CR044

Supplier Comments in Outbound Correspondence

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**Amendment History**

|  |  |  |  |
| --- | --- | --- | --- |
| **Revision** | **Date Issued** | **Author** | **Reason for Change / Description** |
| V1.0 | 22/03/2019 | Kevin Wing | Initial version |
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# Introduction

The purpose of this change request is to include the Supplier Response comments within the outbound correspondence sent to a Consumer when a Dispute has been completed. The comment will relate to an “Accept” or “Reject” status set by the Supplier via the Supplier Portal when processing a Supplier request.

# High Level Design

### Supplier Responses / Outbound Correspondence

Suppliers will action Supplier Requests via the Supplier Portal. Each request will result in an “Accept” or “Reject” status. In addition to this the Supplier may include comments to support the decision. When this occurs, we need to pass the comments through to numero and include them within the outbound communication sent to the Consumer.

To achieve this, we need to amend the process that sits behind the Supplier Response Gateway. When the process results in an automated response we will first need to stamp a new numero entity onto the inbound correspondence work item. Following this, we can copy the entity value onto the outbound response (which will contain the Supplier comment text).

We can then use the entity within any outbound correspondence template to display the Supplier comment to the Consumer. Currently there are 2 templates that will need to change within the numero CMS:

* Supplier Accepted
* Supplier Rejected

We will only add the Supplier comment to CMS templates that relate to a single Supplier request. If a Dispute has multiple Supplier requests and requires manual actioning before generating a response, then the standard response text will be used, as it is today.

# Impact

## Delivery Schedule

This is a major change and may have to be delivered as a future enhancement post Phase 1.

## Resource

|  |  |
| --- | --- |
| Description of work | Effort (days) |
| Build – Connect API  Build – Numero Build  Build – Numero CMS | 1  0.5  0.5 |
| **Total Effort** | **2** |

## Infrastructure

There are no impacts on the proposed solution architecture because of this change.

## Licensing

There are no licensing implications related to this change.

## Service Costs

There are no service costs related to this change.