

RETAIL ENERGY CODE

DIGITAL NAVIGATOR USER GUIDE

31 JULY 2023



RETAIL ENERGY CODE

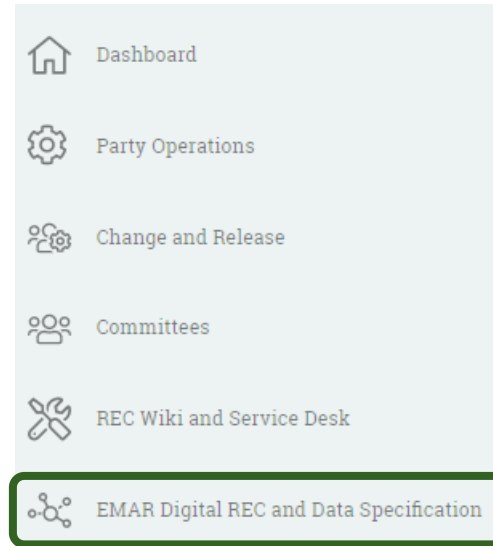
ACCESSING THE DIGITAL NAVIGATOR



ACCESSING THE DIGITAL NAVIGATOR

Firstly, access the REC Portal home page: [here](#)

Select the Digital REC and EMAR button through the REC Portal dashboard (you will be navigated to a new landing page)



By clicking on the Digital Navigator, you will automatically be re-directed to its home page.



Registration of an account within the REC Portal is **not** required to access the Digital Navigator, Data Specification and Codes Schedules.

However, pre-registration is required should you wish to access the **IBM Jazz** dashboard (required to ensure the correct level of access is provided to parties). If you are not already logged in you will be requested to at this point.

DIGITAL NAVIGATOR- HOMEPAGE

The screenshot displays the Digital Navigator homepage with a green header bar containing links for IBM Jazz, Provide Feedback, and REC Service Desk. Below the header are navigation tabs for Schedules, Data Specification, Codes Road Map, and Release Management. A sidebar on the left features buttons for Governance & Misc., Metering Arrangements, Party Management, Green Deal & Theft, Meter Point Management, Switching, Other, and All. The main content area is divided into two panels: 'Governance & Misc.' with a list of schedules and a 'Central Data Service Provider Further Services Service Definition' link, and 'Industry Changes' with a 'Solution Development' section listing various technical details and processes. A search icon and a 'REC Version: 3.5.0' dropdown are also visible.

IBM Jazz Provide Feedback REC Service Desk

Schedules Data Specification Codes Road Map Release Management

Governance & Misc.

- ▷ Main Body
- ▷ Schedule 1 - Interpretations and Definitions
- ▷ Schedule 4 - Company Governance
- ▷ Schedule 5 - Change Management
- ▷ Schedule 6 - Performance Assurance
- ▷ Schedule 10 - Charging Methodology
- ▷ Schedule 13 - Transfer of Consumer Data
- ▷ Schedule 22 - Market Stabilisation Charge
- ▷ Central Data Service Provider Further Services Service Definition

REC Version: 3.5.0

Search

Industry Changes

Solution Development

- ▷ R0006 - Missing Meter Technical Details
- ▷ R0037 - Prepayment Credit Balance & Debt Transfer Processes
- ▷ R0048 - DCC Service Organisation Control 2 (SOC2) Assessments
- ▷ R0053 - 24/7 Emergency Metering Service
- ▷ R0057 - Clarification of Supplier of Last Resort Obligations under the REC
- ▷ R0061 - Resolution of invalid CSS data by Data Owners
- ▷ R0062 - Removal of ERDA meteringPointEnergyFlow change restriction
- ▷ R0092 - DCC Service Level Agreements for the Switching Incentive Regime
- ▷ R0133 - Consequential Cross-Code Change for BSC P441 - Complex Site Classes

Pre-Release Information

There are several features that can be accessed within the Digital Navigator, this guide will take you through each of them.

RETAIL ENERGY CODE

REC SCHEDULES DASHBOARD



SCHEDULES

The Schedules dashboard is the set landing page once you have accessed the Digital Navigator.

Schedules

Governance & Misc.

