp; Content</b>	<b>Authorisation Required</b>	<b>Confidential</b>	<b>Tamper Detectable</b>	<b>Authenticated</b>
Yes		No	No	No	No	No	Transient	Transient	Transient
<b>Request</b>									
<b>Technical Standards</b>			<p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						
<b>Data Standards</b>			<p><b>Required:</b></p> <p>Location, Service type</p> <p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						
<b>Response</b>									
<b>Technical Standards</b>			<p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						
<b>Data Standards</b>			<p><b>Required:</b></p> <p>Available numbers</p> <p><b>Conditional:</b></p> <p>Error none available / service not available</p> <p><b>Optional:</b></p> <p>None</p>						

## TP080: requestNumberReservation

<b>Component Ref</b>		TP080							
<b>Component Name</b>		requestNumberReservation							
<b>Description</b>		L2C46							
<b>User Story</b>		Temporarily reserve a Directory Number for a service. So that it can added to a future order and potentially early end user notification.							
<b>Business Transaction Type</b>		Commercial Transaction							
<b>Direction</b>		Buyer-Supplier			<b>Sub-Process</b>		Availability & Capability		
<b>Non-functional Criteria</b>									
Right First Time					Cycle Time				
<p>Message delivery is successful first time</p> <p>Query input parameters to be agreed between Supplier and Buyers</p> <p>Availability is presented in clear, simple terms</p> <p>%times manual exceptions occur in sending/acknowledging the message</p>					<p>Response time &lt;x secs for reservation transaction (expectation is transaction is real-time)</p> <p>- % Automation – 100%</p> <p>- % System Availability to be determined by specific implementations</p>				
							Document Security		
Response Required	Time To Perform	Legal Intent	Guaranteed Message Delivery Required	Non-repudiation Receipt	Non-repudiation of Origin & Content	Authorisation Required	Confidential	Tamper Detectable	Authenticated
Yes		No	No	No	No	No	Transient	Transient	Transient
<b>Request</b>									
Technical Standards			<p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						
Data Standards			<p><b>Required:</b></p> <p>Location</p> <p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						
<b>Response</b>									
Technical Standards			<p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						
Data Standards			<p><b>Required:</b></p> <p>Directory number</p> <p><b>Conditional:</b></p> <p>Error none available / service not available at location</p> <p><b>Optional:</b></p> <p>None</p>						

## TP081: queryNumberImport

<b>Component Ref</b>	TP081								
<b>Component Name</b>	queryNumberImport								
<b>Description</b>	Check if I can import a specific Directory Number to the Supplier's network.								
<b>User Story</b>	L2C47								
<b>Business Transaction Type</b>	Query/Response								
<b>Direction</b>	Buyer-Supplier			<b>Sub-Process</b>			Availability & Capability		
<b>Non-functional Criteria</b>									
<b>Right First Time</b>					<b>Cycle Time</b>				
<p>Message delivery is successful first time</p> <p>Query input parameters to be agreed between Supplier and Buyers</p> <p>Availability is presented in clear, simple terms</p> <p>%times manual exceptions occur in sending/acknowledging the message</p>					<p>Response time &lt;x secs for reservation transaction (expectation is transaction is real-time)</p> <p>- % Automation – 100%</p> <p>- % System Availability to be determined by specific implementations</p>				
							<b>Document Security</b>		
<b>Response Required</b>	<b>Time To Perform</b>	<b>Legal Intent</b>	<b>Guaranteed Message Delivery Required</b>	<b>Non-repudiation Receipt</b>	<b>Non-repudiation of Origin &amp; Content</b>	<b>Authorisation Required</b>	<b>Confidential</b>	<b>Tamper Detectable</b>	<b>Authenticated</b>
Yes		No	No	No	No	No	Transient	Transient	Transient
<b>Query</b>									
<b>Technical Standards</b>			<p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						
<b>Data Standards</b>			<p><b>Required:</b></p> <p>Location, Service type, Number</p> <p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						
<b>Response</b>									
<b>Technical Standards</b>			<p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						
<b>Data Standards</b>			<p><b>Required:</b></p> <p>Yes/No(reason)</p> <p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						

## TP082: queryNumberExport

<b>Component Ref</b>	TP082								
<b>Component Name</b>	queryNumberExport								
<b>Description</b>	Check if I can export a nominated Directory Number to another Supplier								
<b>User Story</b>	L2C48								
<b>Business Transaction Type</b>	Query/Response								
<b>Direction</b>	Buyer-Supplier			<b>Sub-Process</b>			Availability & Capability		
<b>Non-functional Criteria</b>									
<b>Right First Time</b>					<b>Cycle Time</b>				
<p>Message delivery is successful first time</p> <p>Query input parameters to be agreed between Supplier and Buyers</p> <p>Availability is presented in clear, simple terms</p> <p>%times manual exceptions occur in sending/acknowledging the message</p>					<p>Response time &lt;x secs for reservation transaction (expectation is transaction is real-time)</p> <p>- % Automation – 100%</p> <p>- % System Availability to be determined by specific implementations</p>				
							<b>Document Security</b>		
<b>Response Required</b>	<b>Time To Perform</b>	<b>Legal Intent</b>	<b>Guaranteed Message Delivery Required</b>	<b>Non-repudiation Receipt</b>	<b>Non-repudiation of Origin &amp; Content</b>	<b>Authorisation Required</b>	<b>Confidential</b>	<b>Tamper Detectable</b>	<b>Authenticated</b>
Yes		No	No	No	No	No	Transient	Transient	Transient
<b>Query</b>									
<b>Technical Standards</b>			<p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						
<b>Data Standards</b>			<p><b>Required:</b></p> <p>Number</p> <p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						
<b>Response</b>									
<b>Technical Standards</b>			<p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						
<b>Data Standards</b>			<p><b>Required:</b></p> <p>Yes/No(reason)</p> <p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						

## TP083: queryInstallationDetails

<b>Component Ref</b>	TP083								
<b>Component Name</b>	queryInstallationDetails								
<b>Description</b>	Check details of a service I provide via this supplier or to obtain details about an existing installed service provided by another party, with the End User's permission								
<b>User Story</b>	L2C49								
<b>Business Transaction Type</b>	Query/Response								
<b>Direction</b>	Buyer-Supplier			<b>Sub-Process</b>	Availability & Capability				
<b>Non-functional Criteria</b>									
Right First Time					Cycle Time				
<p>Message delivery is successful first time</p> <p>Query input parameters to be agreed between Supplier and Buyers</p> <p>Availability is presented in clear, simple terms</p> <p>%times manual exceptions occur in sending/acknowledging the message</p>					<p>Response time &lt;x secs for reservation transaction (expectation is transaction is real-time)</p> <p>- % Automation – 100%</p> <p>- % System Availability to be determined by specific implementations</p>				
							Document Security		
Response Required	Time To Perform	Legal Intent	Guaranteed Message Delivery Required	Non-repudiation Receipt	Non-repudiation of Origin & Content	Authorisation Required	Confidential	Tamper Detectable	Authenticated
Yes		No	No	No	No	No	Transient	Transient	Transient
<b>Query</b>									
Technical Standards			<p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						
Data Standards			<p><b>Required:</b></p> <p>Location</p> <p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>Service</p>						
<b>Response</b>									
Technical Standards			<p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						
Data Standards			<p><b>Required:</b></p> <p>Service details</p> <p><b>Conditional:</b></p> <p>Error (no service, location, authorisation)</p> <p><b>Optional:</b></p> <p>None</p>						

## TP084: queryFeatures

<b>Component Ref</b>	TP084								
<b>Component Name</b>	queryFeatures								
<b>Description</b>	Check the details of a service I provide or find what Calling & Network Features are present on an End User's existing service provided by another party, with the End User's permission.								
<b>User Story</b>	L2C50								
<b>Business Transaction Type</b>	Query/Response								
<b>Direction</b>	Buyer-Supplier			<b>Sub-Process</b>			Availability & Capability		
<b>Non-functional Criteria</b>									
Right First Time					Cycle Time				
<p>Message delivery is successful first time</p> <p>Query input parameters to be agreed between Supplier and Buyers</p> <p>Availability is presented in clear, simple terms</p> <p>%times manual exceptions occur in sending/acknowledging the message</p>					<p>Response time &lt;x secs for reservation transaction (expectation is transaction is real-time)</p> <p>- % Automation – 100%</p> <p>- % System Availability to be determined by specific implementations</p>				
							Document Security		
Response Required	Time To Perform	Legal Intent	Guaranteed Message Delivery Required	Non-repudiation Receipt	Non-repudiation of Origin & Content	Authorisation Required	Confidential	Tamper Detectable	Authenticated
Yes		No	No	No	No	No	Transient	Transient	Transient
<b>Query</b>									
Technical Standards			<p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						
Data Standards			<p><b>Required:</b></p> <p>Location, Service ID</p> <p><b>Conditional:</b></p> <p>Number</p> <p><b>Optional:</b></p> <p>None</p>						
<b>Response</b>									
Technical Standards			<p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						
Data Standards			<p><b>Required:</b></p> <p>Features supplied details</p> <p><b>Conditional:</b></p> <p>Error</p> <p><b>Optional:</b></p> <p>None</p>						

## TP085: requestConfigService

<b>Component Ref</b>		TP085							
<b>Component Name</b>		requestConfigService							
<b>Description</b>		Change the configuration of a working service in real time, within the contractual agreement for this service.							
<b>User Story</b>		L2C25							
<b>Business Transaction Type</b>		Commercial Transaction							
<b>Direction</b>		Buyer-Supplier			<b>Sub-Process</b>		Configure Service		
<b>Non-functional Criteria</b>									
<b>Right First Time</b>					<b>Cycle Time</b>				
<p>Message delivery is successful first time</p> <p>The Notification identifies the type of configuration change (using allowable parameters)</p> <p>%times manual exceptions occur in sending/acknowledging the message</p>					<p>Response time to respond with configuration confirmation - as defined for specific implementations (expectation is transaction is in real-time)</p> <p>- % Automation – 100%</p> <p>- % System Availability to be determined by specific implementations</p>				
							<b>Document Security</b>		
<b>Response Required</b>	<b>Time To Perform</b>	<b>Legal Intent</b>	<b>Guaranteed Message Delivery Required</b>	<b>Non-repudiation Receipt</b>	<b>Non-repudiation of Origin &amp; Content</b>	<b>Authorisation Required</b>	<b>Confidential</b>	<b>Tamper Detectable</b>	<b>Authenticated</b>
Yes		No	No	No	No	No	Transient	Transient	Transient
<b>Request</b>									
<b>Technical Standards</b>			<p><b>Conditional:</b></p> <p>Changes depend on service supplied, contractual and SLA</p> <p><b>Optional:</b></p> <p>Time change to be effective</p>						
<b>Data Standards</b>			<p><b>Required:</b></p> <p>Service ID</p> <p><b>Conditional:</b></p> <p>Parameters to change</p> <p><b>Optional:</b></p> <p>Time</p>						
<b>Response</b>									
<b>Technical Standards</b>			<p><b>Conditional:</b></p> <p>Details returned can vary bay service</p> <p><b>Optional:</b></p> <p>Service or time dependent results</p>						
<b>Data Standards</b>			<p><b>Required:</b></p> <p>Confirmation or rejection of change</p> <p><b>Conditional:</b></p> <p>Dependent on service</p> <p><b>Optional:</b></p> <p>Time change will be made</p>						

## TP086: requestServiceQuote

<b>Component Ref</b>	TP086								
<b>Component Name</b>	requestServiceQuote								
<b>Description</b>	Request the Supplier provides a quotation for the service(s) being enquiring about								
<b>User Story</b>	L2C3								
<b>Business Transaction Type</b>	Commercial Transaction								
<b>Direction</b>	Buyer-Supplier			<b>Sub-Process</b>			Sell Service		
<b>Non-functional Criteria</b>									
Right First Time					Cycle Time				
<p>Message delivery is successful first time</p> <p>Request includes all mandatory/conditional information for the Supplier to quote against</p> <p>Quotation covers all the Buyer's service requirements, detailed in an agreed format</p> <p>Quotation details any contractual conditions e.g. valid for n days, site access reqs, ancillary reqs etc</p> <p>Quotation includes a quotation reference identifier</p> <p>%times manual exceptions occur in sending/acknowledging the message</p>					<p>Quotation sent within an agreed time from request</p> <p>- % Automation – 100% where product and process allows</p> <p>- % System Availability to be determined by specific implementations</p>				
							Document Security		
Response Required	Time To Perform	Legal Intent	Guaranteed Message Delivery Required	Non-repudiation Receipt	Non-repudiation of Origin & Content	Authorisation Required	Confidential	Tamper Detectable	Authenticated
Yes		No	No	No	No	No	Transient	Transient	Transient
<b>Request</b>									
Technical Standards			<p><b>Conditional:</b></p> <p>Service parameters depend on service installed and being enquired on</p> <p><b>Optional:</b></p>						
Data Standards			<p><b>Required:</b></p> <p>Quote ID, service type</p> <p><b>Conditional:</b></p> <p>Location, Additional services already supplied</p> <p><b>Optional:</b></p> <p>Date required</p>						
<b>Response</b>									
Technical Standards			<p><b>Conditional:</b></p> <p>Details of the service(s) offered are service. Location and time specific</p> <p><b>Optional:</b></p>						
Data Standards			<p><b>Required:</b></p> <p>Quote ID, Validity dates, details of service</p> <p><b>Conditional:</b></p> <p><b>Optional:</b></p>						

