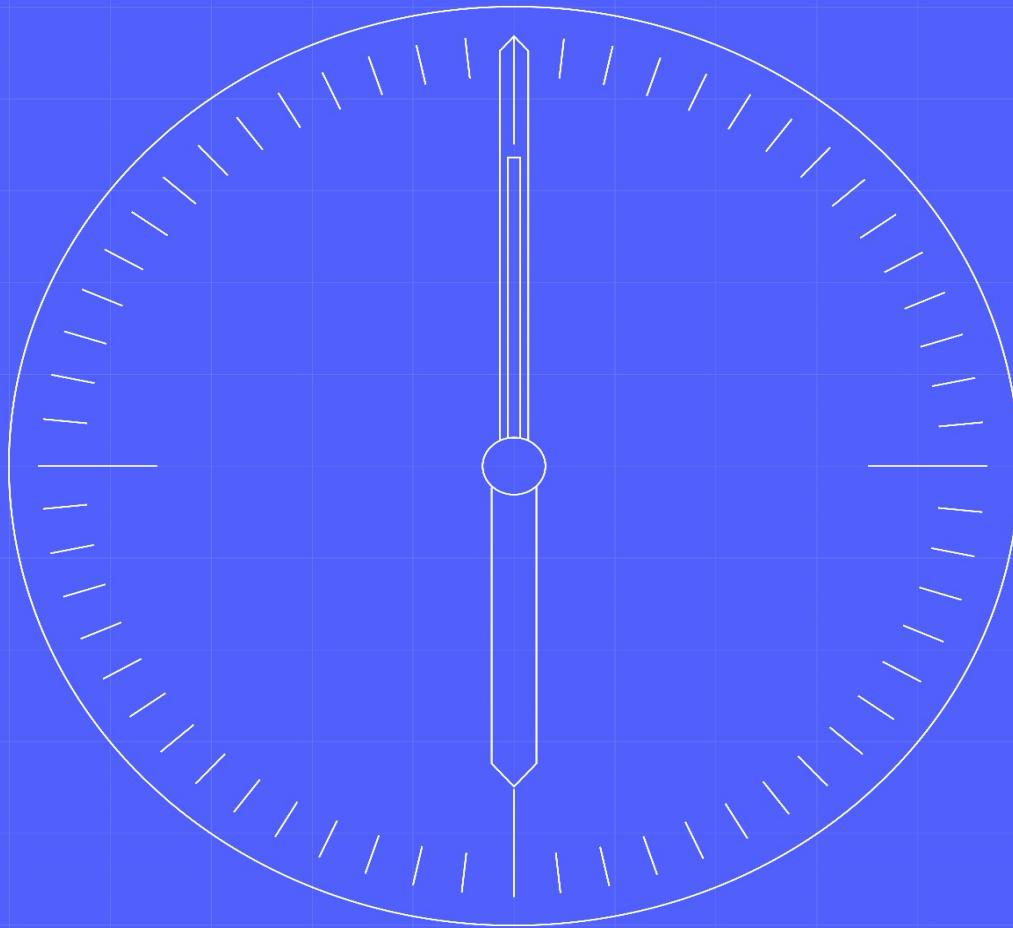




# Supplier Migration Envelopes, Plans Webinars and Drop-in Sessions Q&A



Document owner

**Warren Fulton**

Status:

**Approved**

Document number

**MHHS-DEL2972**

Date

**5 & 6 August 2024**

Version

**1.2**

Classification

**Public**



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## 1.1 Change Record

Date	Author	Version	Change Detail
07 August 2024	Francesca Drew	0.1	Initial Draft
14 August 2024	Warren Fulton	1.0	Final draft for publishing
11 September 2024	Rowan Burrows	1.1	Updates from Drop-in sessions
02 October	Rowan Burrows	1.2	Updates from Drop-in sessions

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## 1.2 Reviewers

Reviewer	Role
Warren Fulton	Migration Lead

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## 1.3 Terminology

Term	Description
Capacity Envelope	A profile covering the whole migration period detailing the maximum number of daily migrations for a given Supplier MPID in a LDSO that may be undertaken. This also includes the submission rules for a Supplier MPIDs de-minimis category submissions.
Supplier Submission	A Supplier's forward view of planned migrations by MPID at LDSO level that falls within the Supplier Capacity Envelope provided and includes all MPANs within their portfolio.