- ▷ Main Body
- ▷ Schedule 1 - Interpretations and Definitions
- ▷ Schedule 4 - Company Governance
- ▷ Schedule 5 - Change Management
- ▶ Schedule 6 - Performance Assurance
- ▷ Schedule 10 - Charging Methodology
- ▷ Schedule 13 - Transfer of Consumer Data
- ▷ Schedule 22 - Market Stabilisation Charge
- ▷ Central Data Service Provider Further Services Service Definition

Switching

- ▷ Schedule 23 - Registration Services
- ▷ Schedule 24 - Switching Data Management
- ▷ Schedule 25 - Central Switching Service
- ▷ Central Switching Service (CSS) Service Definition
- ▷ CSS Certificate Authority Service Definition
- ▷ Schedule 26 - Switching Service Management
- ▷ Schedule 30 - Resolution of Consumer Facing Switching and Billing Issues
- ▷ Electricity Retail Data Service (ERDS) Definition
- ▷ Gas Retail Data Service Definition
- ▷ Switching Operator (SO) Service Definition

You can select from the categorisations listed on the left; this will then show a selection of the associated Live REC Schedules

Once you have selected the REC Schedule you wish to view in full, this will open automatically within the same browser window.

Note: Your selected option will turn to a darker green. Only one selection can be made at one time

LIVE REC SCHEDULES

Can be amended to previous superseded versions of the legal text (in line with the versions iterated in the versions table)

The screenshot displays the 'Performance Assurance - Schedule 6' interface. At the top right, a dropdown menu shows 'REC Version: 3.5.0'. Below this is a table with the following data:

Version	Implementation Date	Reason
3.0.0	July 2022	2022 July Release
3.4.0	01 April 2023	2023 April Release

Below the table is another table titled 'Annex A: Performance Charges' with columns for 'Main' and 'Annex A: Performance Charges'. The rows list various categories and their mandatory status:

	Main	Annex A: Performance Charges
Domestic Suppliers	Mandatory	Mandatory
Non-Domestic Suppliers	Mandatory	Mandatory
Gas Transporters	Mandatory	Mandatory
Distribution Network Operators	Mandatory	Mandatory
DCC	Mandatory	Mandatory
Metering Equipment Managers	Mandatory	Mandatory
Non-Party REC Service Users	Mandatory	Mandatory

The main content area shows '(1) Introduction' with three paragraphs. A red arrow points from the '4 - The role of the Code Manager' menu item on the left to a detailed view of this section on the right. This view includes a sub-menu on the left and a list of functions for the Code Manager:

(4) The role of the Code Manager

- In relation to the PAE, the Code Manager shall perform the functions assigned to it under this Code, and as may be delegated to it by the REC PAB from time to time. These functions shall include those assigned to the Code Manager under its contract with BECCo.
- The functions of the Code Manager related to the PAE shall include:
 - maintain the Risk Register and Performance Assurance Methodology in accordance with the instructions of the REC PAB, assessing the ongoing applicability of the Risk Register and highlighting where new risks should be added, current risks amended or deleted;
 - assess Performance Data, Key Performance Indicators (KPIs) and self-assessment declarations, and where appropriate provide a recommendation to the REC PAB in relation to compliance by REC Service Users and REC Service Providers;
 - monitor agreed Corrective Action Plans to ensure activities focus on addressing the root cause of issues, are delivered against agreed timescales, and issues are escalated to the REC PAB where necessary;
 - make recommendations to the REC PAB on changes to the Risk Register, Performance Assurance Methodology or this Code;
 - prepare and maintain a list of Performance Assurance Techniques and how these are used to mitigate Retail Risks (by detecting or preventing their occurrence, or correcting their effects);
 - prepare individual Risk Management Determinations for REC Service Users or REC Service Providers where the REC PAB determines that a Performance Assurance Technique should be applied to a REC Service User or REC Service Provider, and deliver assurance activities in accordance with these determinations;
 - prepare the Annual Performance Assurance Reports; and
 - manage correspondence and communication with organisations involved in the PAE.

The Live REC schedule will be shown on default.

You can scroll through all the document.

Alternatively, if you are looking for a specified section or paragraph, you can select from the left-hand contents panel and will automatically be re-directed to the specified section. All selections are shown in a darker green.

SEARCH FUNCTIONALITY

Selecting the 'Search' function on the main dashboard will allow you to further refine the information you are looking for.

You can use the free text search bar to enter any specified REC term that you are looking for and will be returned all the REC Documents, References and Text where the term exists.