## TP087: requestQuote2Order

<b>Component Ref</b>		TP087							
<b>Component Name</b>		requestQuote2Order							
<b>Description</b>		Buyer wants to use an previous quotation as the basis for a new order and request the supplier to create an order based on the quotation.							
<b>User Story</b>		L2C3							
<b>Business Transaction Type</b>		Commercial Transaction							
<b>Direction</b>		Buyer-Supplier			<b>Sub-Process</b>		Sell Service		
<b>Non-functional Criteria</b>									
<b>Right First Time</b>					<b>Cycle Time</b>				
<p>Message delivery is successful first time</p> <p>The order only needs to capture mandatory/conditional data which is additional to that already submitted for the quote</p> <p>The order must include the quotation reference returned by the Supplier</p> <p>%times manual exceptions occur in sending/acknowledging the message</p>					<p>Response time to perform initial xml validation and send response - as defined for specific implementations</p> <p>The quotation data will be stored by the Supplier for a fixed time period - as defined for specific implementations</p> <p>SLA clock will start on receipt of a valid order</p> <p>- % Automation – 100%</p> <p>- % System Availability to be determined by specific implementations</p>				
							<b>Document Security</b>		
<b>Response Required</b>	<b>Time To Perform</b>	<b>Legal Intent</b>	<b>Guaranteed Message Delivery Required</b>	<b>Non-repudiation Receipt</b>	<b>Non-repudiation of Origin &amp; Content</b>	<b>Authorisation Required</b>	<b>Confidential</b>	<b>Tamper Detectable</b>	<b>Authenticated</b>
Yes		No	No	No	No	No	Transient	Transient	Transient
<b>Request</b>									
<b>Technical Standards</b>			<p><b>Conditional:</b></p> <p>Product/Service specific additional information to complete an order from a quotation.</p> <p><b>Optional:</b></p>						
<b>Data Standards</b>			<p><b>Required:</b></p> <p>Quote ID</p> <p><b>Conditional:</b></p> <p>Data missing from valid order</p> <p><b>Optional:</b></p> <p>Required by dates</p>						
<b>Response</b>									
<b>Technical Standards</b>			<p><b>Conditional:</b></p> <p>None</p> <p><b>Optional:</b></p> <p>None</p>						
<b>Data Standards</b>			<p><b>Required:</b></p> <p>Confirmation Quote has been Converted to an order, Order ID, Tracking number</p> <p><b>Conditional:</b></p> <p><b>Optional:</b></p>						

## TP088: queryOrderStatus

<b>Component Ref</b>		TP088							
<b>Component Name</b>		queryOrderStatus							
<b>Description</b>		Buyer wishes to know the current status of an order. They may believe they have not received a previous KCI.							
<b>User Story</b>		L2C27							
<b>Business Transaction Type</b>		Query/Response							
<b>Direction</b>		Buyer-supplier			<b>Sub-Process</b>		Mange Progress		
<b>Non-functional Criteria</b>									
<b>Right First Time</b>					<b>Cycle Time</b>				
<p>Message delivery is successful first time</p> <p>%times manual exceptions occur in sending/acknowledging the message</p> <p>%times the KCI milestones or SLA timescales breached</p>					<p>Response time to confirm receipt of the request - as defined for specific implementations</p> <p>- % Automation – 100%</p> <p>- % System Availability to be determined by specific implementations</p>				
							<b>Document Security</b>		
<b>Response Required</b>	<b>Time To Perform</b>	<b>Legal Intent</b>	<b>Guaranteed Message Delivery Required</b>	<b>Non-repudiation Receipt</b>	<b>Non-repudiation of Origin &amp; Content</b>	<b>Authorisation Required</b>	<b>Confidential</b>	<b>Tamper Detectable</b>	<b>Authenticated</b>
Yes		No	No	No	No	No	Transient	Transient	Transient
<b>Request</b>									
<b>Technical Standards</b>			<p><b>Conditional:</b></p> <p>Details may depend on the service ordered.</p> <p><b>Optional:</b></p> <p>None</p>						
<b>Data Standards</b>			<p><b>Required:</b></p> <p>Order ID</p> <p><b>Conditional:</b></p> <p>Service ID</p> <p><b>Optional:</b></p> <p>None</p>						
<b>Response</b>									
<b>Technical Standards</b>			<p><b>Conditional:</b></p> <p>KCI sent is dependent on the current status</p> <p><b>Optional:</b></p> <p>None</p>						
<b>Data Standards</b>			<p><b>Required:</b></p> <p>Last KCI is resent</p> <p><b>Conditional:</b></p> <p>Error Order ID / Service ID invalid</p> <p><b>Optional:</b></p> <p>None</p>						

## TP089: notifyDelay

<b>Component Ref</b>	TP089								
<b>Component Name</b>	notifyDelay								
<b>Description</b>	The supplier informs the buyer that the SLA for the product will not be met and that a delay will occur								
<b>User Story</b>									
<b>Business Transaction Type</b>	Notification								
<b>Direction</b>	Supplier-Buyer			<b>Sub-Process</b>	Manage Progress				
<b>Non-functional Criteria</b>									
<b>Right First Time</b>					<b>Cycle Time</b>				
Buyer receives Delay notification first time Notification details reason and impact description (could be a reason code if agreed with buyers) Notification could include requested action by Buyer %times exceptions occur					Delay message sent to Buyer <x minutes of delay condition occurring - % Automation – 100% - % System Availability to be determined by specific implementations				
							<b>Document Security</b>		
<b>Response Required</b>	<b>Time To Perform</b>	<b>Legal Intent</b>	<b>Guaranteed Message Delivery Required</b>	<b>Non-repudiation Receipt</b>	<b>Non-repudiation of Origin &amp; Content</b>	<b>Authorisation Required</b>	<b>Confidential</b>	<b>Tamper Detectable</b>	<b>Authenticated</b>
No		No	Yes	Yes	Yes	No	Transient	Transient	Transient
<b>Notification</b>									
<b>Technical Standards</b>			<b>Conditional:</b> New date/time  <b>Optional:</b> Notes can be added						
<b>Data Standards</b>			<b>Required:</b> Customer; Account; Service Identifier; order Identifier; Delay Reason  <b>Conditional:</b> New Date/Time  <b>Optional:</b> Notes (free format)						

## TPxxx: Touchpoint Template

<b>Component Ref</b>		TPxxx							
<b>Component Name</b>									
<b>Description</b>									
<b>User Story</b>									
<b>Business Transaction Type</b>									
<b>Direction</b>					<b>Sub-Process</b>				
<b>Non-functional Criteria</b>									
Right First Time					Cycle Time				
							Document Security		
Response Required	Time To Perform	Legal Intent	Guaranteed Message Delivery Required	Non-repudiation Receipt	Non-repudiation of Origin & Content	Authorisation Required	Confidential	Tamper Detectable	Authenticated
<b>Request</b>									
Technical Standards			<b>Conditional:</b>  <b>Optional:</b>						
Data Standards			<b>Required:</b>  <b>Conditional:</b>  <b>Optional:</b>						
<b>Response</b>									
Technical Standards			<b>Conditional:</b>  <b>Optional:</b>						
Data Standards			<b>Required:</b>  <b>Conditional:</b>  <b>Optional:</b>						

## Annex 2 (normative): Patterns

This Annex includes the Pattern definition tables. The “data” sections are a high-level view of key data items, but do not define full data sets or formats.

The following table details the index of Patterns, and shows which Sub-Processes are used within each Pattern. Additional patterns may be added throughout the life of this standard and the latest version should always be sought before implementation.

This annex contains 3 types of patterns:

1. Common patterns used by most products and services.
2. Simple example “building blocks” based on the underlying touchpoint.
3. Some possible combinations of these “building blocks” to form useful combinations and larger sub-assemblies that could be re-used or used as starting points for product specific combinations.

### Pattern Index

No.	Pattern	Sub-Processes used
BS031	Buyer views availability and reserves Appointment	Appointing
BS032	Buyer Cancels existing Appointment	Appointing
BS033	Supplier Cancels Appointment	Appointing
BS034	L2C Order Success path	Supply Service
BS035	Buyer Amends Order	Supply Service
BS036	Buyer Cancels Order	Supply Service
BS037	Supplier Cancels Order	Supply Service
BS038	Supplier Rejects Order	Supply Service
BS039	Supplier informs Delay	Manage Progress
BS040	Supplier informs Jeopardy	Manage Progress
BS041	Working Service Demonstrated	Supply Service
BS042	Supplier request buyer action	Supply Service
BS043	Supplier request information from buyer	Supply Service
BS044	Supplier changes Timescales and/or Costs	Manage Progress
BS045	Buyer requests specific task of supplier	Miscellaneous
BS046	Buyer Cancels 3rd Party Cease	Supply Service
BS047	Buyer request service configuration	Configure Service
BS048	Manage Performance Data	Management Information

<b>No.</b>	<b>Pattern</b>	<b>Sub-Processes used</b>
BS049	Buyer submits Order Forecast	Sell Service
BS050	Buyer Requests Quote	Sell Service
BS051	Buyer requests commissioning test	Testing
BS052	Buyer Request MAC	Sell Service
BS053	Get Address key for location for order	Location
BS054	Buyer requests order status	Manage Progress
BS055	Check and reserve network capacity	Availability & Capability

## BS031: Buyer views availability and reserves Appointment

<b>Pattern Ref</b>	BS031	
<b>Pattern Name</b>	Buyer views availability and reserves Appointment	
<b>Description</b>	The Buyer checks the availability of Appointment slots to meet the needs of the product/service, and reserves a slot	
<b>Components Used</b>	TP001 requestAppointmentAvailability, TP002 requestAppointmentReservation	
<b>Process Pattern</b>		
<b>Success Path</b>		<b>Alternative Outcomes</b>
<b>Pre-conditions</b> (assumes Buyer registered as a customer)	<b>Post-conditions</b>	(note: these do not cover messaging failures)
<ol style="list-style-type: none"> <li>Order not yet created, or created but no Appointment exists</li> <li>Product or service being ordered requires an Appointment</li> </ol>	<ol style="list-style-type: none"> <li>Appointment reserved within SLA or to meet EU requirement</li> <li>CAD/CCD extended to Appt date if EU has requested date beyond SLA</li> </ol>	<ol style="list-style-type: none"> <li>No slots available within CAD/CCD</li> <li>Back-end Appt function not available</li> <li>Appt already exists for order</li> </ol>
<b>Technical Hand-offs</b>		
<ol style="list-style-type: none"> <li>Buyer initiates TP001 requestAppointmentAvailability</li> <li>Supplier checks conditional/optional parameters and responds with available slots, closing TP001</li> <li>The Buyer process Message checks if the available slots meet their conditions. If: <ul style="list-style-type: none"> <li>Conditions are met, an automated process can initiate TP002 requestAppointmentReservation</li> <li>Conditions are not met, a manual process can either accept a slot that does not meet the conditions and initiate TP002, or can re-initiate TP001</li> </ul> </li> <li>Buyer initiates TP002 to reserve the chosen slot</li> <li>Supplier attempts to reserve the slot: <ul style="list-style-type: none"> <li>If successful, Supplier responds with the Appointment slot id, closing TP002</li> <li>If unsuccessful, a Business Failure message is returned to the Buyer, closing TP002. The Buyer will have to try to reserve another slot using TP002, or re-check availability first via TP001, and repeat the reservation process.</li> </ul> </li> </ol>		

Data Flows			
Component	Input/Output	CRUD	Data
TP001	Input	C C C	Work type Date/Time Personnel requirement
TP001	Output	C	Available slots
Buyer Internal			No change
TP002	Input	U	Available slot to reserve
TP002	Output – Success	U C	Reservation Appointment slot id
TP002	Output - Failure	C D	Rejection notification Reservation
Buyer Internal			No change

**Note:**

This is a subset of BS001 from T2R – identical to the end of this scenario but booking is via different scenarios. (BS034-L2C Order Success path and BS035-Buyer Amends Order)

## BS032: Buyer Cancels existing Appointment

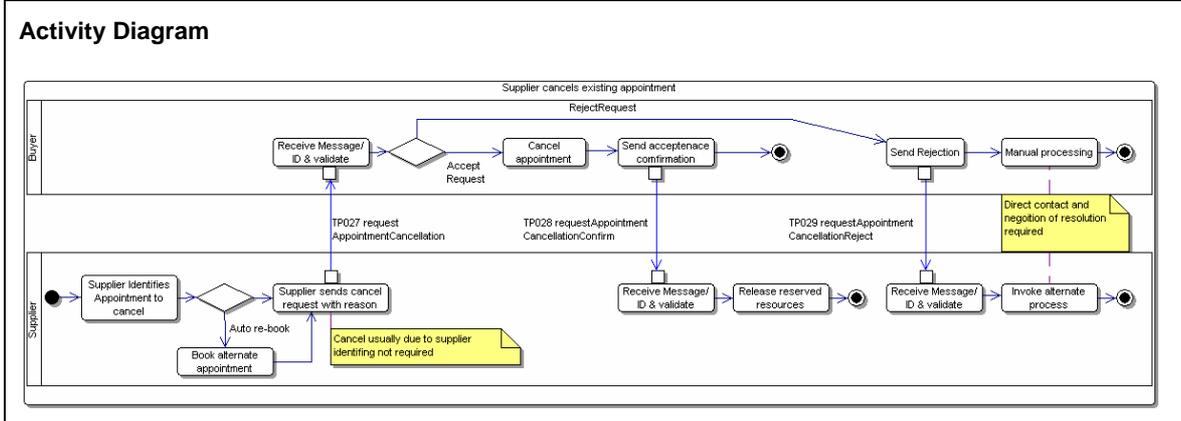
<b>Pattern Ref</b>	BS032		
<b>Pattern Name</b>	Buyer Cancels existing Appointment		
<b>Description</b>	The Buyer cancels an existing Appointment Slot booking		
<b>Components Used</b>	TP004 requestCancelAppointment		
<b>Process Pattern</b>			
<b>Activity Diagram</b>			
<pre> graph TD     subgraph Buyer         B1(( )) --&gt; B1[Buyer selects booked appointment slot]         B1 --&gt; B2[Send cancel request with Res./booked ID]         B2 --&gt; B3[Receive Message/ ID &amp; Validate]         B3 --&gt; B4[Cancel Appointment details]         B4 --&gt; B5(( ))     end     subgraph Supplier         S1[Receive Message/ ID &amp; Validate] --&gt; S2[Confirm Appointment Cancellation]         S2 --&gt; S3[Release Reserved Resources]         S3 --&gt; S4(( ))     end     B2 -- "TP004 request AppointmentCancel" --&gt; S1     S2 -- "response" --&gt; B3     </pre> <p>Only booked appts. cancelled - reserved allowed to time-out</p>			
<b>Success Path</b>		<b>Alternative Outcomes</b>	
<b>Pre-conditions</b> (assumes Buyer registered as a customer)	<b>Post-conditions</b>	(note: these do not cover messaging failures)	
<ol style="list-style-type: none"> <li>Order received and validated by Supplier</li> <li>Appointment exists for the order</li> <li>Appointment is booked not just reserved</li> </ol>	<ol style="list-style-type: none"> <li>Appointment cancelled</li> <li>If Appointment necessary for this Order, Buyer informed to make new appt via KCI sent after a time-out?</li> </ol>	<ol style="list-style-type: none"> <li>Order not yet received or validated</li> <li>Order progress has gone beyond point-of-no-return (PONR) in process - Buyer informed via cancel reject response</li> </ol>	
<b>Technical Hand-offs</b>			
<ol style="list-style-type: none"> <li>Buyer has identified the Appointment is no longer required and initiates TP004</li> <li>Supplier checks if the Appointment can be cancelled <ul style="list-style-type: none"> <li>If status allows the Supplier responds to confirm the Appointment will be cancelled</li> <li>If status does not allow (e.g. no Appointment exists), a Business Failure message is returned, closing TP004</li> </ul> </li> <li>Supplier cancels the Appointment and releases associated resources</li> </ol>			
<b>Data Flows</b>			
<b>Component</b>	<b>Input/Output</b>	<b>CRUD</b>	<b>Data</b>
TP004	Input	C	Appointment cancellation
TP004	Output – Success	C	Appt cancellation confirmation