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## 2 Supplier Capacity Envelopes Webinar Q&A

### 1. How will the slides from the webinar be distributed to participants?

Both the slides and a recording of the webinar can be found on the MHHS Webinars and Open Days page of the [Collaboration Base](#) and [MHHS Website](#). An article was also included in The Clock newsletter issued on **Wednesday 7 August 2024**.

### 2. Does the guidance document provide a description of each of the fields in the submission template that the Supplier needs to complete?

Yes, the guidance document provides a description of each of the fields in the submission template that need to be completed. It also makes clear which fields contain information provided by the Migration Control Centre (MCC) and those that need to be completed by the Supplier for submission, whether mandatory, optional or conditional.

### 3. What is classed as a significant difference on sheet B of the submission template?

The Migration team took a data cut from the Electricity Enquiry Service (EES) at the beginning of June 2024. We recognise that there will be churn from the point at which the data cut was taken compared to today's figures. If there are differences in the 100s or possibly even low 1,000s we don't need to be advised, but this depends on the overall portfolio size. However, if we have made a fundamental mistake in the provision of the numbers, then we will need to be notified. A new cut from EES will be taken for every Sprint to ensure capacity and Migration progress is managed according to the most up-to-date view of MPAN portfolios.

### 4. Is it expected that the Supplier planned submission volume sums exactly to our supply volumes even though these are subject to change, or can it be approximate?

Recognising that there is going to be some churn in portfolio size, we would expect the Supplier planned submission volume to match the supply volumes.

### 5. Will there be a test submission of some / all of these templates to check we have understood what is expected and that the Programme are getting what they need?

are welcome to schedule in some time with the Migration team to go through a proposed submission if this would be helpful. This can be arranged directly with the Migration team or via your Programme Party Coordinator (PPC) representative.

### 6. We may not have agreed any commercials for an external Service Provider by the first template submission date, do we leave these fields blank?

Leaving fields blank where a Supplier has not agreed commercials for an external Service Provider is acceptable for the first template submission. The Migration team will infer that if these fields are left blank that the information is unknown. It would be helpful for Suppliers to add a brief explanation to the comment field.

### 7. Sheet E: Is the Service Provider Market Participant Identifier (MPID) the one which is being used under MHHS arrangements, as opposed to the current live MPID?

Ideally, the MCC would like to track what the MPID under the MHHS arrangements will be, but even capturing the organisation will provide useful intelligence if the MPID is unknown at this point.

### 8. Please can you remind me of the name of the guidance document?

The Migration team have developed a guidance document to support Suppliers with completing their submission templates. This document is called **Migration Supplier Envelope & Plan Submission**

**Guide** and can be accessed through the Migration Supplier Envelope & Plan Submission page of the [Collaboration Base](#) and [MHHS Website](#).

**9. Following the initial submission and feasibility, when will the next iteration be and how often will you require updates? Is there a process/bounds on big changes?**

All Suppliers must submit their initial submission template and Agent information (where known) to the MCC at [Migration@mhhsprogramme.co.uk](mailto:Migration@mhhsprogramme.co.uk) by **2 October 2024**. It is expected that the next iteration of submission templates will begin again starting Q1 2025. Exact timelines are pending CR55.

The MCC is not seeking to restrict changes between submission iterations since we are looking for Suppliers' best view at a point in time. If circumstances change in the interim between now and the next submission, then we expect Suppliers to reflect this within their submission.

**10. Sheet E: Do we need to provide details of both customer and supplier appointed agents?**

It would be helpful to get a view of both customer and supplier appointed agents, however we recognise that customer appointed agents may be problematic for some Suppliers. The expectation is that Suppliers will provide a best view given the information available at that point in time.