Here you can search for Codes Schedules. Into the text box below you can enter any term which you are looking for and we will show you all of the clauses which contain that term. We'll also tell you if we can't find the term. If you know the specific schedule which you want to search then you can use the filter directly below.



Codes Schedules Search

Search SEARCH

Filter Schedules: ▼

Further filters can be applied by selecting a specific REC Schedules or Service Definitions.

Note: Only one filter selection can be chosen at a time

- None
- Main Body
- Interpretations and Definitions
- Change Management
- Performance Assurance
- Company Governance
- Transfer of Consumer Data
- Central Data Service Provider Further Services Service Definition
- Charging Methodology
- Metering Operations
- Prepayment Arrangements
- Metering Accreditation
- Accession Agreement
- Qualification and Maintenance
- Market Exit and Supplier of Last Resort
- Secure Data Exchange
- Secure Data Exchange Service Definition
- Data Access
- Electricity Enquiry Service (EES) Service Definition
- Green Deal Arrangements
- Unbilled Energy Code of Practice
- Energy Theft Reduction
- Green Deal Central Charging Database Service Definition
- REC Transition Schedule
- MRA Transition Schedule

Codes Schedules Search

Search SEARCH

Filter Schedules: ▼

Document Name	Clause Reference	Clause Text
Central Switching Service	8.1	(b) ensure all information submitted in support of a certificate application is true, accurate and that they hold such rights as necessary to any trademarks or other such information submitted during the application for a certificate;
Interpretations and Definitions	3.1	Energy Market Architecture Repository (EMAR) means the repository containing obligations, business rules and processes for this Code and data specifications for this Code and other Energy Codes.
Interpretations and Definitions	3.1	Intellectual Property Rights means patents, trademarks, trade names, service marks, rights in designs, copyright (including rights in computer software), logos, rights in internet domain names, and moral rights, database rights, rights in know-how, and other intellectual property rights (in each case, whether registered or unregistered or subject to an application for registration, and includes any and all rights or forms of protection having equivalent or similar effect anywhere in the world).
Metering Operations	20.9	Following installation, commissioning and once HH Metered Data retrieved. Send request for Proving Test, or alternatively request a re-test following failure of immediately preceding Proving Test and provide Meter Technical Details. The MEM does not specify the Settlement Periods to be collected by the HHDC. MEM HHDC D0005 https://emar.energycodes.co.uk/rm/resources/TX_Cpw3QwP6EeycfNymoP8LZwlnstruction on Action.D0268 Half Hourly Meter Technical Details. Electronic or other method, as agreed.

INDUSTRY CHANGES AND PRE-RELEASE INFORMATION

The Industry Changes port contains a list of Industry Change Proposals which have been raised and are available within the Change Management section of the REC Portal. They are sorted by Change Proposal status. Selecting a Change Proposal from the list will automatically navigate you to the Change Proposal page within the REC Portal.

You will need to be logged into the REC Portal to see this information, if not already, you will be prompted to log-in.



- ▷ R0006 - Missing Meter Technical Details
- ▷ R0037 - Prepayment Credit Balance & Debt Transfer Processes
- ▷ R0048 - DCC Service Organisation Control 2 (SOC2) Assessments
- ▷ R0053 - 24/7 Emergency Metering Service
- ▷ R0057 - Clarification of Supplier of Last Resort Obligations under the REC
- ▷ R0061 - Resolution of invalid CSS data by Data Owners
- ▷ R0062 - Removal of ERDA meteringPointEnergyFlow change restriction
- ▷ R0092 - DCC Service Level Agreements for the Switching Incentive Regime
- ▷ R0133 - Consequential Cross-Code Change for BSC P441 - Complex Site Classes Creation

- ▷ R0026 - Whole current (WC)/Current Transformer (CT) certificates
- ▷ R0049 - Intellectual Property Rights and Services Data Main Body changes
- ▷ R0051 - Switch Request Objections (Change of Occupier)
- ▷ R0056 - EES/GES Additional Service Request for Housing Associations to be added to the Data Access Matrix
- ▷ R0058 - REC Services Procurement Clarification
- ▷ R0060 - ERDS Service Definition time zone correction
- ▷ R0065 - Registration of Smart Export Guarantee (SEG) Sites
- ▷ R0068 - REC Main Body Data Protection Changes
- ▷ R0069 - Amendments to Sample Access Agreement
- ▷ R0071 - DCC access to EES and GES
- ▷ R0072 - Introduction of a new Meter Asset Condition Code
- ▷ R0075 - Enabling Software Product Qualification