TP004	Output – Failure	C	Appt cancellation rejection
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# BS033: Supplier Cancels Appointment

<b>Pattern Ref</b>	BS033
<b>Pattern Name</b>	Supplier Cancels Appointment
<b>Description</b>	A request from the Supplier to cancel an existing engineering appointment for the order.
<b>Components Used</b>	TP027 requestAppointmentCancellation, TP028 requestAppointmentCancellationConfirm, TP029 requestAppointmentCancellationReject

## Process Pattern



Success Path	Alternative Outcomes
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<b>Pre-conditions</b> (assumes Buyer registered as a customer)	<b>Post-conditions</b>	(note: these do not cover messaging failures)
<ol style="list-style-type: none"> <li>Order received and validated by Supplier</li> <li>Appointment exists for the Order</li> <li>Supplier has identified an Appointment is not necessary</li> </ol>	<ol style="list-style-type: none"> <li>Appointment cancelled</li> <li>If Appointment necessary for this Order, Buyer informed to make new appt via KCI sent after a time-out?</li> </ol>	<ol style="list-style-type: none"> <li>Buyer disputes cancellation &amp; possible charges</li> </ol>

## Technical Hand-offs

- Supplier identifies that an appointment can not be completed as scheduled and wish to cancel.
- Supplier optionally (product specific) books a new appointment if appropriate. i.e. when engineer unavailable not due to appointment not needed.
- Supplier executes TP027 requestAppointmentCancellation to inform the buyer.
- Buyer cancels Appointment, executes TP028 requestAppointmentCancellationConfirm to inform the supplier the appointment has been cancelled and the supplier cancels the appointment.
- Buyer rejects the cancellation by executing TP029 requestAppointmentCancellationReject to inform the Supplier that they do not want the appointment cancelled, the Supplier then falls back to manual process to agree actions.

## Data Flows

Component	Input/Output	CRUD	Data
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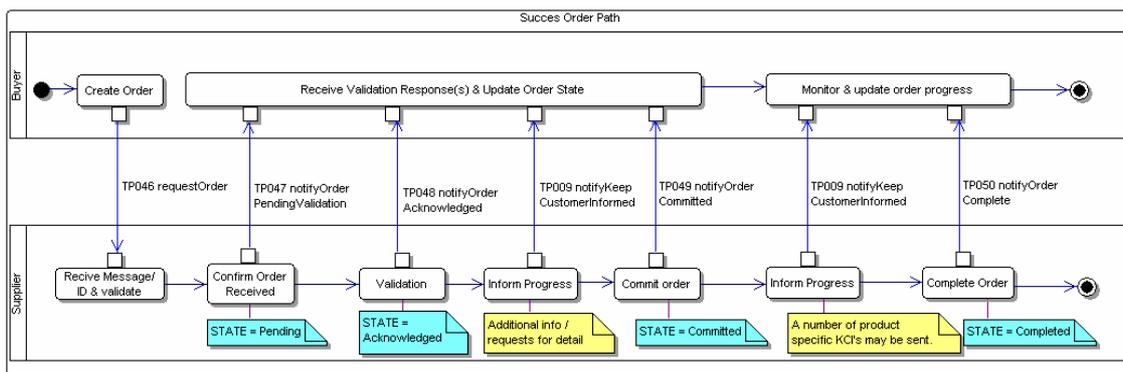
TP027	Output	R	Appointment ID
		R	Appointment details
TP028	Input	C	Cancel acceptance
TP029	Input	C	Cancel rejection

## BS034: L2C Order Success path

<b>Pattern Ref</b>	BS034
<b>Pattern Name</b>	L2C Order Success path
<b>Description</b>	The buyer submits an order that is complete and valid. The supplier raises an order and informs the buyer of its receipt and acceptance as valid. The supplier then ensures that delivery is possible and sends a delivery commitment to the buyer. Depending on the product/service being supplied 1 or more informational messages may be sent to the buyer updating the stages of the fulfilment process. Finally the supplier will inform the buyer that the order has been completed.
<b>Components Used</b>	TP046 requestOrder, TP047 notifyOrderPendingValidation, TP048 notifyOrderAcknowledged, TP009 notifyKeepCustomerInformed, TP049 notifyOrderCommitted, TP050 notifyOrderComplete

### Process Pattern

#### Activity Diagram



Success Path		Alternative Outcomes
<b>Pre-conditions</b> (assumes Buyer registered as a customer)	<b>Post-conditions</b>	(note: these do not cover messaging failures)
1. Order does not exist	1. Product/service delivered and working 2. Order complete in both Supplier and Buyer systems	1. Order Invalid. 2. Duplicated order. 3. Unable to fulfil order.
<b>Technical Hand-offs</b>		
<ol style="list-style-type: none"> <li>Buyer initiates TP046 requestOrder</li> <li>Supplier receives the XML document and responds with either: TP047 notifyOrderPendingValidation and sets order status to pending or TP059 notifyOrderRejected and sets order status to rejected depending on initial XML structural type of validation</li> <li>Detailed validation of the Order is performed to ensure product service is valid and for a valid combination of products etc. acknowledges the order is valid by sending TP048 notifyOrderAcknowledged Sets the order status to acknowledged</li> <li>Some products may execute TP009 notifyKeepCustomerInformed during the validation and commitment</li> </ol>		

phases to clarify or request extra actions by the Buyer. This could result in amendments, supplier initiated rejections or buyer initiated cancels being executed.

5. Supplier ensures that the product/service can be supplied (this may require site survey or additional planning activities) and calculates the committed delivery date etc. The commitment to delivery is notified to the buyer using TP049 notifyOrderCommitted.  
Set the order status to committed.  
(This is the point at which Buyer has confirmation that the product/service will be delivered and all the appropriate SLA's for deliveries are started – until this point only the order processing SLA have been valid i.e. time to respond to an order request.)
6. Depending on the product/service ordered 1 or more KCIs may be sent these may be generic as defined in TP009 notifyKeepCustomerInformed where specific product information may be added or specific such as service demonstrated, delay, appointment failed, new appointment required that are detailed in other patterns.
7. When the supplier has completed the order the order status is set to completed and TP050 notifyOrderComplete

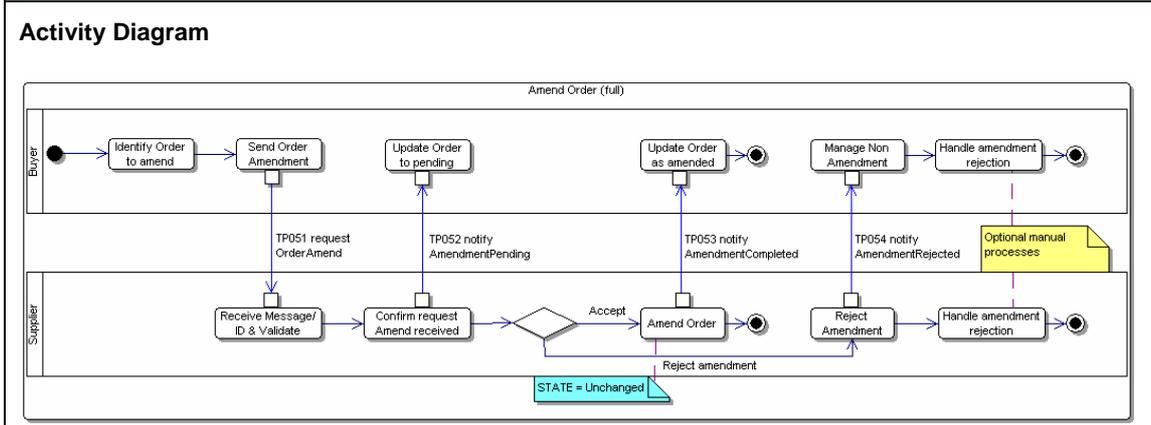
#### Data Flows

Component	Input/Output	CRUD	Data
TP046	Input	C C C	Order Order id (number) Appointment id (if pre booked)
TP047	Output - Success	C	KCI Order Status = Pending
TP059	Output - Reject	C	KCI Order Status = Rejected
TP048	Output	C	KCI Order Status = Acknowledged
TP049	Output	C	KCI Order Status = Committed
TP009	Output	C	KCI progress update (May repeat)
Optional / Various	Output	C	Various specialist KCI that have specific values i.e. service demonstrated, delay, appointment failed, new appointment required
TP050	Output	C	Order Status = Completed

# BS035: Buyer Amends Order

<b>Pattern Ref</b>	BS035
<b>Pattern Name</b>	Buyer Amends Order
<b>Description</b>	The buyer amends an existing Order
<b>Components Used</b>	TP051 requestOrderAmend, TP053 notifyAmendmentCompleted, TP054 notifyAmendmentRejected

**Process Pattern**



Success Path		Alternative Outcomes
<b>Pre-conditions</b> (assumes Buyer registered as a customer)	<b>Post-conditions</b>	(note: these do not cover messaging failures)
<ol style="list-style-type: none"> <li>The order exists</li> <li>The order has not been completed, rejected or cancelled</li> </ol>	<ol style="list-style-type: none"> <li>The Order has been amended on both the Buyer and Supplier's systems.</li> <li>The order has not been amended but the buyer is aware of the reason and mutual manual processing occurs</li> </ol>	<ol style="list-style-type: none"> <li>Order does not exist on suppliers system</li> <li>Order has been completed, rejected or cancelled</li> </ol>

**Technical Hand-offs**

- Buyer identifies an Order to be changed
- Buyer creates the order amendment message and sends to the Supplier using TP051 requestOrderAmend
- Supplier receives the XML document, validates it is structurally valid and responds with an acknowledgment closing TP051. (This is not acceptance to execute the amendment.)
- If the amendment request can be met (i.e. the Order may be amended, it is not past PONR, etc.) the Order is amended on the supplier's system and executes TP053 notifyAmendmentCompleted to send the completion of amendment to the Buyer.
- If the amendment request can not be fulfilled (i.e. the Order process is past the PONR, the order is complete, etc.) the supplier executes TP054 notifyAmendmentRejected and the process reverts to a manual process to explain the failure and the Supplier will contact the buyer to ensure that they are aware of the failure and to allow them to correct their system.

**Data Flows**

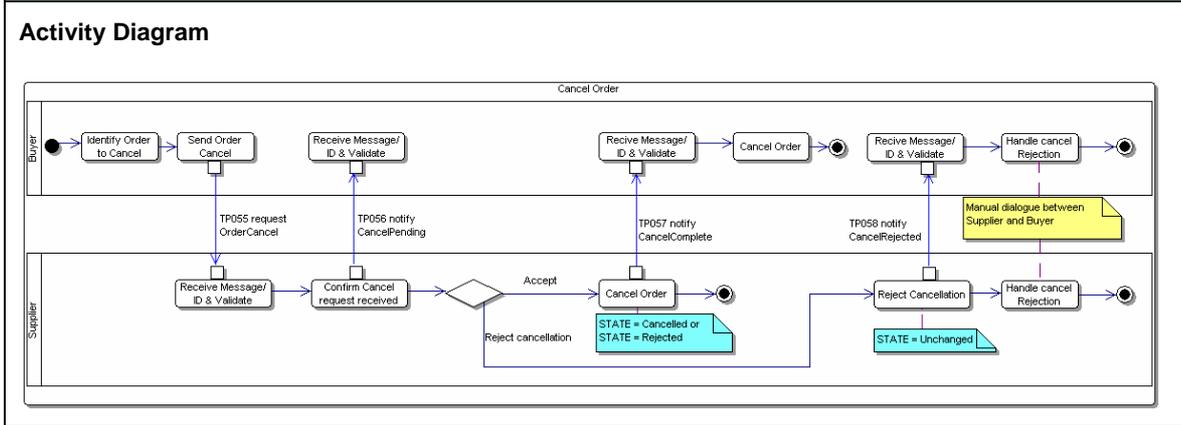
Component	Input/Output	CRUD	Data
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TP051	Input	R C	Order ID Amended Order
TP051 / TP052	Output	R C	Order ID Amendment reference ID
TP053	Output	R C	Order ID Completion confirmation
TP054	Output	R C	Order ID Rejection

# BS036: Buyer Cancels Order

<b>Pattern Ref</b>	BS036
<b>Pattern Name</b>	Buyer Cancels Order
<b>Description</b>	The buyer wishes to cancel an existing order
<b>Components Used</b>	TP055 requestOrderCancel, TP056 notifyCancelPending, TP057 notifyCancelComplete, TP058notifyCancelRejected