**11. What is the de-minimis rule? Do you want Suppliers to populate submission volumes for de-minimis Licensed Distribution System Operators (LDSOs)?**

Supplier's submissions must account for all their MPANS, irrespective if they have capacity envelopes or are de-minimis.

If a Supplier's portfolio within an individual LDSO is greater than 35,000 MPANs, and that portfolio is within an LDSO that the total portfolios for all suppliers that is greater than 150,000 MPANs, then that Supplier's submission will be guided by a Capacity Envelope. For these Suppliers, the MCC asks that their submission remains within the bounds of the Capacity Envelope.

A de-minimis portfolio with less than 35,000 MPANs in an LDSO and Suppliers will also need to create a submission for these portfolios, but they are not guided by capacity envelopes, but rather the de-minimis rules

The nature of the schedule to be submitted does not alter hugely whether guided by a Capacity Envelope or de-minimis guidelines. The rules that the submission needs to adhere to is the key differentiator.

**12. Have all envelopes, weekly submission templates and passwords been sent to Suppliers?**

On **31 July 2024**, the MCC issued Migration Envelopes and submission templates to all Suppliers who have provided primary and secondary Migration contacts to the PPC team. If you have not yet provided a contact, we recommend that you do this as soon as possible.

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## 3 Supplier Migration Plans Webinar Q&A – De-minimis rules

### 1. Does an MPID need to be included if it has no Meter Point Administration Numbers (MPANs) registered to it?

If an MPID has no MPANs registered to it, it is being retired and no activity is expected on it then it does not need to be included. However, for completeness, the MCC has included all available portfolio information in the submission templates issued to Suppliers. Suppliers will see that in some templates there are 0 figures against some fields. Generally, this is due to the MCC lacking information down to the level of granularity required or Suppliers intentions having not been captured. The MCC has tried to assume as little as possible so any information from Suppliers in relation to plans to demise an MPID will enable the MCC to clean up its data. Furthermore, the Migration Team will coordinate with the Pre-Qualification Submission (PQS) team to ensure that there is a consistent view across the Programme relating to Suppliers intentions to qualify or retire MPIDs.

### 2. Sheet C: Our version does not have all the fields as shown on screen. Will a new version be issued?

Columns E and F have been added since the submission templates were issued to Suppliers to provide greater clarity. The fields can be derived from Sheet B by aggregating it up. The MCC will not issue the templates again for the initial Supplier submission due by **2 October 2024**, but these additional fields will be available when the next iteration of the submission templates are issued to Suppliers.

Furthermore, based on comments and feedback from Suppliers during the webinar we will also seek to enhance the A-Supplier Weekly Envelope and Plan Submission template with data to simplify completion of Submission volumes in accordance with envelope rules or de-minimis rules.

### 3. I thought the constraint was 10% of overall LDSO total not the Supplier total for that LDSO. Is that right?

Any given daily submission under the de-minimis rules may not exceed 10% of the LDSO Daily Threshold value. It is not a function of Supplier portfolio size. Supplies should also pro-rate this value for the number of migration days in a given week.

### 4. How does the Migration Plan account for portfolio churn? Will we have to keep submitting refreshed plans as our portfolios change?

There will be several iterations before the plan gets underway. The Migration Framework contains the concept of migrating in two monthly sprints. Every two months, the MCC will capture fresh portfolio snapshots, compare these and generate new envelopes where required. The MCC will publish the same set of materials as for the initial submission ahead of every sprint, allowing Suppliers to reforecast if there is portfolio change. Ultimately this will allow for submissions to be revised if there is portfolio churn.

### 5. Regarding the de-minimis rules, is the 10% per day or for the overall migration period?

The 10% LDSO threshold constraint exists for any day that a Supplier chooses to undertake migrations. On a given day a Suppliers' submission should not exceed the 10% the respective LDSO's daily threshold value regardless of how many days they are submitting.