- ▷ R0017 - Invalid Requests for Site Technical Details
- ▷ R0044 - MHHS Programme Changes required to Central Switching Service
- ▷ R0059 - Maintenance of Qualification Schedule Change
- ▷ R0067 - Introduction of CSS refresh functionality
- ▷ R0097 - Consequential Change for CSS Smart Meter Data Retriever Appointments

Switch Request Objections (Change of Occupier)
Modified 3 Hours ago

Initial Assessment

SWITCH REQUEST OBJECTIONS (CHANGE OF OCCUPIER)
R0051

Change Overview	Original CP Submission	Change Proposal Impact	History of Activities	Change Plan Milestones
Change Proposer: Simon Askew Business Energy Direct	Lead Change Analyst: Elise Handy	Latest Update: 21/07/2023 - Lead Analyst assigned.	Change Summary: This Change Proposal looks to clarify obligations.	Problem Statement
Status: Initial Assessment	Priority Score: 70 Low	Urgency: Standard	Consumers: All Consumers	Solution Requirement
Fuel: Dual Fuel	Impacted Parties: Suppliers	Accompanying Documents: Download R0051 - Downloadable CP form	Proposed Solutions	

Pre-Release Information

The Pre-Release Information will be fulfilled with Change Proposals that have reached a status of 'Awaiting Implementation'.

It will provide a list of relevant REC Schedules that haven't amendments and will be iterated in the next release window.

These documents will be 'red-lined' to provide users with a view of the amendments that will take effect in the relevant release window.

RETAIL ENERGY CODE

DATA SPECIFICATION DASHBOARD



ACCESSING THE DATA SPECIFICATION

The screenshot shows a web application interface for the Data Specification Catalogue. At the top, there is a green navigation bar with links for 'IBM Jazz', 'Provide Feedback', and 'REC Service Desk'. Below this, a secondary navigation bar contains tabs for 'Schedules', 'Data Specification' (which is active), 'Codes Road Map', and 'Release Management'. On the left side, there is a vertical sidebar with several menu items: 'Data Specification Catalogue' (highlighted in green), 'Data Access Matrices', 'Guidance Documents', 'Data Specification Documents', 'Meter Product Data (MPD) Table', 'Data Specification Pre-Release Information', and 'All'. The main content area is titled 'Data Specification Catalogue' and features a list of items with expandable arrows: 'DTC Data Specification - Access Format (v3.5.0)', 'Full REC Data Specification - Access Format (v3.5.0)', 'Full REC Data Specification - HTML Format (v3.5.0)', 'Data Specification Model', 'Performance Assurance Report Catalogue (PARC)', 'Standards Definition Document', and 'SQL Database bacpac v3.5.0'. To the right of this list, there is a 'REC Version: 3.5.0' dropdown menu, a 'Search' button with a magnifying glass icon, and a 'Data Specification Distribution List' button. Below the main content area, there is a section titled 'Pre-Release Information' which contains three icons: a database cylinder icon labeled 'SQL Database', a grid icon labeled 'Access Database', and an HTML file icon labeled 'HTML File'.

More information on the Data Specification can be found in the Data Specification User Guide: [Retail Energy Code Data Specification - REC Documents - REC Portal](#)

THE DATA SPECIFICATION DASHBOARD

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The Data Specification dashboard contains six different categories:

Data Specification Catalogue: This contains the Full REC Data Specification in three different formats – SQL, Access and HTML.

Data Specification Documents: In this category you will be able to locate multiple documents that outline specific rules and information related to the Data Specification build. This includes documents such as Technical Specifications, Rules for various API's and, how addresses should be populated.

Data Access Matrices: This defines what type of data different categories of organisation have access to. For more guidance, click [here](#)

Meter Product Data Table: This details gas Meter and Converter attributes. You can find more information [here](#)

Guidance Documents: The Legacy DTC additional information exists as it contains useful additional legacy DTC information for the creation of new flows.