**Process Pattern**



Success Path		Alternative Outcomes
<b>Pre-conditions</b> (assumes Buyer registered as a customer)	<b>Post-conditions</b>	(note: these do not cover messaging failures)
<ol style="list-style-type: none"> <li>1.The order exists</li> <li>2. The order has not been completed, rejected or cancelled</li> </ol>	<ol style="list-style-type: none"> <li>1. Order has been cancelled</li> <li>2. Order has not been cancelled but buyer is aware or reason</li> <li>3. Order has been cancelled but via manual intervention</li> </ol>	<ol style="list-style-type: none"> <li>1. Rejected as Order is complete</li> <li>2. Rejected as Order is beyond an cancellable point</li> <li>3. Rejected as Order does not exist</li> </ol>

**Technical Hand-offs**

1. Buyer initiates TP055 requestOrderCancel
2. Upon receipt the Supplier executes TP056 notifyCancelPending to inform the buyer the request to cancel has been recived and will be processed. This is not acceptance – only acknowledgement.
3. Supplier validates that the order details are valid.
4. Supplier checks that the order is not passed the point at which it can not be cancelled (i.e. completed)
  - The order is cancelled in the suppliers system
  - The Supplier send the completion notification by executing TP057 notifyCancelComplete
5. If the Order cannot be cancelled
  - The supplier sends the rejection notification by executing TP058notifyCancelRejected.
  - A manual process between the Supplier and buyer explain why the order could not cancelled and

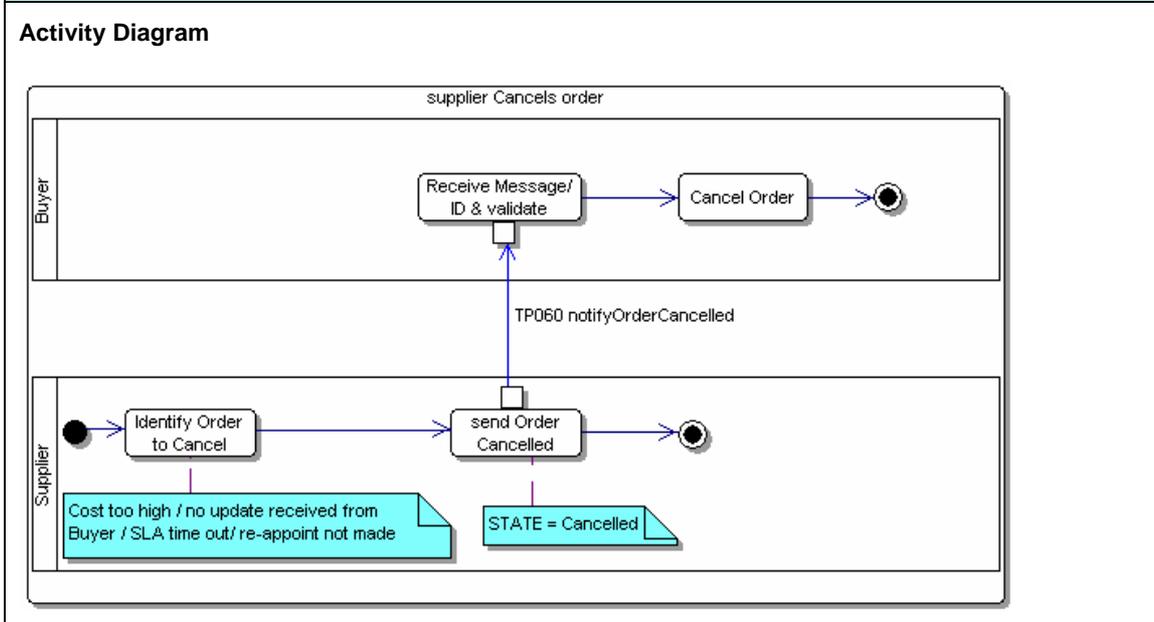
any necessary actions taken on either or both sides.

<b>Data Flows</b>			
<b>Component</b>	<b>Input/Output</b>	<b>CRUD</b>	<b>Data</b>
TP055	Input	C C	Order ID <i>Reason text and code</i>
TP055	Output	C	Acknowledgment
TP057	Output	C	Cancel completed
TP058	Output	C	Cancel rejected

# BS037: Supplier Cancels Order

<b>Pattern Ref</b>	BS037
<b>Pattern Name</b>	Supplier Cancels Order
<b>Description</b>	<p>The supplier informs the buyer that the order has been cancelled. This may be due to appointment failure, unavailability of equipment, cost overrun etc.</p> <p>Also the supplier has requested information or action from the buyer to enable the order to be progressed/completed and the wait has exceed that specified in the SLA for the product so the supplier cancels the order and notifies the buyer it has been cancelled.</p>
<b>Components Used</b>	TP060 notifyOrderCancelled

**Process Pattern**



Success Path		Alternative Outcomes
<b>Pre-conditions</b> (assumes Buyer registered as a customer)	<b>Post-conditions</b>	(note: these do not cover messaging failures)
1. Valid order exists 2. The order is not complete	1. The order is cancelled on both Buyer and supplier systems	

**Technical Hand-offs**

- Supplier Identifies an Order to be cancelled due to a number of reasons including appointing failure, unavailability /failure of equipment/resource, cost over run etc.
- Supplier executes TP060 notifyOrderCancelled to send the cancellation information to the buyer this will contain the reason for the cancellation
- Buyer receives and validates the cancellation information.
- Buyer either cancels the Order on their system or, falls back to manual escalation to re-instate the order

**Data Flows**

Component	Input/Output	CRUD	Data
TP060	Output	R C	Order ID Reason for cancellation

## BS038: Supplier Rejects Order

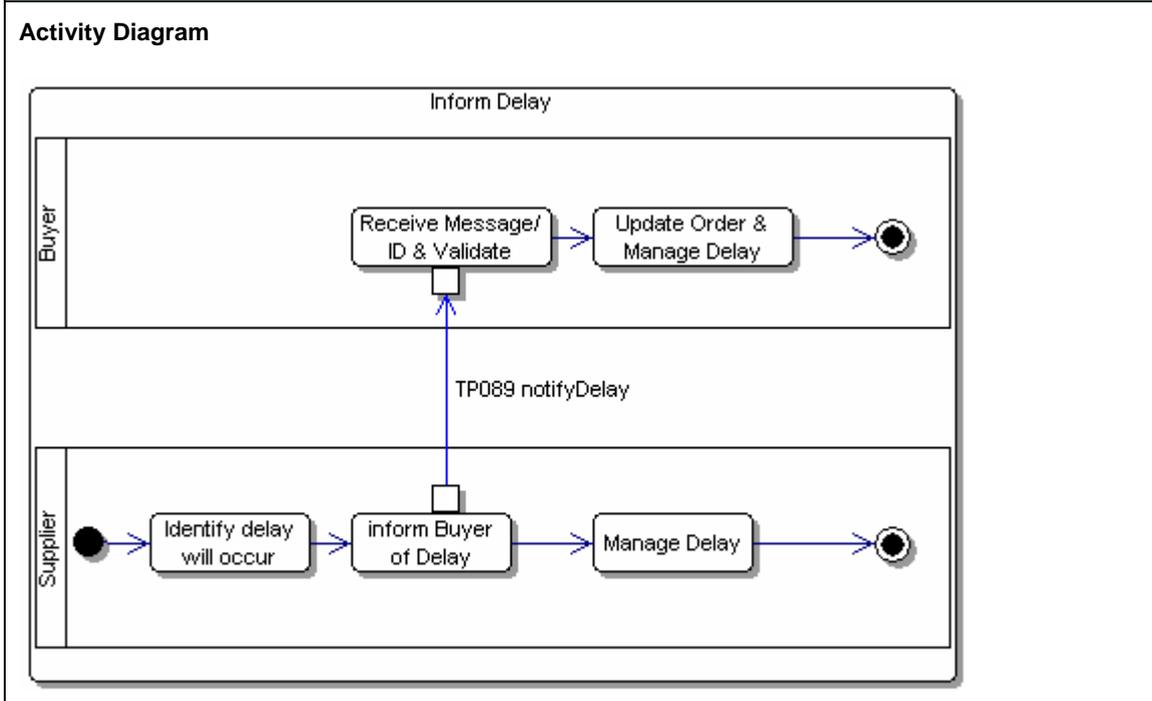
<b>Pattern Ref</b>	BS038		
<b>Pattern Name</b>	Supplier Rejects Order		
<b>Description</b>	The supplier informs the Buyer that the order submitted could not be fulfilled before it has reached the order committed point. This may be for a number of reasons such as incomplete information, date required is in the past or less than standard lead time, no appointment has been made or requested for a mandatory engineer required product. The reason for rejection is included in the rejection notification		
<b>Components Used</b>	TP059 notifyOrderRejected		
<b>Process Pattern</b>			
<b>Activity Diagram</b>			
<pre> graph TD     subgraph Buyer         B1[Receive Message/ ID &amp; Validate] --&gt; B2[Update Order as rejected]         B1 --- B1_start(( ))         B2 --- B2_end((( )))     end     subgraph Supplier         S1(( )) --&gt; S2[Order Validation fails]         S2 --&gt; S3[Send order rejection]         S3 --- S3_end((( )))         S2 --- S2_note[Order has not been committed]         S3 --- S3_note[STATE = Rejected]     end     S3 -- TP059 notifyOrderRejected --&gt; B1   </pre>			
<b>Success Path</b>			<b>Alternative Outcomes</b>
<b>Pre-conditions</b> (assumes Buyer registered as a customer)	<b>Post-conditions</b>		(note: these do not cover messaging failures)
1. An order has been submitted by the buyer 2. Order has not reached committed.	1. The order is marked as rejected on the buyers system 2. The buyer has been informed of the cancellation and its reason		None
<b>Technical Hand-offs</b>			
1. The supplier identifies that an order can not be fulfilled before the supplier has committed to deliver. i.e. a validation failure has occurred: Incomplete information for the product ordered, invalid required by date, missing appointment details, etc. 2. Supplier initiates TP059 notifyOrderRejected to send the rejection information to the buyer			
<b>Data Flows</b>			
<b>Component</b>	<b>Input/Output</b>	<b>CRUD</b>	<b>Data</b>

TP059	Output	R C	Order ID Reason fro rejection
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# BS039: Supplier informs Delay

<b>Pattern Ref</b>	BS039
<b>Pattern Name</b>	Supplier informs Delay
<b>Description</b>	The supplier has identified that the order will not complete within agreed SLA and informs the buyer of this
<b>Components Used</b>	TP089 notifyDelay

**Process Pattern**



Success Path	Alternative Outcomes
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<b>Pre-conditions</b> (assumes Buyer registered as a customer)	<b>Post-conditions</b>	(note: these do not cover messaging failures)
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1. Order exists	1. Buyer is aware of delay and it recorder on their system against the order	
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**Technical Hand-offs**

1. Supplier identifies SLA will not be met and initiates TP089 notifyDelay
2. Buyer takes necessary action to inform their End User
3. Supplier works to minimise the delay
4. Supplier logs delay as a beach of the SLA.

**Data Flows**

Component	Input/Output	CRUD	Data
TP089	Output	C C C	Order ID New date/time Reason

## BS040: Supplier informs Jeopardy

<b>Pattern Ref</b>	BS040		
<b>Pattern Name</b>	Supplier informs Jeopardy		
<b>Description</b>	The supplier has identified that the order may not complete within agreed SLA and informs the buyer of this		
<b>Components Used</b>	TP024 notifyJeopardy		
<b>Process Pattern</b>			
<b>Activity Diagram</b>			
<pre> sequenceDiagram     participant Buyer     participant Supplier     Supplier-&gt;&gt;Supplier: Jeopardy Identified     Supplier-&gt;&gt;Supplier: Inform buyer of Jeopardy     Supplier-&gt;&gt;Buyer: TP024 notifyJeopardy     Buyer-&gt;&gt;Buyer: Receive Message/ ID &amp; Validate     Buyer-&gt;&gt;Buyer: Register and mange Jeopardy     </pre>			
<b>Success Path</b>		<b>Alternative Outcomes</b>	
<b>Pre-conditions</b> (assumes Buyer registered as a customer)	<b>Post-conditions</b>		(note: these do not cover messaging failures)
<ol style="list-style-type: none"> <li>Order in progress with Supplier</li> <li>Supplier has identified a jeopardy in progressing the Order, but the issue cannot be resolved within SLA</li> </ol>	<ol style="list-style-type: none"> <li>Problem is resolved exceeding SLA following a jeopardy</li> <li>SLA violation is logged and appropriate SLGs payments made by Supplier via Buyer billing</li> <li>Supplier manages the jeopardy. The jeopardy does not mean an SLA violation - this would only happen if it progressed to Delay</li> </ol>		
<b>Technical Hand-offs</b>			
<ol style="list-style-type: none"> <li>Supplier identifies SLA will not be met and initiates TP024 notifyJeopardy</li> <li>Buyer takes necessary action to inform their End User</li> <li>Supplier works to minimise the delay</li> </ol>			
<b>Data Flows</b>			
<b>Component</b>	<b>Input/Output</b>	<b>CRUD</b>	<b>Data</b>
TP024	Input	C C	Jeopardy notification Jeopardy reason
Buyer Internal			No change