### 6. With respect to portfolio churn, how much churn requires the resubmission of a schedule?

Our current thinking is that all submissions should reflect the portfolio size as at the point of re-issue. Before the next planning cycle, we will consider if a small tolerance could be applied here so as not to drive unnecessary activity.

### 7. We have a mix of envelopes and de-minimis, with envelopes that have significantly smaller daily thresholds. Is there any negotiation on the envelope?

There will be several plan iterations. Parties are welcome to discuss concerns and if necessary, we will seek to change applicable parameters if there is benefit. In the short term we would ask parties to reach out directly to the Migration team with any concerns.

**8. Can you provide a filled in example submission, preferably one for a de-minimis envelope and another for a capacity envelope submission?**

The MCC have now created a worked example for a de-minimis envelope and a capacity envelope submission. These worked examples have been published on the Migration Supplier Envelope & Plan Submission page of the [Collaboration Base](#) and [MHHS Website](#)

**9. In relation to the de-minimis rules, is the 20 days to migrate the portfolio rule, 20 consecutive days or just 20 days in total?**

The residual portfolio must be migrated using no less than 20 days (after the ramp-up period) Parties must schedule de-minimis migrations over at least 20 days separate migration days after the ramp-up period. i.e. The 20-day constraint is a minimum number of migration days used in total which do not need to be consecutive.

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## **4 Supplier Capacity Envelopes & Migration Plans - Participant Drop-in Session 1: 12 August 2024**

**1. We are currently not able to provide the split across agents, how should this be addressed within our submission?**

We would request that you make a note within the initial submission to explain this. The split can then be provided in a later migration plan submission.

**2. When do we expect the example submissions to be published?**

Available on the Collaboration Base on page: [Migration Supplier Envelope & Plan Submission - MHHS Programme](#)

**3. Following initial submission, would we be expected to give weekly data sets?**

All Suppliers must submit their initial submission template and Agent information (where known) to the MMC at [Migration@mhhsprogramme.co.uk](mailto:Migration@mhhsprogramme.co.uk) by 2 October 2024.

It is expected the next iteration of submission templates will occur in Dec 2024 / Jan 2025.

From M11 Suppliers will receive Submission Templates from completion in accordance with the Migration Sprint Schedule.

**4. What would be considered a material enough change to update the schedule? If portfolio stays the same, but priorities of migration change then presumably a new plan needs to be sent?**

The MCC will re-issue Submission Templates to Suppliers on a regular basis to provide an opportunity to provide an updated migration plan.

NOTE: Suppliers may resubmit there previously submitted plans, using the latest Submission Template when their submissions plans have not changed for the current iteration.

NOTE: Processes for Submissions when the Supplier has not changed their migration plans materially are under development.

**5. The start date of our migration wave is earlier than expected and closer to the service activation window. Can this be reviewed to ensure we have sufficient time?**

The MCC has used the Supplier Target Migration start date where available to derive the start date used in the Submission Templates.

Where a Supplier believes that the Migration Start Date is not correct, please include an update in the Submission Template

C-Envelope MPID to Supplier MPID Map

ENV\_MigrationStartDate

Supplier\_Update = Y

Comment (why the Migration Start date has changed)

The MCC will then seek to understand across the wider MHHS Programme the overall feasibility and impact of the change in the expected Migration Start Date.

**6. Our ramp up and migration fall over the Christmas period, with the start beginning before Christmas and completing towards the end of January. There may not be sufficient working days to complete the ramp up period. Will this be addressed in subsequent plans?**

This can be refined in the next set of envelopes and the assumptions can be revisited. These dates will iterate based on more information being received.

**7. If we have been given a set of dates starting in December, but we intend to start in January, do we return zero volumes in December or only return dates from our intended start date (i.e. January)?**

Migration start date can be changed in the submission template to show this. The plan can then show the ramp up start from that date. As above, the Programme will look into further guidance about how plans can cover the Christmas period. As an example, if you have two weeks of non-migration days, then two weeks can be added to the end.