Data Specification Pre-Release information: Any upcoming versions of the Data Specification will be available to view (this is also available from the Pre-Release Information port)

Data Specification Catalogue

Data Access Matrices

Guidance Documents

Data Specification Documents

Meter Product Data (MPD) Table

Data Specification Pre-Release Information

All

Data Specification Catalogue

- ▶ DTC Data Specification - Access Format (v3.5.0)
- ▶ Full REC Data Specification - Access Format (v3.5.0)
- ▶ Full REC Data Specification - HTML Format (v3.5.0)
- ▶ Data Specification Model
- ▶ Performance Assurance Report Catalogue (PARC)
- ▶ Standards Definition Document
- ▶ SQL Database bacpac v3.5.0

Data Specification Documents

- ▶ EES API Technical Specification
- ▶ GES Meter Asset Enquiry API Technical Specification
- ▶ GES Supply Point Enquiry API Technical Specification
- ▶ GES Supply Point Switching API Technical Specification
- ▶ Address Population Rules
- ▶ CSS Certificate Profile
- ▶ CSS Message Business Data Validation Rules v3.1.1
- ▶ CSS Security and API Supporting Information v1.0
- ▶ CSS Switching Parameter Data
- ▶ Supply Number Format
- ▶ Treatment of remotely retrieved meter readings from SMETS2+ gas meters

You can select from the categorisations listed on the left; this will then show a selection of the associated Live Data Specification documents

Once you have selected the document you wish to view in full, this will open automatically within the same browser window.

Energy Market Data Specification

Address Population Rules v1.0

Version: 1.0

Effective Date:

14 April 2022

Pre-Release Information



SQL Database



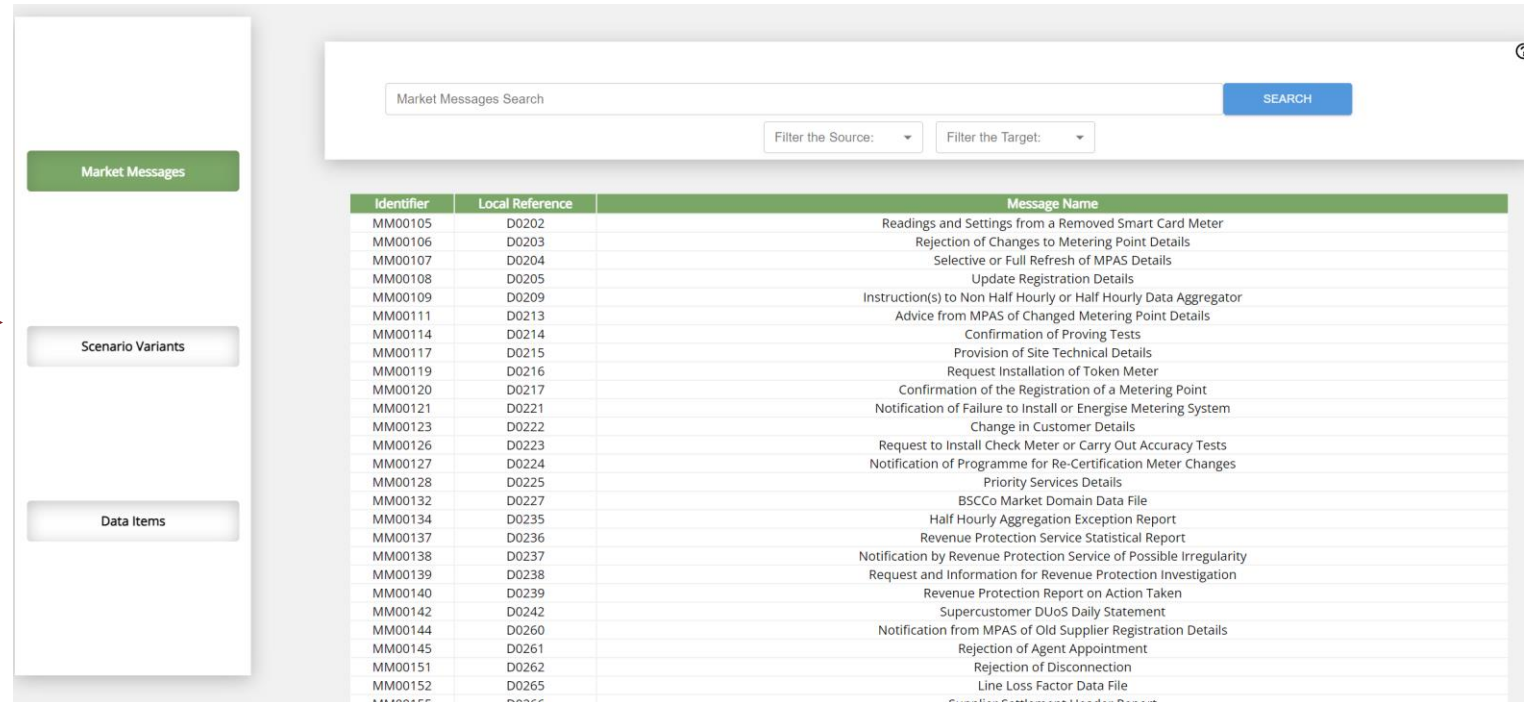
Access Database



HTML File

Note: Your selected option will turn to a darker green. Only one selection can be made at one time

SEARCH FUNCTIONALITY (DASHBOARD)



Identifier	Local Reference	Message Name
MM00105	D0202	Readings and Settings from a Removed Smart Card Meter
MM00106	D0203	Rejection of Changes to Metering Point Details
MM00107	D0204	Selective or Full Refresh of MPAS Details
MM00108	D0205	Update Registration Details
MM00109	D0209	Instruction(s) to Non Half Hourly or Half Hourly Data Aggregator
MM00111	D0213	Advice from MPAS of Changed Metering Point Details
MM00114	D0214	Confirmation of Proving Tests
MM00117	D0215	Provision of Site Technical Details
MM00119	D0216	Request Installation of Token Meter
MM00120	D0217	Confirmation of the Registration of a Metering Point
MM00121	D0221	Notification of Failure to Install or Energise Metering System
MM00123	D0222	Change in Customer Details
MM00126	D0223	Request to Install Check Meter or Carry Out Accuracy Tests
MM00127	D0224	Notification of Programme for Re-Certification Meter Changes
MM00128	D0225	Priority Services Details
MM00132	D0227	BSCCo Market Domain Data File
MM00134	D0235	Half Hourly Aggregation Exception Report
MM00137	D0236	Revenue Protection Service Statistical Report
MM00138	D0237	Notification by Revenue Protection Service of Possible Irregularity
MM00139	D0238	Request and Information for Revenue Protection Investigation
MM00140	D0239	Revenue Protection Report on Action Taken
MM00142	D0242	Supercustomer DUoS Daily Statement
MM00144	D0260	Notification from MPAS of Old Supplier Registration Details
MM00145	D0261	Rejection of Agent Appointment
MM00151	D0262	Rejection of Disconnection
MM00152	D0265	Line Loss Factor Data File
MM00155	D0266	Supplier Settlement Header Report

Selecting the Search feature, from the Data Specification dashboard will open a new page.

From here a list of all Market Messages, Scenario Variants and Data Items contained within the REC Data Specification can be accessed.

Based on the section on the left pane, a full list of relevant Market Messages, Scenario Variants and Data Items can be scrolled through.

Note: Your selected option will turn to a darker green. Only one selection can be made at one time

REFINED SEARCHES

Market Messages

Market Messages Search
D02

SEARCH

Filter the Source: Filter the Target:

Identifier	Local Reference	Message Name
MM00105	D0202	Readings and Settings from a Removed Smart Card Meter
MM00106	D0203	Rejection of Changes to Metering Point Details
MM00107	D0204	Selective or Full Refresh of MPAS Details
MM00108	D0205	Update Registration Details
MM00109	D0209	Instruction(s) to Non Half Hourly or Half Hourly Data Aggregator
MM00111	D0213	Advice from MPAS of Changed Metering Point Details

None

- Electricity Meter Equipment Manager
- Half Hourly Data Collector
- Data Communications Company
- Electricity Enquiry Service
- Electricity Retail Data Agent
- Electricity Supplier
- Energy Supplier
- Gaining Shipper
- Gaining Supplier
- Gas Enquiry Service
- Gas Retail Data Agent
- Gas Supplier
- Half Hourly Data Aggregator
- Losing Energy Supplier
- Losing Shipper

Refined searches can be completed using the free text search bar.

The refined search will be completed based on the selected category (I.E Market Message, Scenario Variant, Data Item)

Full or Partial searches can be conducted to refined results. Additional filters can be entered through selection of a 'Source' or 'Target' participant role (this excludes Data Items)

RETAIL ENERGY CODE

CODES ROADMAP DASHBOARD



CODES ROADMAP

The Code Road Map

What is it?