## BS041: Working Service Demonstrated

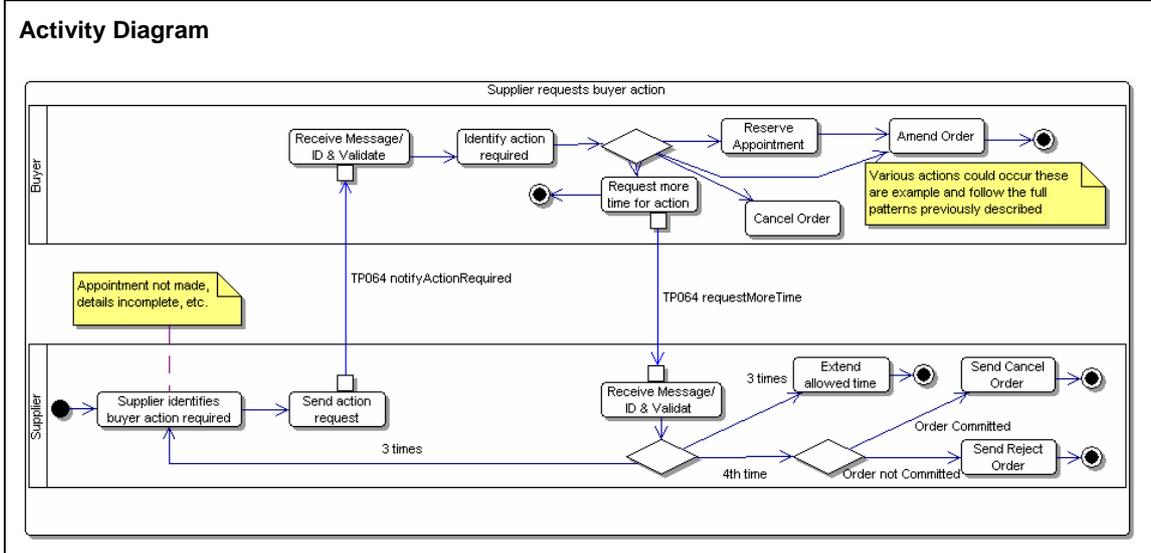
<b>Pattern Ref</b>	BS041	
<b>Pattern Name</b>	Working Service Demonstrated	
<b>Description</b>	The supplier has complete the provisioning of the service ordered and has demonstrated it working to the end user and is now informing the Buyer. This will require an installation appointment to have been successful.	
<b>Components Used</b>	TP061 notifyServiceDemo	
<b>Process Pattern</b>		
<b>Activity Diagram</b>		
<b>Success Path</b>		<b>Alternative Outcomes</b>
<b>Pre-conditions</b> (assumes Buyer registered as a customer)	<b>Post-conditions</b>	(note: these do not cover messaging failures)
<ol style="list-style-type: none"> <li>Valid order exists</li> <li>Appointment for installation exist as part of order</li> <li>Service has been installed</li> </ol>	<ol style="list-style-type: none"> <li>Service has been demonstrated Buyer is aware that the service has been demonstrated to the end user</li> </ol>	<ol style="list-style-type: none"> <li>Service demonstration fails – manual processing required to recover – possible re-appointing required</li> </ol>
<b>Technical Hand-offs</b>		
<ol style="list-style-type: none"> <li>The engineer has installed and configured the service as specified in the order.</li> <li>The service is demonstrated to the end user and any necessary information/manuals/etc. are supplied to the end user.</li> <li>Supplier executes TP061 notifyServiceDemo to inform the buyer of success.</li> <li>Buyer updates their system to indicate that the demonstration has taken place and that the service is working.</li> </ol>		

Data Flows			
Component	Input/Output	CRUD	Data
TP061	Output	R R C	Order ID Service ID Service demonstrated message

# BS042: Supplier request buyer action

<b>Pattern Ref</b>	BS042
<b>Pattern Name</b>	Supplier request buyer action
<b>Description</b>	The supplier needs the buyer to perform an action such as make an appointment or add missing information to an order via the amendment process.
<b>Components Used</b>	TP063 requestMoreTime, TP064 notifyActionRequired

## Process Pattern



Success Path		Alternative Outcomes
<b>Pre-conditions</b> (assumes Buyer registered as a customer)	<b>Post-conditions</b>	(note: these do not cover messaging failures)
<ol style="list-style-type: none"> <li>Order exists</li> <li>The order is incomplete</li> <li>Buyer has an incomplete action</li> <li>Supplier can not complete order/task until buyer completes action</li> </ol>	<ol style="list-style-type: none"> <li>The order has been amended to include the additional information to complete processing</li> <li>The order can progress to the next task/action/status.</li> </ol>	<ol style="list-style-type: none"> <li>The wait times out – see auto cancel</li> <li>Manual intervention adds the data to the buyers system.</li> </ol>

## Technical Hand-offs

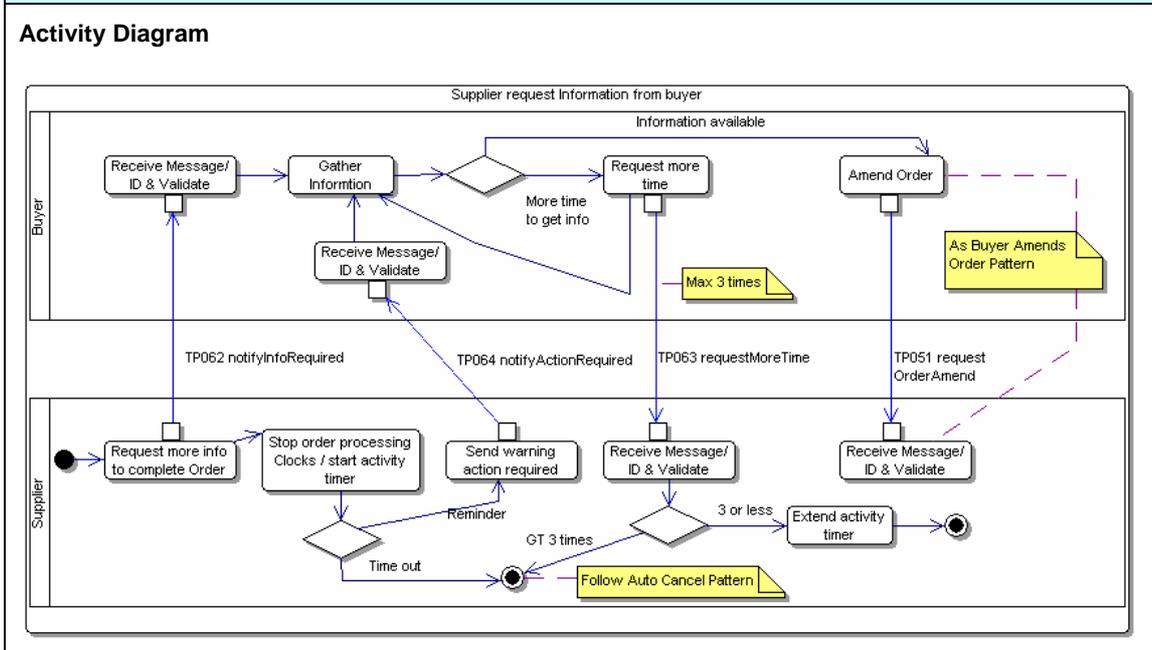
- The supplier identifies that the buyer must complete an action before the order can progress or be completed. This may include make appointments; add missing data to the order or acknowledge excess charges.
- Supplier executes TP064 notifyActionRequired to ask the buyer to perform the action the details of the action are part of the notification.
- Buyer performs necessary action – amend, cancel etc.
- Or buyer needs more time to perform the action and executes TP063 requestMoreTime.
- If the supplier receives the request for more time the wait is extended up to 3 times.
- The supplier will repeat the action request for each of the 3 extension prior to each timing out.
- If this is the fourth request to extend the time or the wait times-out the order is either cancelled if

committed or rejected if not.			
Data Flows			
Component	Input/Output	CRUD	Data
TP064	Output	R C	Order ID Details of action to perform
TP063	Input	R	Order ID

# BS043: Supplier request information from buyer

<b>Pattern Ref</b>	BS043
<b>Pattern Name</b>	Supplier request information from buyer
<b>Description</b>	The supplier is unable to complete processing the order without more information about or from the end user. The supplier informs the Buyer that more information is required that they need to supply either form their systems or by contacting the end user for it. The buyer will normally amend the order to include the information and this would follow standard amend order pattern (BS035 Buyer Amends Order). As part of this process the Buyer may also request more time to allow for contacting the End User – this may occur a maximum of 3 times. In addition the supplier may remind the buyer that information is required if the amendment is not timely.
<b>Components Used</b>	TP062 notifyInfoRequired, TP063 requestMoreTime, TP064 notifyActionRequired

**Process Pattern**



Success Path		Alternative Outcomes
<b>Pre-conditions</b> (assumes Buyer registered as a customer)	<b>Post-conditions</b>	(note: these do not cover messaging failures)
<ol style="list-style-type: none"> <li>Order exists</li> <li>The order is incomplete</li> </ol>	<ol style="list-style-type: none"> <li>The order has been amended to include the additional information to complete processing</li> </ol>	<ol style="list-style-type: none"> <li>The wait times out – see auto cancel</li> <li>Manual intervention, add the data to the buyers system.</li> </ol>

**Technical Hand-offs**

- The order is incomplete due to missing information.
- Supplier executes TP062 notifyInfoRequired to inform the buyer that more information is required from them or their end user to complete the order.
- Supplier stops the deliver process clock and starts an activity timer to wait for the response from the buyer.

4. Buyer investigates their systems for the required information:
  - a. If it is available the order is amended and the amendment request is sent as defined in BS035 Buyer Amends Order.
  - b. If the information required is only available from the end user the an attempt is made to contact the end user:
  - c. If the Buyer needs to gather re information or wait for a response they may execute TP063 requestMoreTime to extend the activity timer at the supplier. This may be repeated a maximum of 3 times.
5. If the supplier receives a request for more time the activity timer is extended up to 3 times. After this or If the SLA or activity timers time out the automatic cancellation process is invoked.
6. The supplier may also inform the Buyer that an outstanding action (request for more information) has not been completed by executing TP064 notifyActionRequired.

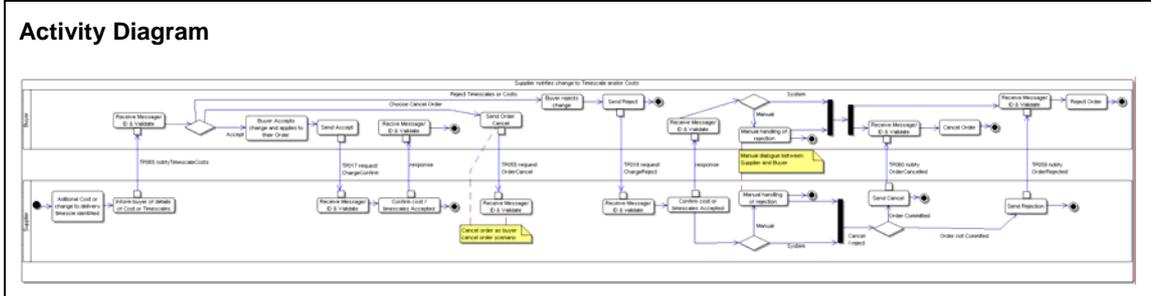
#### Data Flows

Component	Input/Output	CRUD	Data
TP062	Output	R C	Order ID Details of information required
TP063	Input	R	Order ID
TP064	Output	R C	Order ID Action required (Information requested)

# BS044: Supplier changes Timescales and/or Costs

<b>Pattern Ref</b>	BS044
<b>Pattern Name</b>	Supplier changes Timescales and/or Costs
<b>Description</b>	The supplier has identified that the order can not be fulfilled within the standard, previously agreed or quoted timescales or costs and informs the buyer of the changes. The Buyer may accept the changes and amend their order on their system. If the Buyer rejects the changes either a manual process is triggered or the supplier will either reject or cancel the order depending on the status of the order at the time of receipt of the rejection of the changes.
<b>Components Used</b>	TP065 notifyTimescaleCosts, TP017 requestChargeConfirm, TP018 requestChargeReject, TP060 notifyOrderCancelled, TP059 notifyOrderRejected

## Process Pattern



Success Path		Alternative Outcomes
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Pre-conditions (assumes Buyer registered as a customer)	Post-conditions	(note: these do not cover messaging failures)
1. The order exists and has been validated	1. The Order has been updated on the buyer systems 2. The Order has been cancelled 3. The Order has been Rejected	

## Technical Hand-offs

1. Supplier identifies the Order can not be fulfilled within the standard, previously agreed or quoted timescales or costs.
2. Supplier executes TP065 notifyTimescaleCosts informing the buyer of the change including the reason and either the new cost or the new date(s).
3. Buyer receives and validates the message containing the change information.
4. Buyer Accepts the change of cost or date(s)
  - a. Buyer executes TP017 requestChargeConfirm to send a confirmation of acceptance of the changes.
  - b. Supplier sends a response closing TP017.
5. Buyer Rejects the change of costs or date(s)
  - a. Buyer executes TP018 requestChargeReject to send a rejection of the changes.
  - b. Supplier sends a response closing TP018.
  - c. Supplier either reverts to manual processing and external contact with the buyer to resolve the changes.
  - d. And/or:

- i. If order is in the committed state TP060 notifyOrderCancelled is executed to cancel the order.
- ii. If order is in a pending or accepted state then TP059 notifyOrderRejected is executed to reject the order.
6. After rejecting the changes the buyer either reverts to manual processing in co-ordination with the supplier and/or receives the appropriate cancellation or rejection message. This is the processed as defined in BS037 Supplier Cancels Order or BS038 Supplier Rejects Order.