**8. We currently cannot see the portfolio size for each LDSO to plan around, where is this information?**

This is included the INFO\_D\_LDSO sheet, column LDSO\_TH\_BAND

**9. Will updated guidance notes be issued to address comments made in the webinars or drop-in sessions?**

Instead of issuing updated documents we will issue clarifications within the Q+As document.

NOTE: At a later stage we will consolidate these comments and questions and answers provided via the migration mailbox into a single FAQ document.

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## **5 Supplier Capacity Envelopes & Migration Plans - Participant Drop-in Session 2: 19 August 2024**

**1. The Supplier Capacity Envelope documents assume that the Migration start will be April for SIT participants. If suppliers are not intending to start in April but wait until later, will the numbers endure with regard to ramp ups etc, or will they be adjusted based on the different start date? Our concern is that if a Programme participant gives a detailed view, it will change as other participants' needs are considered.**

The first three months is the Early Life Support period, also known as sprint 0. As a result, the numbers in this period are indicative, and assume 10% of portfolio will be migrated in this period. There has also been an assumption that all SIT participants will start as soon as possible. If this doesn't happen, new versions of the envelopes will need to be issued. New migration start dates will be needed from



participants to change the plans. We know that plans will be iterated several times and that all plans are subject to change.

## **2. De-minimis threshold – is this going to be increased and when will the decision be made?**

Internal discussions are still ongoing to work out where exactly this number will fall, knowing that any line in the sand will naturally create edge cases. De-minimis threshold is a changeable data item so it can change as we move through the plan. Participants should use the current de-minimis numbers until any changes are made. The Programme has not yet decided this for the short-term, but we will keep participants informed.

After consulting at MWG the Migration Team has agreed to increase the Supplier De-minimis threshold to 40,000 and has communicated to the affected Suppliers.

## **3. During the performance testing week where numbers are higher, what is the commitment required of participants to issue higher numbers?**

This is a short-term stress test to ensure the resilience of key systems. The Programme will work with SIT participants to coordinate and ensure sufficient volumes will go through during this time, and the commitments from participants will be agreed. Exit criteria for Early Life Support is what needs to be met by this testing.

Furthermore, the MWG will be setting up a dedicated ELS sub-working group to discuss the ELS processes and procedure in more detail.

## **4. Do we know what the early life requirements are and what the early life exit requirements will be? Our early life volumes are higher than we had initially expected, specifically the first two weeks.**

During planning, the intention is to protect capacity and place demand on central systems. During the first few weeks the numbers can be very low, with 10% of portfolio to be migrated in the first three months, but how this is done is up to the participant. 80% to be migrated in the following six months. As above the stress test parameters will be agreed with participants.

## **5. Would we need to know that when gaining an MPAN, when it was due to be migrated by the previous supplier, and how will churn be managed?**

The Programme is expecting churn and using EES data will re-issue envelopes if churn is particularly high. The envelope will be re-issued and then the participant can submit a new plan. If the migration is due in the next sprint, then we need a daily granularity plan and for participants to commit to this plan. Otherwise, a weekly granularity plan is required for dates further into the future. There would not be an expectation for a gaining supplier to know when a particular MPAN was due to be migrated by a previous supplier.

## **6. Based on our analysis of the current allocation of migration envelopes, it appears that reaching this 5% to 10% target would not be feasible. Even if we were to fully use 100% of the capacity in the allocated envelopes, we project that the migration rate would be less than 2% by 25 November. Can you please confirm whether the expectation is indeed to achieve a 5% to 10% migration rate within the first month?**

For clarity, the 5-10% rule mentioned in the de-minimis rules does not apply to portfolios following the Envelope Rules. While the Supplier ramp up envelope allocations may seem limited, please note that this is a product of the need to protect Core Migration Window capacity for other migrating parties as well as yourself. The majority of your migration will occur during the six-month Core Migration Window following the ramp up period, and this approach allows for a gradual increase in migration volumes, reducing the risk of system-wide issues that could occur with larger initial volumes.

