Crown Commercial Service

Report Management Information (MI) to CCS – User guidance and FAQ's

Question	Guidance
When do I need to submit MI?	New tasks are created at midnight on the first of each calendar month. All MI contacts with tasks to complete will be emailed a reminder on the first of the month and can log in to see/action outstanding tasks in the system. Once created, a task is due to be completed within five working days.
Where do I log in?	https://www.reportmi.crowncommercial.gov.uk/
How do I log in?	On the Report MI system, your username is your email address. If you have more than one email address, the correct one to use is the address where any reminder/notification emails have been sent to so far. If you have not received any emails, you may not have an account set up, and you should contact us for support using the support email address given below. You can self-serve to access the system, using the below steps: 1. Go to: https://www.reportmi.crowncommercial.gov.uk/ 2. Click: "Sign in", links at the top or bottom of the page 3. Click: "Don't remember your password?" 4. Enter your email address 5. Click: "send email" 6. Follow the instructions in the reset email you receive- this will come from a third party service called Auth0. If you don't receive this, check your spam or junk folders. If you have any difficulty logging in, please get in touch with us for further assistance: report-mi@crowncommercial.gov.uk
I need to change my personal details stored by CCS (such as change of email address). Or I need to change the MI contact for my organisation.	If you require an update to your: • MI contact name • MI contact email address • Company name • Add/remove/edit additional MI contacts Contact the support email address: report-mi@crowncommercial.gov.uk Provide your supplier organisation name, email address, and the detail of your request.

<table>
<tr>
<td>I have done no business on any CCS agreements this month. Do I need to do anything?</td>
<td>Yes, It is a contractual obligation to provide MI on your organisations activity on CCS agreements each month. This includes if you have not done any business on the agreements.
Positive confirmation that you have not conducted any business is required for audit and completeness of income purposes.

If you have not done any business on your agreement this month you don’t need to complete a template file. Simply declare no business by logging in, select the “Report no business” button against the relevant task, and confirm:

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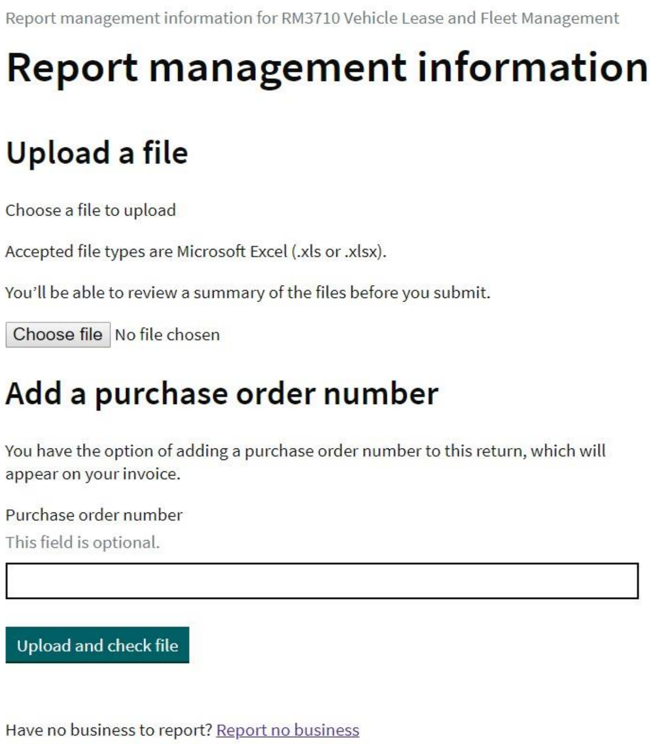
<td>I have conducted business this month.
How do I submit a completed template file?</td>
<td>Declare business conducted on a CCS agreement by selecting the “Report management information” button against the relevant task:


Following the instructions on the next page, load a completed template file:


The content of the file will then be validated by the system. This normally takes just a few seconds. For larger files, or agreements with more complex data validation requirements, this may take several minutes.</td>
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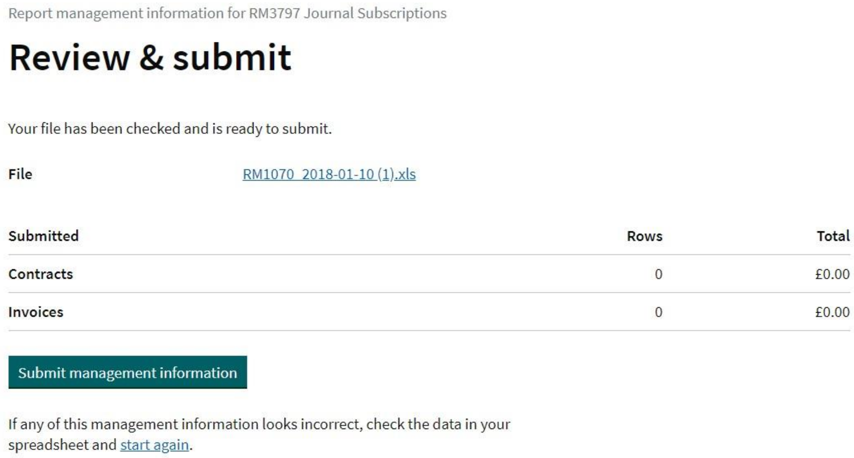
	You can leave this page if you wish, but remember the submission is not yet complete. You will need to return later to review and confirm the submission, once the data validation is complete. When your submission passes validation you will be taken to a review screen. The total value of your submission will be displayed as confirmation, and you will be asked to finalise the submission:  Once confirmed, the submission is marked as complete, and will no longer be displayed in your task list.
How do I get a blank MI template?	When an MI submission is outstanding, a download template button is available below the task. 
My MI submission has failed the validation process and contains errors. What do I do?	When the data submitted has failed to pass validation checks, the task will be displayed in a "contains errors" state. This will be displayed instead of the final review screen. If you have navigated away, you can also access the error information from the task list, by selecting "View errors":  Errors are displayed under the heading of the template **tab name.** The information listed below the tab name is a list of errors that the automated checks have found. The list indicates the row and column name where the error is found.

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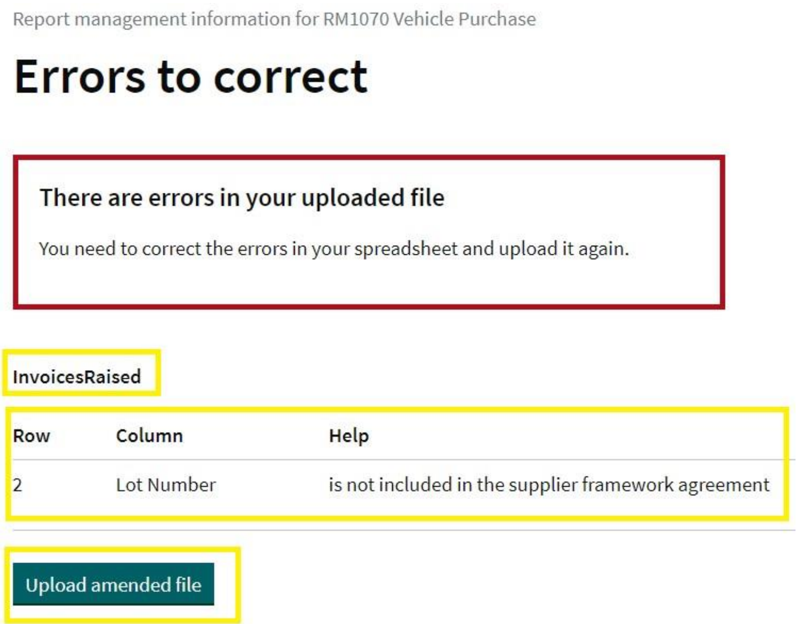
The help section, to the right, provides information about why the content of the identified cell has not passed validation checks.



On both the task list and at the bottom of the errors page there is a button allowing you to load an amended template file, which will be loaded and validated again.

Validation failures are most commonly as a result of one or more of the following:

- A mandatory field has been left blank
- Data has been entered in the wrong format (for example entering text in a numeric field).
- Data entered is the wrong length (for example, a 30 character address has been entered into a post code field, which has a limit of 8 characters).
- Data has been entered which does not match the criteria of the supplier organisations place on the agreement (for example, data has been entered against framework lot 2, when the company submitting the data has only won a place on framework lots 1 and 3).
- Data has been entered which does not match a pre-defined list. (for example, a customer URN has been entered which is not recognised).
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<td>My MI submission has failed the validation process and is marked as “ingest failed”. What do I do?</td>
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Typically, this occurs when the file that has been loaded against a task is not recognised as the template file for that agreement.