Data Flows			
Component	Input/Output	CRUD	Data
TP065	Output	R C C C	Order Id Reason Cost New dates
TP017	Input	R C	Order Id Change acceptance
TP017	Output	R C	Order ID Confirmation
TP018	Input	R C	Order Id Change rejection
TP018	Output	R C	Order ID Confirmation
TP060	Output		See BS037 Supplier Cancels Order
TP059	Output		See BS038 Supplier Rejects Order

## BS045: Buyer requests specific task of supplier

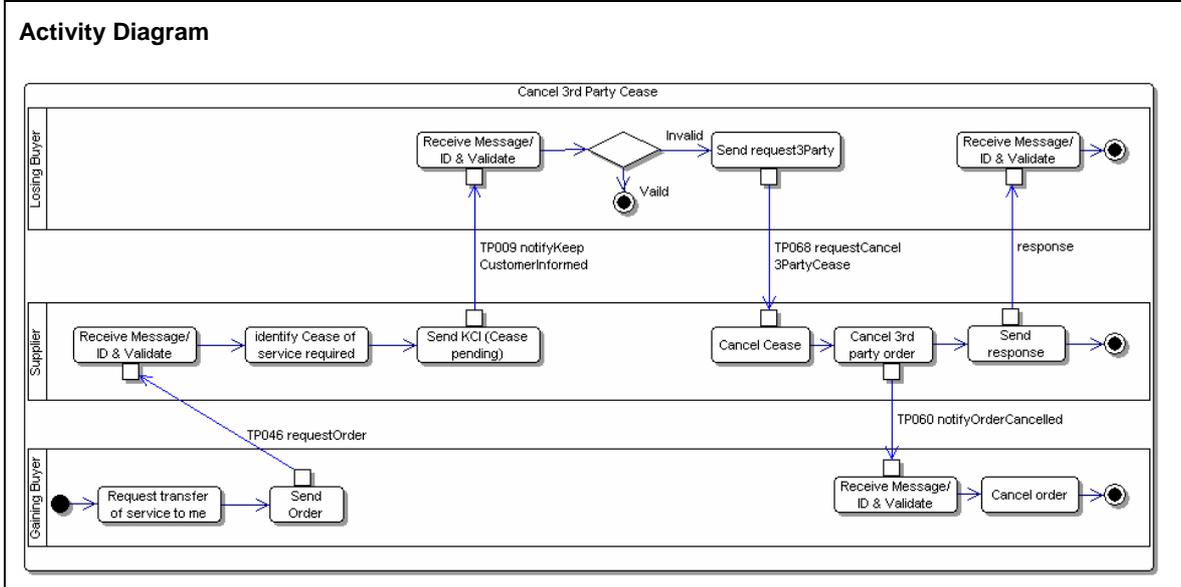
<b>Pattern Ref</b>	BS045		
<b>Pattern Name</b>	Buyer requests specific task of supplier		
<b>Description</b>	The buyer asks the supplier to perform a specific task		
<b>Components Used</b>	TP044 requestAgencyTasks		
<b>Process Pattern</b>			
<b>Activity Diagram</b>			
<pre> graph TD     subgraph Buyer         B1[Identify required task &amp; send details] --&gt; B2[Receive Message/ ID &amp; Validate]         B2 --&gt; B3[Update Schedule / Order]     end     subgraph Supplier         S1[Receive Message/ ID &amp; Validate] --&gt; S2[Schedule Task]         S2 --&gt; S3[Send schedule info]     end     Buyer -- "TP044 requestAgencyTasks" --&gt; Supplier     Supplier -- "response" --&gt; Buyer     </pre>			
<b>Success Path</b>		<b>Alternative Outcomes</b>	
<b>Pre-conditions</b> (assumes Buyer registered as a customer)	<b>Post-conditions</b>		(note: these do not cover messaging failures)
1. Buyer has call-off contact with the supplier to perform specific tasks	1. Action has been scheduled		1. Action could not be scheduled 2. Invalid action for service of buyer 3. Action not valid for supplier
<b>Technical Hand-offs</b>			
1. Buyer identifies a task that is required on a service. 2. Buyer executes TP044 requestAgencyTasks to send information about the task, service and dates to the supplier 3. Supplier validates the request. 4. Supplier schedules tasks 5. Supplier replies with the details of the schedule and task ID for tracking purposes.			
<b>Data Flows</b>			
<b>Component</b>	<b>Input/Output</b>	<b>CRUD</b>	<b>Data</b>
TP044	Input	R C	Service ID Details of task

		C	Required scheduling dates
TP044	Output	C C	Schedule details Task ID

# BS046: Buyer Cancels 3rd Party Cease

<b>Pattern Ref</b>	BS046
<b>Pattern Name</b>	Buyer Cancels 3 <sup>rd</sup> Party Cease
<b>Description</b>	A buyer (3 <sup>rd</sup> party gaining) sent an order to the supplier that requires a cease of a service that is "owned" by another buyer (losing buyer). The losing buyer is notified by the receipt of a cease pending via a KCI. This losing buyer does not want the service ceased so sends the supplier a request to cancel the cease of the service "owned" by them.
<b>Components Used</b>	TP009 notifyKeepCustomerInformed, TP068 requestCancel3PartyCease

## Process Pattern



Success Path		Alternative Outcomes
<b>Pre-conditions</b> (assumes Buyer registered as a customer)	<b>Post-conditions</b>	(note: these do not cover messaging failures)
1. 3rd party has requested a cease or transfer of a service not owned by them.	1. Cease order cancelled on supplier's system 2. Third party cease/transfer/order cancelled 3. Third party informed of cancellation	1. Cease not cancelled – request from buyer too late 2. Service not controlled by buyer.

## Technical Hand-offs

1. The gaining buyer submits an order to the supplier. (This is usually a transfer/migration request.) By executing TP046 requestOrder
2. Supplier executes TP009 notifyKeepCustomerInformed with a cease pending notification against a service "owned" by the losing buyer.
3. The losing buyer can accept the cease pending and perform no action – they lose the service for the end user.
4. The losing buyer does not want the service ceased (won customer back, breaches contract terms, etc.) so they executes TP068 requestCancel3PartyCease to ask the supplier to cancel the cease request.
5. Supplier cancels the cease, the original gaining buyer order by executing TP060 notifyOrderCancelled and responds to the losing buyer with confirmation of the cancellation closing TP068. (The gaining

buyer cancel is as BS037Supplier Cancels Order )

### Data Flows

Component	Input/Output	CRUD	Data
TP009	Output	R C C	Service ID Cease pending indicator Cease ID / Task ID
TP068	Input	C R R	Request ID Service ID Cease ID / Task ID
TP068	Output	R C	Request ID Confirmation of cancellation of cease
TP060	Output	R C	Order ID Reason for cancellation

## BS047: Buyer request service configuration

<b>Pattern Ref</b>	BS047		
<b>Pattern Name</b>	Buyer request service configuration		
<b>Description</b>	The buyer requests a configuration of service – this is not a new order. e.g. changing the bandwidth on a Broadband connection, within allowable parameters		
<b>Components Used</b>	TP085 requestConfigService		
<b>Process Pattern</b>			
<b>Activity Diagram</b>			
<b>Success Path</b>		<b>Alternative Outcomes</b>	
<b>Pre-conditions</b> (assumes Buyer registered as a customer)	<b>Post-conditions</b>	(note: these do not cover messaging failures)	
1. Working service exists	1. Service has been reconfigured and the buyer is aware. 2. Service reconfigure failed and buyer is aware.	1. Service does not exist on this line. 2. Buyer does not control this service	
<b>Technical Hand-offs</b>			
<ol style="list-style-type: none"> <li>Buyer identifies a service for their end-user that requires in service changes e.g. bandwidth.</li> <li>Buyer executes TP085 requestConfigService to send the reconfiguration request to the supplier.</li> <li>Supplier attempts to reconfigure service.</li> <li>If reconfigure successful buyer sends a success response to the buyer closing TP085. e.g. the bandwidth was changed.</li> <li>If reconfigure fails the supplier sends a failures response with a message to the buyer closing TP085. e.g. the bandwidth could not be increased due to line length on an ADSL service.</li> <li>Supplier raises / adds appropriate charge (if any) against the buyers account for the service being reconfigured.</li> </ol>			
<b>Data Flows</b>			
<b>Component</b>	<b>Input/Output</b>	<b>CRUD</b>	<b>Data</b>
TP085	Input	R C C	Service ID Request Id Change required details
TP085	Output (Success)	R C	Request ID Success indicator

TP085	Output (Failure)	R C C	Request ID Failure indicator Failures reason code/text
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## BS048: Manage Performance Data

<b>Pattern Ref</b>	BS048	
<b>Pattern Name</b>	Manage Performance Data	
<b>Description</b>	The buyer may request performance information about the processing of their orders at any time or the information may be periodically sent from the supplier to the buyer.	
<b>Components Used</b>	TP043 requestPerformanceData, TP042 notifyPerformanceData	
<b>Process Pattern</b>		
<b>Activity Diagram</b>		
<b>Success Path</b>		<b>Alternative Outcomes</b>
<b>Pre-conditions</b> (assumes Buyer registered as a customer)	<b>Post-conditions</b>	(note: these do not cover messaging failures)
1. Buyer has existing service(s) with Supplier	1. The buyer has received performance data	1. No performance data is available. 2. No relevant orders have been processed in the period 3. The buyer is not "authorised" to request the data
<b>Technical Hand-offs</b>		
<ol style="list-style-type: none"> <li>1. Buyer creates a performance data request with the appropriate parameters. e.g. order type, service type, date ranges, etc.</li> <li>2. Buyer executes TP043 requestPerformanceData to send the request to the supplier.</li> <li>3. Either the Supplier is able to quickly gather the data and send an immediate response (may be a single order detail or a previously created report) closing TP043.</li> </ol>		

4. Or the supplier sends a response indicating the data is being collected and the response will be sent later and this closes TP043.
  - a. The supplier retrieves the relevant information and formats it into the agreed required format.
  - b. Buyer executes TP042 notifyPerformanceData to send the data to the buyer.
5. Periodically supplier gathers information and executes TP042 to send performance data to the buyer.

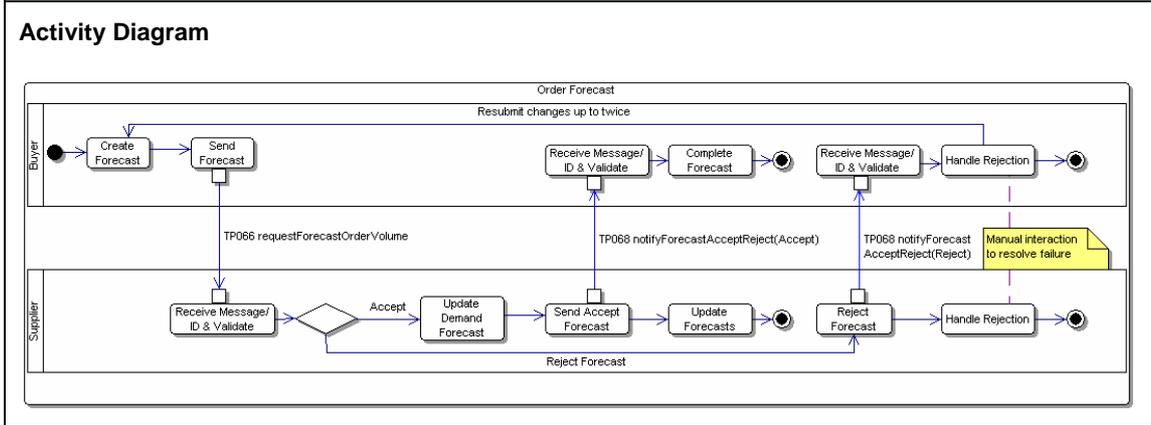
#### Data Flows

Component	Input/Output	CRUD	Data
TP043	Input	C C	Request ID Performance data parameters
TP043	Output (data)	R C	Request ID Performance data
TP043	Output (accept request)	R C	Request ID Data to follow indicator
TP042	Output	R C	Request ID(only if response to request) Performance Data

# BS049: Buyer submits Order Forecast

<b>Pattern Ref</b>	BS049
<b>Pattern Name</b>	Buyer submits Order Forecast
<b>Description</b>	Buyer informs the Supplier of their forecast order volumes.
<b>Components Used</b>	TP066 requestForecastOrderVolume, TP067 notifyForecastAcceptReject

## Process Pattern



Success Path		Alternative Outcomes
<b>Pre-conditions</b> (assumes Buyer registered as a customer)	<b>Post-conditions</b>	(note: these do not cover messaging failures)
<ol style="list-style-type: none"> <li>Buyer is authorised to submit forecasts for the service(s)</li> <li>Products require/allow forecasts</li> </ol>	<ol style="list-style-type: none"> <li>The forecast on supplier has been updated and system expects the volume.</li> </ol>	<ol style="list-style-type: none"> <li>Forecast fails and is handled manual.</li> </ol>

## Technical Hand-offs

- The buyer prepares the forecast in the agreed format
- Buyer executes TP066 to send the forecast.
- Supplier checks forecast volumes fall within contractual limits
- If within Supplier sends an Accept message using TP067 and update their forecasts and systems to expect the volumes.
- If forecast is above/below agreed limits then the Supplier sends a Reject message using TP067. Forecast can be amended and re-submitted via B2B. If rejected a second time then process falls-back to manual handling.
- The supplier may choose to accept the forecast "under revision" where they contact the buyer and make agreed adjustments to the forecast without the supplier having to re-submit the forecast before the forecast is fully accepted as complete and passed for further processing.