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## 6 Supplier Capacity Envelopes & Migration Plans - Participant Drop-in Session 3: 1 September 2024

**1. Where there is a de-minimis LDSO and a supplier only has low numbers in that LDSO, (i.e. 120 in one de-minimis LDSO), can we migrate the whole portfolio in one go?**

The number of migrated MPANs within any given day must not exceed 10% of the LDSO upper threshold as specified in the Thresholds document, on a given migration day.

NOTE: Suppliers will need to pro-rate this based on the number of migration days in each week in the weekly submission template.

**2. Can we reduce the migration appointment period from five days to two days? For example, we would like to put 100 through on day one with an effective date in two days. This will help with meeting the 10% target and flush out issues by 'failing faster'.**

The reason for this constraint is for high volume periods and to protect central systems, however we understand this may not be required in the ramp up period.

The Programme will take this away to see if a shorter turnaround time is possible early in the migration period. Any decision on this will be fed back in an upcoming Migration Working Group (MWG).

**3. There is a requirement that 10% of a supplier's portfolio must be migrated in the Early Life Support period. There is concern that this 10% requirement is too aggressive, and with anticipated failures in the early period this may be hard to keep up with. Additionally, this will also make it hard to assess the health of the migrated MPANs.**

The Programme will take this away. We would not expect high volumes very early in the process, and we are in favour of small volumes in the early days of the ramp up period. Please remember that the envelopes are not a target but an upper bound to the migration capacity, so it will be acceptable if suppliers are well below the envelope. There have been discussions around setting up a new Subgroup on Early Life Support migration, so this may be a topic for discussion there. Non-SIT suppliers may be able to join this as well as observers, but this will need to be agreed when the Terms of Reference are drawn up.

**4. We are a de-minimis supplier, with a planned migration start of October. If we instead plan to start later, will we have the same end date and therefore compress our plan?**

You will need to do the ramp up period as set out, but for the remainder of the window it is down to the participant, as long as the migration takes place over more than 20 days.

Furthermore, you should provide a clear indication that you intend to update your target migration start date.

**5. Are we able to start our migration before the official Balancing & Settlement Code (BSC) and Retail Energy Code (REC) Performance Assurance Board (PAB) approval?**

No, you would not be able to do this. Any migration process would fail validation if a participant has not completed qualification, as their MHHS qualified status would not be in ISD.

**6. Can we use the full migration window to migrate?**

Yes, provided this falls within the bounds as set out in the envelopes and/or de-minimis rules. For example, for envelope suppliers, 10% in ramp up, and 80% in the core migration period, 10% afterwards. For de-minimis portfolios, 10% to be done in the ramp up, the rest to be done in no less than 20 days.

We have ensured that all Suppliers have residual capacity to M15 to allow for portfolio gains and more complex migration scenarios.

**7. Will the de-minimis threshold be increased to 40,000? And if so, will this result in new set of envelope documents to be issued to each supplier?**

The Programme is currently looking into increasing the threshold, but we do not anticipate that this would result in a new set of documents being published. Instead, we would confirm that it has changed and advise participants to review their plans to assess the impact.

This has now been agreed and communicated to impacted participants.

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## 7 Supplier Capacity Envelopes & Migration Plans - Participant Drop-in Session 4: 16 September 2024

### 1. Now the de-minimis has been raised to 40,000 can we change the values on the sheets to match this?

Yes, participants can use this threshold in their plans, we have communicated to impacted Suppliers the affected LDSO portfolios.

### 2. On the Supplier Capacity Envelope, the MPANs per LDSO is different from our values by a small amount, will this affect our plans?

This doesn't affect things materially, but this will be updated in future submissions. We do request however that participants use the numbers provided by the programme as this simplifies the validation process. If there are significant differences, then we advise that participants let us know in the submission.