Ensure that you:

- Have loaded the correct template file to the correct task
- Have downloaded / used the latest template file
- Have not changed any tab names or column headers in the template file

You will be able to load a corrected file to the task for validation.
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	If you are certain that you are using the correct template file and ingest process is still failing, contact report-mi@crowncommercial.gov.uk for support; provide your company name, the agreement name, the task date, the nature of the error, and the template file that you are trying to load.
I can't see the tasks for an agreement that I need to report on.	Note that tasks for upcoming submissions are generated at midnight, UTC, on the first of each month. You will not be able to make a submission in advance of the task creation process. If your organisation has more than one MI contact, another contact may have already completed the task(s). Check the return history, using the "history" button at the top of the screen, to check this. If you are certain that tasks should be displayed but are not there when you log in, contact report-mi@crowncommercial.gov.uk for assistance. Please provide your name, the email address you use to log into your account, your company name, the agreement(s) you were expecting to see tasks for, and a description of the issue.
I don't know what to put in some of the columns on the template.	Each template file has orange coloured tabs which indicate where data is to be provided. Within these tabs, mouse-over the column headers and tooltips will appear providing additional information about the requirements for each field. Some fields in the MI template may have acceptable responses restricted to particular format types (such as numbers or dates). This is indicated at the bottom of the tooltips. In addition, some fields have built in cascading data validation which will be displayed in the form of drop-down boxes. This is done in order to ensure particular pieces of data are reported consistently by the entire supplier base on an agreement. Drop-down selectors are provided to assist you in completing the template manually, they will cascade as you progress from left to right across a row. If you are not completing the template by hand, but are instead automating the population of the template or creating a data export from your own internal system(s), a product or service table and a lookups tab (coloured red and black respectively) is provided in the template to assist you in automating lookups for these fields. Please note that we also have a separate guidance document available on how to effectively use and populate an MI template.

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<td>How do I find my customer URN(s)?</td>
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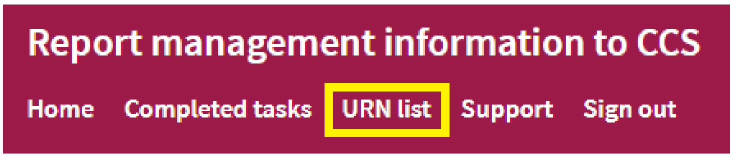
Public Sector Customers who buy products/services through CCS agreements are identified by a unique 8 digit integer – a Unique Reference Number (URN).

You can download a copy of the current URN list from the CCS Supplier Guidance Web Page, or from within the Report MI system. Once you have logged in, select the URN List button from the top of the page.



In general, customers are listed using their full name, rather than using abbreviations. (For example, search for “Ministry of justice”, rather than “MOJ”).

If you believe one of your customers doesn’t have a URN, contact us for support.
Report-mi@crowncommercial.gov.uk
Provide your name and company name, the public sector body that you are trying to identify a URN for, and the nature of your issue.
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<td>How can I see my historic submissions?</td>
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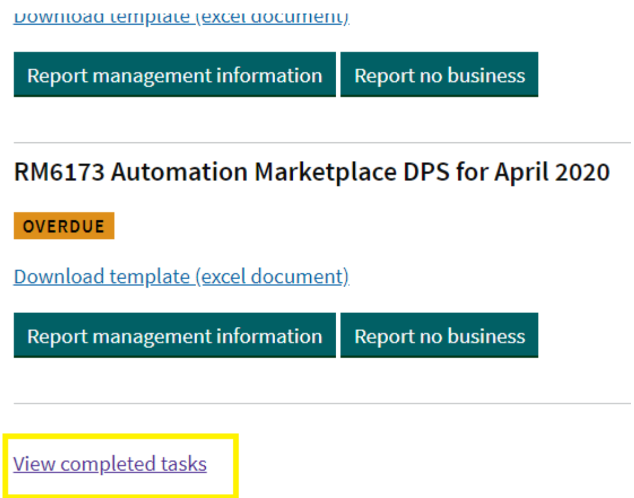
Once you have logged in to Report MI, your completed submission history is available by selecting the “Completed tasks” button at the top of the page:

Alternatively, you can select the “View completed tasks” option, found at the bottom of your task list:



From the list presented, you can view further details about an individual submission, including the value and a copy of the file that was originally loaded, by selecting the “View” button, next to the task:
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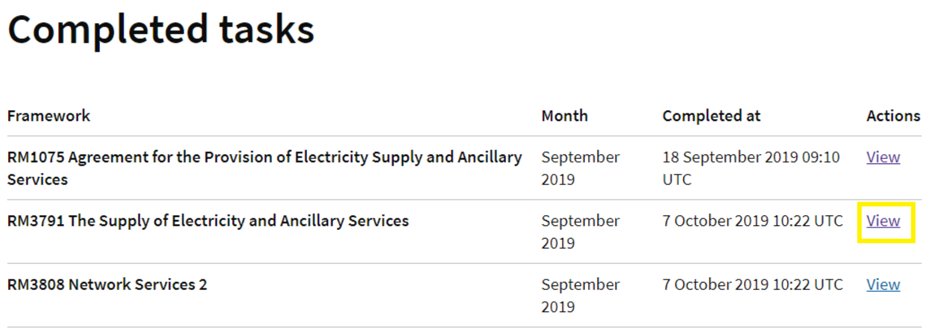

Completed tasks

Framework	Month	Completed at	Actions
RM1075 Agreement for the Provision of Electricity Supply and Ancillary Services	September 2019	18 September 2019 09:10 UTC	View
RM3791 The Supply of Electricity and Ancillary Services	September 2019	7 October 2019 10:22 UTC	View
RM3808 Network Services 2	September 2019	7 October 2019 10:22 UTC	View

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<td>I have made a mistake on a historic submission. How can I correct this?</td>
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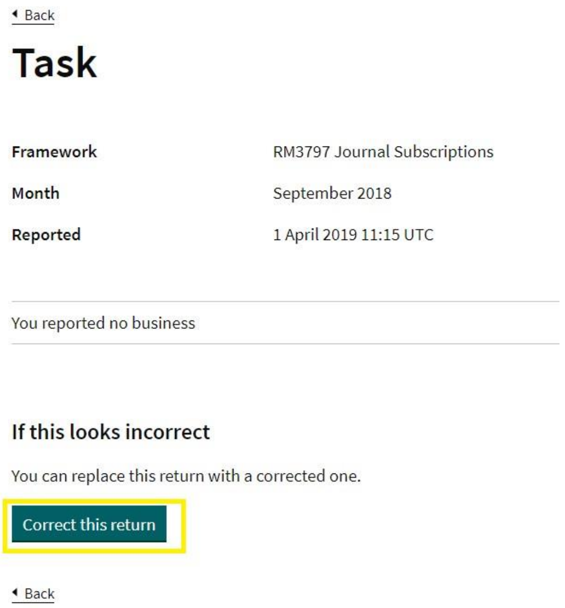
As per the instructions above, locate the incorrect return in your history and select “View”.

At the bottom of the task summary page, there is an option to correct the submission:



Back

Task

Framework	RM3797 Journal Subscriptions
Month	September 2018
Reported	1 April 2019 11:15 UTC

You reported no business

If this looks incorrect

You can replace this return with a corrected one.

Correct this return

Back

Select this option, and you will be asked to load a corrected template file or validation. Alternatively, you can declare no business for the selected submission if needed.

If you have a correction in progress, but have navigated away, the detail will be shown in the task list for when you return:

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In the past I have made submissions to the previous MI collection too, “MISO”. How can I access or amend those historic records?	From December 2018, all new CCS commercial agreements have had MI collection exclusively through the Report MI service. If the agreement began after this date, all submissions are available in the Report MI history. Agreements that began MI collection prior to December 2018 have MI submissions that were either: • all submitted via MISO until the MI submissions ceased, or; • migrated to Report MI between December 2018 and December 2019, and have return history on both systems. General MISO system access was withdrawn in February 2020 and the system was decommissioned in March 2020. CCS holds full records of all data that was submitted to MISO prior to system migration. If you wish to request a copy of any information, or you wish to amend submissions made prior to agreement migration, contact: report-mi@crowncommercial.gov.uk Please provide a description of your request, including: • Your name • The company name(s) • The agreement(s) • The submission time frame • Whether your request is regarding accessing a copy of the data and/or resubmission of historic data We will aim to process historic data requests as quickly as possible. However, please note that there may be a delay in processing large or complex requests, particularly at peak MI submission times due to the time sensitive nature of our business as usual support enquiries.