## Data Flows

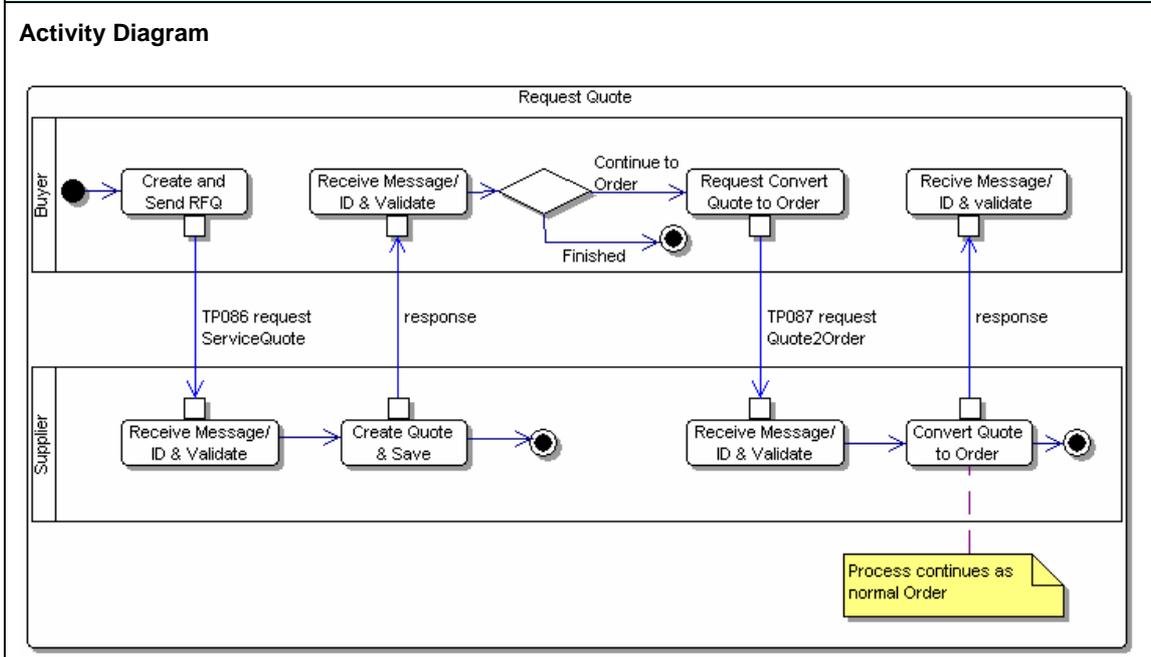
Component	Input/Output	CRUD	Data
TP066	Input	C	Forecast
TP067	Output(success)	C	Forecast acceptance

TP067	Output(Failure)	C	Forecast rejection
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# BS050: Buyer Requests Quote

<b>Pattern Ref</b>	BS050
<b>Pattern Name</b>	Buyer Requests Quote
<b>Description</b>	The buyer requests a quote for the provision of a product or service from a supplier. Once the quote is received the buyer inspects it and can convert this to an order. (This saves buyer re-keying information from quote to create an order and also reduces potential errors.)
<b>Components Used</b>	TP086 requestServiceQuote, TP087 requestQuote2Order

**Process Pattern**



Success Path		Alternative Outcomes
<b>Pre-conditions</b> (assumes Buyer registered as a customer)	<b>Post-conditions</b>	(note: these do not cover messaging failures)
<ol style="list-style-type: none"> <li>1. Buyer has "contract" to sell the service(s)</li> <li>2. Buyer is authorised to request quotes for the service(s)</li> </ol>	<ol style="list-style-type: none"> <li>1. Buyer has received a complete and valid quotation</li> <li>2. Buyer has created a new order with the supplier</li> </ol>	<ol style="list-style-type: none"> <li>1. Quotation request is invalid – incomplete, not for supplier services.</li> </ol>

Technical Hand-offs
<ol style="list-style-type: none"> <li>1. Buyer creates a request for a quotation with all the necessary data parameters for the service being quoted.</li> <li>2. Buyer executes TP086 requestServiceQuote to send the request to the supplier.</li> <li>3. The supplier gathers all of the required information to complete the quotation and returns it to the buyer, closing TP086.</li> <li>4. Buyer chooses to continue with the quotation to make it a firm order by adding all the required data for an order for the quoted service(s) and executes TP087 requestQuote2Order to send that data to the supplier.</li> </ol>

5. The supplier creates an order based on the prior quotation and sends a response with the appropriate order tracking information.

#### Data Flows

Component	Input/Output	CRUD	Data
TP086	Input	C C C C	Quote ID Service type Location Service parameters
TP086	Output	R C	Quote ID Service specific Quotation information
TP087	Input	R C	Quote ID Additional Order Information
TP087	Output	R C C	Quote ID Order ID Tracking ID

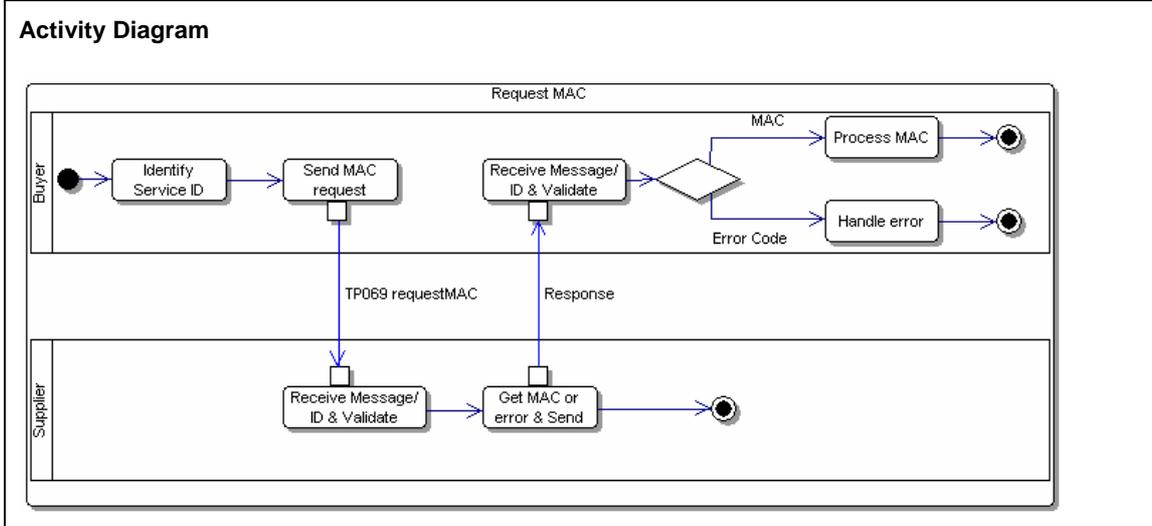
## BS051: Buyer requests commissioning test

<b>Pattern Ref</b>	BS051		
<b>Pattern Name</b>	Buyer requests commissioning test		
<b>Description</b>	The buyer requests a test (of the appropriate type) of the service within the Supplier's domain		
<b>Components Used</b>	TP006 requestTest		
<b>Process Pattern</b>			
<b>Activity Diagram</b>			
<b>Success Path</b>			<b>Alternative Outcomes</b>
<b>Pre-conditions</b> (assumes Buyer registered as a customer)	<b>Post-conditions</b>		(note: these do not cover messaging failures)
<ol style="list-style-type: none"> <li>Service instance for the Buyer exists</li> <li>Required test type is known (e.g. for particular product)</li> </ol>	<ol style="list-style-type: none"> <li>Test results provided</li> </ol>		<ol style="list-style-type: none"> <li>Back-end Test function not available</li> </ol>
<b>Technical Hand-offs</b>			
<ol style="list-style-type: none"> <li>Buyer initiates TP006 requestTest for the relevant test(s) for the service type</li> <li>Supplier invokes the service test(s). If: <ul style="list-style-type: none"> <li>The test conditions allow (e.g. test head free) it tests the service and responds with the test results, closing TP006</li> <li>The test conditions do not allow, a Business Failure message is returned to the Buyer, closing TP006</li> </ul> </li> </ol>			
<b>Data Flows</b>			
<b>Component</b>	<b>Input/Output</b>	<b>CRUD</b>	<b>Data</b>
TP006	Input	C	Test request
TP006	Output – Success	C	Test results
TP006	Output – Failure	C	Test failure response

# BS052: Buyer Request MAC

<b>Pattern Ref</b>	BS052
<b>Pattern Name</b>	Buyer Request MAC
<b>Description</b>	The buyer requests a MAC (Migration Access Code) from the supplier so that an End User may be supplied with it so that they move the service to another CP
<b>Components Used</b>	TP069 requestMAC

**Process Pattern**



Success Path		Alternative Outcomes
<b>Pre-conditions</b> (assumes Buyer registered as a customer)	<b>Post-conditions</b>	(note: these do not cover messaging failures)
<ol style="list-style-type: none"> <li>Buyer “controls” service.</li> <li>Service either allows or requires MAC as part of migration process.</li> </ol>	<ol style="list-style-type: none"> <li>Buyer has a MAC for the service</li> </ol>	<ol style="list-style-type: none"> <li>Buyer does not “control” service</li> <li>Buyer has an error and reason</li> </ol>

- Technical Hand-offs**
- Buyer identifies the service that is to be migrated.
  - Buyer sends a MAC Request executing TP069 requestMAC with the service ID as parameter.
  - Supplier assesses the service and either generates a MAC and returns it as the response closing TP069 or returns an error closing TP069.
  - Buyer process the response as either the MAC or Error details.

**Data Flows**

Component	Input/Output	CRUD	Data
TP069	Input	C C	Request ID Service ID
TP069	Output	R R C	Request ID Service ID MAC or Error

## BS053: Get Address key for location for order

<b>Pattern Ref</b>	BS053	
<b>Pattern Name</b>	Get Address key for location for order	
<b>Description</b>	The buyer needs the key for a location to place an order and request the key for the structured address supplied to the supplier. If no matching address is found the buyer requests a temporary address be created and assigned a key so the order may be placed.	
<b>Components Used</b>	TP073 queryAddressMatch, TP074 requestTempAddress	
<b>Process Pattern</b>		
<b>Activity Diagram</b>		
<pre> graph TD     subgraph Buyer         B1(( )) --&gt; B1_1[Request addresses key for location]         B1_1 --&gt; B1_2[Receive Message/ ID &amp; Validate]         B1_2 --&gt; D{Address Exists}         D -- No address --&gt; B1_3[Request Temp. Address]         B1_3 --&gt; B1_4[Receive Message/ ID &amp; Validate]     end     subgraph Supplier         S1[Receive Message/ ID &amp; Validate] --&gt; S2[Retrive addresses and send]         S2 --&gt; S3(( ))         S4[Receive Message/ ID &amp; Validate] --&gt; S5[Create address and send key]         S5 --&gt; S6(( ))     end     B1_1 -- "TP073 query AddressMatch" --&gt; S1     S2 -- "response" --&gt; B1_2     D -- "No address" --&gt; B1_3     B1_3 -- "TP074 request TempAddress" --&gt; S4     S5 -- "response" --&gt; B1_4   </pre>		
<b>Success Path</b>		<b>Alternative Outcomes</b>
<b>Pre-conditions</b> (assumes Buyer registered as a customer)	<b>Post-conditions</b>	(note: these do not cover messaging failures)
1. Buyer does not know the location key for an address (new address for buyer?)	1. Buyer has a key for the location to store in their system for future use and inclusion in other processes.	1. Unable to create a temporary address 2. With a partial match the buyer may request confirmation from the end user of the location and start again.
<b>Technical Hand-offs</b>		
<ol style="list-style-type: none"> <li>1. Buyer enters a structured address for the location they want a service delivered to by executing TP073 queryAddressMatch .</li> <li>2. Supplier validates the request and searches for a matching address in its database.</li> <li>3. Supplier a) returns the key for the location and qualifier (gold) indicating an exact match of location exists, or b) returns a location qualifier (silver) indicating partial match to indicate that the location is not in its system but can make a match against the approximate, e.g. Post Code address file match, or c) returns an error to say it does not know of that location in all cases this closes TP073.</li> <li>4. On receipt of an error the Buyer executes TP074 requestTempAddress with the structured address.</li> </ol>		

5. Supplier creates a temporary address in its database, assigns a key and returns it to the buyer closing TP074.			
<b>Data Flows</b>			
<b>Component</b>	<b>Input/Output</b>	<b>CRUD</b>	<b>Data</b>
TP073	Input	C	Structured Address
TP073	Output (Success)	C C	Location Key(only for exact match) Quality qualifier (gold, silver)
TP073	Output (Failure)	C	Error
TP074	Input	C	Structured Address
TP074	Output	C	Location key

## BS054: Buyer requests order status

<b>Pattern Ref</b>	BS054		
<b>Pattern Name</b>	Buyer requests order status		
<b>Description</b>	The buyer wishes to know the current state of an order. They may believe they have not received a KCI and hence their system is out of step so may wish to check the Order status to re-synchronise the systems.		
<b>Components Used</b>	TP088 queryOrderStatus, TP009 notifyKeepCustomerInformed		
<b>Process Pattern</b>			
<b>Activity Diagram</b>			
<b>Success Path</b>			<b>Alternative Outcomes</b>
<b>Pre-conditions</b> (assumes Buyer registered as a customer)	<b>Post-conditions</b>		(note: these do not cover messaging failures)
1. Order exists	1. Buyer has most recent KCI 2. Buyer and Supplier systems are synchronised		1. Order does not exist for this buyer 2. An alternate KCI could be returned e.g. order cancelled
<b>Technical Hand-offs</b>			
<ol style="list-style-type: none"> <li>Buyer identifies order requiring status check.</li> <li>Buyer executes TP088 queryOrderStatus to request the most recent KCI for this order.</li> <li>Supplier identifies most recent KCI for this order.</li> <li>Supplier sends KCI by executing TP009 notifyKeepCustomerInformed.</li> <li>Buyer updates the order and takes any appropriate actions.</li> </ol>			
<b>Data Flows</b>			
<b>Component</b>	<b>Input/Output</b>	<b>CRUD</b>	<b>Data</b>

TP088	Input	C C C	Request ID Order ID Service ID
TP009	Output	R	Order ID Additional data depending on Service and KCI

## BS055: Check and reserve network capacity

<b>Pattern Ref</b>		BS055	
<b>Pattern Name</b>		Check and reserve network capacity	
<b>Description</b>		The buyer wishes to check if network capacity exists for a service at a location prior to placing an order. If available they network is reserved for a period of time so that the order may be placed by the buyer using this capacity to fulfil the order.	
<b>Components Used</b>		TP076 queryNetworkAvailability, TP077requestNetworkReservation	
<b>Process Pattern</b>			
<b>Activity Diagram</b>			
<b>Success Path</b>		<b>Alternative Outcomes</b>	
<b>Pre-conditions</b> (assumes Buyer registered as a customer)	<b>Post-conditions</b>	(note: these do not cover messaging failures)	
1. Buyer has details for the required service delivery location	1. Network has been reserved in the supplier's network in anticipation of an order 2. Buyer has a reference for the reserved network	1. Service not available at the required location 2. Unable to complete reservation	
<b>Technical Hand-offs</b>			
<ol style="list-style-type: none"> <li>5. Buyer identifies the service network requested at a location.</li> <li>6. Buyer executes TP076 queryNetworkAvailability with the service and location as parameters to establish if network availability exists to supply the requested service to the location.</li> <li>7. Supplier responds with a confirmation of availability or a notification of none, this closes TP076.</li> <li>8. Buyer request temporary reservation of network capacity to supply the desired service at the location by executing TP077requestNetworkReservation with the appropriate parameters for the requested service.</li> <li>9. Supplier reserves the network capacity and returns a reservation ID as the response to TP077.</li> </ol>			
<b>Data Flows</b>			
<b>Component</b>	<b>Input/Output</b>	<b>CRUD</b>	<b>Data</b>
TP076	Input	C C C	Request ID Service Type Location ID

		C	Service specific network parameters
TP076	Output (Success)	R C	Request ID Network capacity available indicator
TP076	Output (Failure)	R C C	Request ID No capacity available indicator Optional reason
TP077	Input	C C C C	Request ID Service Type Location ID Service specific network parameters
TP077	Output	R C	Request ID Reservation ID

## BSxxx: Pattern template

<b>Pattern Ref</b>	BSxxx		
<b>Pattern Name</b>	Pattern template		
<b>Description</b>			
<b>Components Used</b>			
<b>Process Pattern</b>			
<b>Activity Diagram</b>			
<b>Success Path</b>			<b>Alternative Outcomes</b>
<b>Pre-conditions</b> (assumes Buyer registered as a customer)	<b>Post-conditions</b>		(note: these do not cover messaging failures)
<b>Technical Hand-offs</b>			
<b>Data Flows</b>			
<b>Component</b>	<b>Input/Output</b>	<b>CRUD</b>	<b>Data</b>

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## Annex 3 (normative): International Standards Gap Analysis

This annex describes the findings from the International Standards gap analysis. In the scope of Lead-To-Cash limited detailed work has been performed in the telecommunications that is applicable to the UK market. The TMF and ITU were obvious candidates, but RosettaNet and the OBF were also investigated each of these are described below.