The REC Code Roadmap provides a view of the key areas of strategic change that RECCo and the REC Code Manager will focus on over the next three years. These are areas of the REC where significant benefit could be gained for all REC stakeholders including consumers, within the long-term energy retail landscape.

The 'epics' are the work items that will deliver the change. The roadmap presents the epics that are active now and those that are due to be initiated in the coming months, so you can see what may be of interest to you and how you can get involved in shaping the solutions.


[Spreadsheet to download containing the roadmap](#)



Find Out More

If you want to know more about the roadmap purpose and process [visit the Wiki page here.](#)

The roadmap launched in March 2023 and it will evolve over time – we welcome your views on how we can develop it further for you. If you have comments or feedback on any aspect of the roadmap, please contact enquiries@recmanager.co.uk.

The Codes Roadmap dashboard provides a view of what the Code Roadmap is. It will also allow you to download the current roadmap in MS Excel format, by selecting the  icon.

Further information can be found on the Code Roadmap processes by using the link to the REC Portal Wiki Page.

RETAIL ENERGY CODE

RELEASE MANAGEMENT DASHBOARD



RELEASE SCHEDULE TABLE

Version	Status	Release Date	Change Proposal Number	Change Proposal Name	Affected REC Items	EMAR Version	Release
3.5.0	Live	30/06/2023	R0010	New Meter Types for Auxiliary Proportional Controllers (APCs)	<ul style="list-style-type: none"> Data Specification only 	3.5.0_Live	3.5.0 Release Notes
			R0011	Reporting of Additional EMR Backing Data to Suppliers	<ul style="list-style-type: none"> Data Specification only 		
			R0015	Remote communication obligations for electricity Advanced Meters	<ul style="list-style-type: none"> Metering Operations Schedule 		
			R0021	Allowing REC accredited MEMs to de-energise and re-energise supply points independent of the Supplier	<ul style="list-style-type: none"> Interpretations and Definitions Schedule Metering Operations Schedule Metering Accreditation Schedule Data Specification 		
			R0030	Erroneous Transfer Cancellations	<ul style="list-style-type: none"> Interpretations and Definitions Schedule Resolution of Customer Facing Switching and Billing Issues Schedule Data Specification 		
			R0032	New Registration data items and processes to support the transition to Market-wide Half-Hourly Settlement (MHHS)	<ul style="list-style-type: none"> Data Specification only 		
			R0066	Inclusion of SMRS Data Items in EES (BSC CP1568 Consequential Change)	<ul style="list-style-type: none"> Data Specification only 		
			R0090	Alignment of Data Specification with Pre-REC Rules and Consequential Impacts on R0011 Legal Text	<ul style="list-style-type: none"> Data Specification only 		
			R0101	Revision of the Implementation Date and approved solution for R0021	<ul style="list-style-type: none"> Interpretations and Definitions Schedule Metering Operations Schedule Metering Accreditation Schedule Data Specification 		
			R0102	Revision of the approved solution for R0032	<ul style="list-style-type: none"> Data Specification only 		
R0114	Housekeeping Amendments	<ul style="list-style-type: none"> REC Main Body Interpretations and Definitions Schedule Gas Data Access Matrix Electricity Data Access Matrix Removal of Transition Schedule 					

Selecting the Release Management Dashboard, will provide a full overview of all previous REC releases and the information contained and implemented as part of the release. This includes a view of the Change Proposal Number/ Name and the impacted REC items.

Additionally you will be able to see the relevant version iterations and any associated release notes. Selecting the release notes will navigate you into the IBM Jazz platform of EMAR where the formal release note documentation is stored and more information can be found.

RETAIL ENERGY CODE

ADDITIONAL FEATURES



ADDITIONAL FEATURES

IBM Jazz

Selecting IBM Jazz, will automatically re-route you through to this platform.

Note: You will need to be registered and logged in, if you are not, you will be prompted to complete this action before.

Provide Feedback

Will open a function which allows you to provide your name and any feedback comments you have on the Digital Navigator platform allowing the Code Manager to continually improve the service and platform provided.

REC Service Desk

Selecting REC Service Desk will automatically open your email function and present a blank email with the Service desk email address contained. Ready to be fulfilled.

Data Specification Distribution List

Selecting Data Specification Distribution List will automatically open your email function and present a blank email with the Service desk email address contained. Ready to be fulfilled.