### 3. We are a very small supplier, some LDSOs we have portfolios in the 10s. Do we still need to stick to the 10% target for these? For the 20-day rule, does this have to be in the core migration window?

For any portfolio with less than 500 in an LDSO suppliers can migrate as they wish. The migration days should be spread across anything **not** in the ramp up period, so this can include the ramp down period as well.

### 4. For service provider submissions, how do participants map old world and the new world roles?

We will just want to know the new world roles, old world roles i.e. DC/DA we do not need to know as part of submission. Any roles have not yet been assigned can be marked as unknown.

### 5. For customer own agents, can we assume that customers will continue post-MHHS with their current appointments?

Yes, we understand that there is sometimes a lack of clarity on these, so an estimation is fine.

### 6. We are a de-minimis supplier, do we need to have a ramp down period?

No, you do not have to have a ramp down period if you a de-minimis supplier.

NOTE: Supplier portfolios which follow Envelope rules must complete the submission of 90% of their MPANs for the given LDSO portfolio by the end of the Core Migration Window. As this does not apply to suppliers with LDSO portfolios that follow de-minimis Submission rules, there is no applicable Core Migration Window or Ramp-down periods.

### 7. For migration plan submissions, for dates after the core migration window capacity that has been issued, how far out do suppliers need to forecast? Do we need to forecast beyond the window?

Yes, we need to see numbers outside of the window, and we have given an allowance in the 10% following the window for complex sites if these result in a long tail for migration. The numbers should

therefore reflect a forecast of how long suppliers believe this may take. We understand that this may be difficult to forecast but an estimate is fine.

**8. When we extract data, we don't do it by MPID, we do it by distributor ID. Can this be included on future data?**

Yes, we will add this field to the Submission Templates where appropriate.

**9. Questions on roles. Which roles do we need to assign on the sheet?**

Depends on portfolio, but suppliers should assign a data service and a metering service for each segment a supplier is active in. For Advanced segment this is Advanced Data Service (ADS), and Metering Service Advanced (MSA). For Smart segment this is Smart Data Service (SDS) and Metering Service Smart (MSS). Where the providers are not yet assigned this should be marked as unknown.

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## **8 Supplier Capacity Envelopes & Migration Plans - Participant Drop-in Session 5: 23 September 2024**

**1. We have almost got our draft schedule ready. On anticipated numbers, they don't match the numbers provided by the programme. How do we approach this?**

This has affected a number of suppliers, especially with smaller suppliers, and we acknowledge that the data cut was a few months ago now. Once we are into the sprint planning phase in the MCC, this lag won't be applicable as the gap between data cuts and submissions is much smaller. We would suggest that the submissions match the numbers in sheet B, but we can review any submissions as long as numbers are consistent. The differences in numbers can be included on sheet B as a comment to help with our review. Along with this there is understanding that this is a 'point in time' exercise. We can look at communicating when we will run our data cut so that suppliers can take a cut on the same day.

**2. Our current date is January based on the pre-CR055 timelines. This doesn't seem realistic due to technical constraints and dependencies on our Agents. How will this be handled?**

As part of our planning process, we have noted that service activation and its relationship with the waves and we will review this. Whilst we understand the concern that this is not achievable currently, we welcome submissions as part of a first attempt at drafting migration plans. We suggest noting in the plan that you do not believe the migration start date is achievable and this can be addressed further in future submissions

**3. Concern that agents have suppliers all in the same wave. Pre-CR055, is there value in submitting migration plans that will now likely change?**

Part of this process is to test assumptions and test how the MCC can interact with participants, and it is as much about testing the method of submitting plans as it is about judging migration plans. Therefore, this is a proof of concept of the framework agreed at MWG. We expect that things will change and that submissions are not finalised.

**4. On the back of CR055, there is a chance that suppliers will move wave. How will this be communicated from suppliers to the programme that a wave allocation has changed?**

We expect that we will receive this information from either the Testing team or the Qualification team internally. We will continue to engage with suppliers and keep communications open.