### TMF (TeleManagement Forum): eTOM (Enhanced Telecom Operations Map) B2B Business Operations Map (BOM)

The eTOM B2B BOM is not sufficiently detailed in the order processing/handling definition to be useful in the analysis of the Lead-to-Cash model described in the standard. However, this standard can be used as the basis for submission of the UK's requirements to extend the B2B BOM to cover this area in detail and any work that is performed in this area can study these definitions as a basis of the level of detail required and the number and style of interfaces required to successfully implement a full B2B interface for the Lead-to-Cash process.

### ITU (International Telecommunication Union)

No suitable work was identified in the ITU at this and any work is likely to be submitted from a third part for the ITU to adopt and ratify, the current most likely candidate is the TMF.

### OBF (Ordering and Billing Forum) ATIS (Alliance for Telecommunications Industry Solutions)

Discussions were held with representatives of OBF and ATIS where opportunities for collaboration and re-use were discussed. It had earlier been established that due to the different product set, regulatory, competition and tax system any standards produced for the North American market would be of limited use in the UK or Europe. However during the discussion and based on the documentation that was supplied to the NICC B2B team it was obvious that a similar approach to the development of B2B standards had been followed by both groups. The only major difference identified was the underlying transport protocol, also a number of minor differences were identified in the "style" of XML used to define the content of the messages but these were mainly due to historic standards and personal choice.

It was agreed that future opportunities existed to share work especially in the development and maintenance methodologies and that the similarities should allow a consistent and frequently common position to be taken in other standards bodies. It was also agreed that contact and information exchange should continue due to the potential future synergies and benefits.

### RosettaNet

Rosettanet is used primarily in the Semi-conductor and computer industry supply chain it has developed a number of process patterns called Partner Interface Processes (PIPs). These PIPs and the RNIF (RosettaNet Implementation Framework) are already used by a number of equipment/plant suppliers to the UK communications provider's community specifically for order handling/processing. This standard is stable and undergoing little new development as RosettaNet is now under the guidance of GS-1 which aims to be the number 1 supplier for order handling standards in the retail and related sectors. The concepts of PIP's have been included as early B2B development in the UK adopted these as a start point in developing B2B protocols and standards. (RosettaNet should be viewed as an ancestor of this standard)

Little benefit would be served performing a detailed analysis of each PIP that could be relevant as the business model used in this standard differs from that used by RosettaNet.

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## Annex 4 (normative): Order Construction

### Supplementary information relating to the 'requestOrder' Touchpoint

#### Introduction

Orders for telecommunications services have the potential for being highly complex in construction, containing many order lines (products) and attributes for each product. CRM systems can support complex order structures. At the B2B gateway we force a more restrictive order schema, such that the resultant order, and delivery of its components can be managed in a way that a) simplifies the L2C customer experience, and b) simplifies the Suppliers' internal processes and associated automation for fulfilling the components.

There are two aspects we need to address:

- 1) construction of the order
- 2) progress reporting 'Keep Customer Informed' (KCI) notifications during fulfilment

Although there is an aim to keep things simple, there is currently limited control within the industry, over different product-driven initiatives designing more complex, and divergent order schemas.

#### L2C B2B schema standard

As with the NICC B2B T2R standard, there is an intention to agree a generic B2B xml schema for L2C. The aim is to achieve good reuse across the majority of products. Product-specific data will be defined as 'configurable' name/value pairs. Implementation of the schema as a standard will limit the variation across new product solutions.

#### 1) Order construction considerations

A balance needs to be achieved between reflecting complex product/service offerings, and being able to provision them in a simplified and consistent manner. Current product/service offerings suggest three main categories of order:

- 1) Single order; single 'root product' order line; optionally child products on further order lines; root product and child products can each have attributes; delivers a single set of KCIs against delivery of the root product.

Example: a Broadband Access product (line 1) with an SLA-level child product (line 2).

- 2) Single order; single root product; optionally child products on further order lines; root product and child products can each have attributes; root product can generate multiple 'component orders' within the Supplier domain; delivers multiple sets of KCIs for the root product and component orders.

Example: a Home Mover order for PSTN. This generates a Cease component order. KCIs are delivered against both the main 'Mover' Provide order and component order.

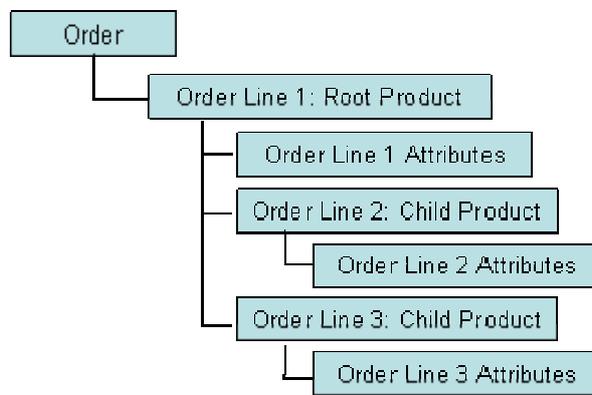
- 3) Single order; multiple root products; optionally child products for each root product; root product and child products can each have attributes; root product can generate multiple component orders within the Supplier domain; delivers multiple sets of KCIs for each root product and component orders.

Example (envisaged): a Home Mover order for PSTN and Broadband. KCIs are delivered against the root products for PSTN and Broadband, and all component orders generated.

At the current time we believe we should support the first two options via automated B2B. The third is proposed a future “day 2” option. Note this does not inhibit implementation of complex orders prior to standards being agreed.

## Order construction proposal

The order at the B2B interface is described in the following diagram:



This order construction will satisfy options 1 and 2.

## Linked Orders

A number of orders can be linked by the Buyer by specifying a common Project Number in the order data. In this way both the Buyer and Supplier can provide project management (usually manual) which will associate and track/manage their delivery. Typically orders will be linked where they: relate to the same End User; require the same delivery date; are to be fulfilled via a single engineering visit.

## Bulk Migration Orders

A Migration, or Transfer, order is where an existing service instance is taken over by a different Buyer. Where many service instances are migrated, the order are raised as individual orders, and linked as a Project (as above). To qualify as a Bulk Migration – the orders should have the same Project No, Customer Required Date, and Serving Exchange identity.

## 2) Progress Reporting

We can think of KCIs in three categories related to:

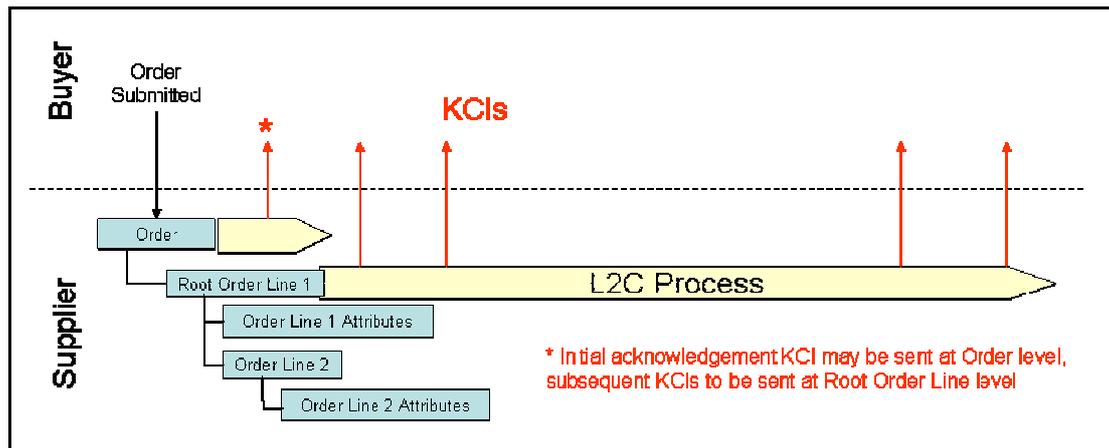
- a) order state change (e.g. Acknowledged to Committed)
- b) progress milestones (e.g. Design Complete)

c) jeopardy/delay (i.e. Buyer needs to take action due to delayed delivery)

For a) the pattern of KCIs should be standard for all products. Milestone KCIs (b) will vary according to the necessary milestones for a particular product implementation. Delay KCIs (c) should also be generated in a standard way for all products.

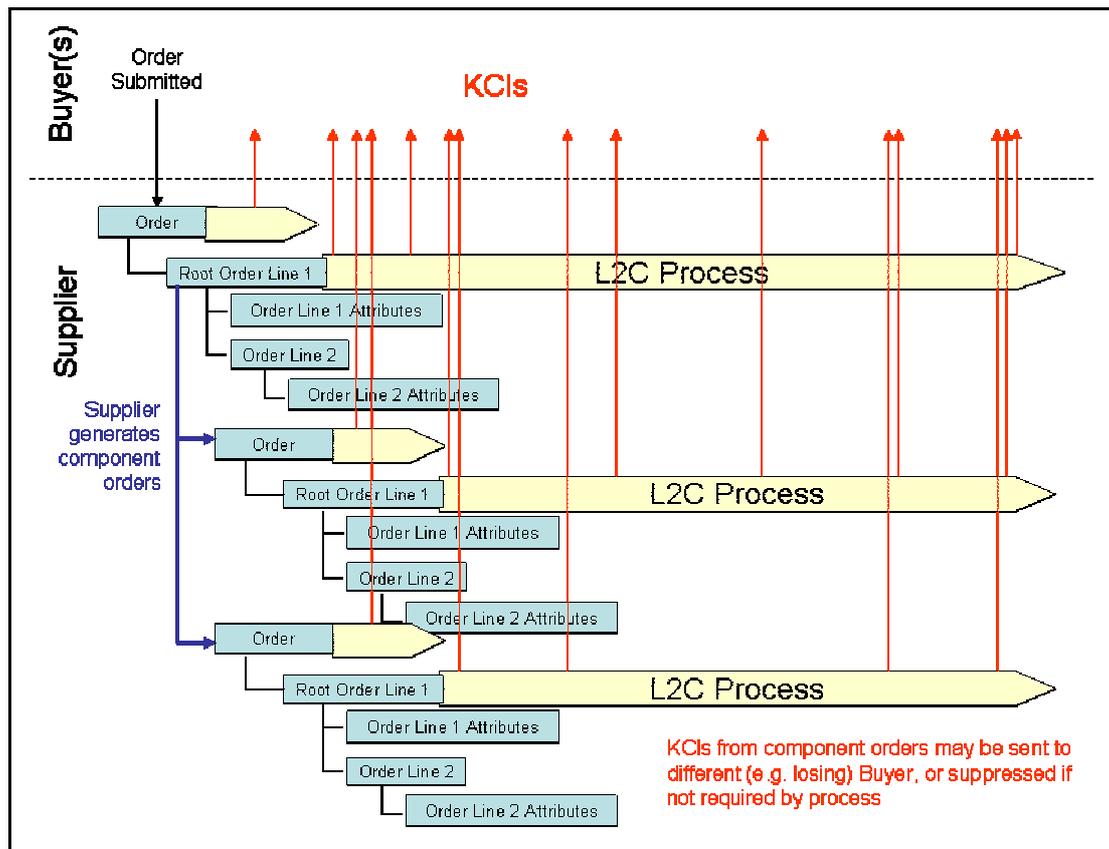
The following diagram shows how KCIs are generated during order fulfilment:

### Option 1) Simple order



An initial KCI to acknowledge the order may be sent at Order level. Subsequent KCIs are generated at the root product level only, and not for associated child products. For Linked or Bulk Migration orders, KCIs are generated for each individual order – the Buyer and Supplier can associate them through the Project No.

## Option 2) Simple order plus component orders



KCIs are generated for the root product on the main order, and can be for the root product on each component order if required. The KCIs will differentiate the orders by specifying unique order references, the service ids (e.g. product instance being provided, product being ceased), and the order type (e.g. provide, cease).

The KCIs on the component orders can be sent to a different Buyer, e.g. for a Transfer/Migration order, the KCIs for a cease component order being sent to the losing Buyer. Where the process does not require KCIs to be sent for a component order, then they may be suppressed.

## Jeopardy/delay management

Delay in delivering a product should be communicated to the Buyer immediately a customer-impacting delay is identified on any main order or component order.

In the case of component orders (Option 2) – business rules for a specific implementation will have to determine if jeopardy/delay on a component order, needs to be reflected as jeopardy/delay on the main order.

Example 1 – on a Home Mover provide order, the cease component order must be co-ordinated for the same date. If delay occurs in the cease order, then this should be reflected in the provide order – so the Buyer would receive a delay KCI for the provide order. The Supplier would additionally have to align the provide order date.

Example 2 – a service order generates a component order for supply of Customer Premises Equipment. In this case, where say there is jeopardy/delay on the component order, this would not necessarily have to impact, or be reflected in the main order, which could be provided as planned (if agreed with the Buyer).

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## History

<b>Document history</b>		
Revision	Date	Notes
1.1.1	June 2008	Initial issue