



# Transition Guide and FAQs

## Transition Guide – your questions answered

Enhanced RISQS will go live on May 1<sup>st</sup>, 2018, and the RISQS team are currently working hard to achieve a smooth transition. The portal will be delivered by a new service provider and will include features that are designed to enable many more improvements in future. There will also be enhanced audit services.

Below is a brief guide and FAQs which answer many of the questions you might have about the transition. If you remain unsure about any aspect of the transition please contact the RISQS Helpdesk on 0800 4101 300, or email [info@risqs.org](mailto:info@risqs.org) for help.

### Transition of Service

From May 1<sup>st</sup> Achilles ceases to provide RISQS or have any involvement with RISQS. However we understand that Achilles plan to operate a different supplier assurance scheme and this has caused some confusion in the market.

To maintain your access to the GB rail market through RISQS - the only supplier qualification run by the industry, for the industry - please ensure that:

- you only pay invoices sent by RSSB RISQS for renewals due on or after May 1<sup>st</sup>
- you only pay invoices for audits sent by RSSB RISQS when your audit will take place on May 1<sup>st</sup> or later. Achilles can undertake audits until the end of April and if your audit is expiring before May 10<sup>th</sup> you will need to have your audit carried out by Achilles as the new RISQS audit team will not start carrying out audits until May 1<sup>st</sup>. If your audit expires after the May 10<sup>th</sup> you can still have your audit undertaken by Achilles if they complete the audit in April, but you can also have your audit carried out by the new RISQS audit team. It's up to you; RSSB's concern is that you have every opportunity to have your audit so that you can continue to enjoy the benefits of RISQS.

Depending on your renewal and audit dates some members are already receiving invoices from RSSB RISQS and the enhanced scheme is already booking audits and processing payments from its members.

### FAQ – change of provider & payments

**Q. What is changing with RISQS?**

**A.** The RISQS Scheme will no longer use Achilles to provide the portal or audit from the May 1<sup>st</sup>, 2018.

- Q. Who do I contact if I want to talk about my account?**
- A. If you wish to talk to someone about the current operation of your account on the Achilles platform, or an audit you have booked with them, you should contact the Achilles supplier account management team on 01235 861118 (select option 2 twice) or email [RISQS@achilles.com](mailto:RISQS@achilles.com).  
If you wish to talk to RISQS about the changes to the scheme, the transition of your information onto the enhanced platform, or an audit you have booked with the RISQS audit team, then contact the RISQS Customer Support line on 0800 4 101 300.
- Q. Why have I have been contacted by Achilles to book my audit if they will not be providing the service after April?**
- A. Achilles can undertake audits until the end of April. If your audit is expiring before May 10<sup>th</sup> you will need to have your audit carried out by Achilles as the new RISQS audit team will not start carrying out audits until May 1<sup>st</sup>. If your audit expires after the May 10<sup>th</sup> you can still have your audit undertaken by Achilles as long as they complete the audit in April, but you can also have your audit carried out by the new RISQS audit team. It's up to you; RSSB's concern is that you have every opportunity to have your audit so that you can continue to work.
- Q. I have been called by both Achilles and the new RISQS team, why is this?**
- A. Suppliers can have their audit carried out up to 12 weeks before the expiry without moving the expiry date of their next audit. There is a period where you can have your audit carried out by either the Achilles audit team or the new RISQS team. You may be contacted by both so that we are sure that you book an audit and are not missed in the transition.

## Data Transfer

One of the biggest challenges of moving to a new portal is how to populate it with all the necessary data. Users are commonly asked to re-enter their data from scratch. The RISQS team, with our new service provider, were keen to look for ways to pre-populate data from available sources, to avoid the need for re-entry by users.

So far, more than 2 million items of data have been obtained and uploaded. This will mean that many users will have a significantly reduced burden prior to go live. Inevitably though there will be some data that you as the user will need to complete. It is also important that you check the information that has been imported as there is a small chance some of it may be out-of-date or have been imported incorrectly.

We have opened the profile page of the system to enable you to check and complete the information we hold on your organisation. We would like to have this completed well before go-live. The system is still being configured and tested but this early access to the beta version will maximise the time users have to ensure they are happy with their profiles before they become visible to buyers in May 2018.

## FAQ – data transfer

- Q. Some of the information in the Achilles system is missing from the new RISQS portal, why is this?**
- A. The supplier information held in the current portal has not been migrated directly into the new RISQS portal. The information in the new portal has been obtained from available sources, predominately PDF's provided by members.
- Q. How do I save my information once I've updated it in the new RISQS portal?**
- A. You don't need to do anything to save information that you have typed in or uploaded, it is saved automatically. You will see a 'Submit' button but there's no need to submit your information yet. The submit button will be used later when you provide your profiles for verification. For now, all we're asking you to do is check and complete your profile.
- Q. I uploaded an updated PDF yesterday but the information is still not in the system, why is this?**
- A. The process of importing data from PDFs is long and, sometimes, unreliable, which is unfortunately out of our control. We have imported data from PDF's supplied previously but now the 'preview' system is available it is safer not to import any further data from PDF's that could overwrite data you have entered directly.
- Q. Some of the products and services I supply aren't showing in the new portal, what should I do?**
- A. The new RISQS portal uses the Railway Industry Commodity Classification List (RICCL) as the basis of its product and services codes. This has been mapped to the previous Achilles codes to ease the transition but it is important that users check the codes in the new system to check they are correct.
- Q. What do I do if I get an error message?**
- A. The new RISQS portal is currently a 'preview' version that is still being configured and tested. We have provided early access to maximise the time you have to complete your profiles but there is a small chance that you will encounter issues. If this happens please email us at [info@RISQS.org](mailto:info@RISQS.org) and we'll resolve the problem.