### Extension Scenario: Siebel Status is in a state other than ‘In Review’, ‘Scheduled’ or ‘Complete’ for 14 Days in a State of “Submit Regaining Transaction Submitted” (Gaining CR submit)

1. Gaining or Inadvertent CR selects the “IAG – Inadvertent Gaining” sub-type from the MarkeTrak Submit Tree within MarkeTrak via GUI.
2. User enters all required information
   1. No changes to required information
3. User selects “Ok” to create the issue
4. Premise Type is populated (see Premise Type Use Case)
5. MarkeTrak Issue is created and ERCOT provides applicable information
   1. Gaining CR
   2. Losing CR
   3. TDSP
   4. Original Inadvertent Transaction Date
   5. Indication of whether Gaining CR is still the REP of Record
6. MarkeTrak issue is assigned to the state of “New (Losing CR)” with the Losing CR as the Responsible Party
7. Losing CR user selects “Begin Working”
8. MarkeTrak issues is assigned to the state of “In Progress (Losing CR)” with the Losing CR as the Responsible Party
9. Losing CR selects “Send to TDSP”
10. Losing CR populates required information
    1. Proposed Regain Date
11. Losing CR selects “Ok”
12. MarkeTrak issue is assigned to the state of “New (TDSP)” with the TDSP as the responsible party
13. TDSP selects “Begin Working”
14. MarkeTrak issues is assigned to the state of “In Progress (TDSP)”
15. TDSP selects “Ready to Receive”
16. MarkeTrak Issue is assigned to the state of “New (Losing CR Submit)” with Losing CR as the responsible party
17. Losing CR selects “Begin Working”
18. MarkeTrak issue is assigned to the state of “Submit Regaining Transaction”
19. Losing CR selects “Provide BGN”
20. Losing CR provides BGN 06 for the submitted transaction
21. Losing CR selects “Ok”
22. MarkeTrak issue is assigned to the state of “Regaining Transaction Submitted (PC)”
23. MarkeTrak will check “Siebel Status/Sub-Status” every 30 minutes
24. If the “Siebel Status/Sub-Status” remains “in a state other than ‘In Review’, ‘complete’ or ‘scheduled’ for 14 days, the MarkeTrak Issue is assigned to the state of “New (Losing CR Submit)” with Losing CR as the responsible party
25. Losing CR selects “Begin Working”
26. MarkeTrak issues is assigned to the state of “In Progress Submit Regaining ” with the Losing CR as the Responsible Party
27. Losing CR selects “Provide BGN”
28. Losing CR provides BGN 06 for the submitted transaction
29. Losing CR selects “Ok”
30. MarkeTrak issue is assigned to the state of “Regaining Transaction Submitted (PC)”
31. MarkeTrak will check “Siebel Status/Sub-Status” every 30 minutes
32. Once the “Siebel Status/Sub-Status” is anything other than “null” the issue will be updated with the current “Siebel Status/Sub-Status”
33. Once the Losing CR receives the appropriate 867\_04 they select Transition “Complete”
34. MarkeTrak issue is assigned to the state of “Complete”

### Extension Scenario: Siebel Status is in a state other than ‘In Review’, ‘Scheduled’ or ‘Complete’ for 14 Days in a State of “Regaining Transaction Submitted (PC)” (Losing CR submit)

1. Losing or Original CR selects the “IAG – Inadvertent Losing” sub-type from the MarkeTrak Submit Tree within MarkeTrak via GUI.
2. User enters all required information
   1. No changes to required information
3. User selects “Ok” to create the issue
4. Premise Type is populated (see Premise Type Use Case)
5. MarkeTrak Issue is created and ERCOT provides applicable information
   1. Gaining CR
   2. Losing CR
   3. TDSP
   4. Original Inadvertent Transaction Date
   5. Indication of whether Gaining CR is still the REP of Record
6. MarkeTrak issue is assigned to the state of “New Gaining CR” with the Gaining CR as the Responsible Party
7. Gaining CR selects “Begin Working”
8. MarkeTrak issue is assigned to the state of “In Progress (Gaining CR)”
9. Gaining CR selects “ Agree”
10. MarkeTrak issue is assigned to the state of “New (TDSP)” with the TDSP as the responsible party
11. TDSP selects “Begin Working”
12. MarkeTrak issues is assigned to the state of “In Progress (TDSP)” with the TDSP as the responsible party
13. TDSP selects “Ready to Receive”
14. MarkeTrak Issue is assigned to the state of “New (CR Submit)” with Losing CR as the responsible party
15. Losing CR selects “Begin Working”
16. MarkeTrak issue is assigned to the state of “Submit Regaining Transaction”
17. Losing CR selects “Provide BGN”
18. Losing CR provides BGN 06 for the submitted transaction
19. Losing CR selects “Ok”
20. MarkeTrak issue is assigned to the state of “Regaining Transaction Submitted (PC)”
21. MarkeTrak will check “Siebel Status/Sub-Status” every 30 minutes
22. If the “Siebel Status/Sub-Status” remains “in a state other than ‘In Review’, ‘complete’ or ‘scheduled’ for 14 days, the MarkeTrak Issue is assigned to the state of “New (Losing CR Submit)” with Losing CR as the responsible party
23. Losing CR selects “Provide BGN”
24. Losing CR provides BGN 06 for the submitted transaction
25. Losing CR selects “Ok”
26. MarkeTrak issue is assigned to the state of “Regaining Transaction Submitted (PC)”
27. MarkeTrak will check “Siebel Status/Sub-Status” every 30 minutes
28. Once the “Siebel Status/Sub-Status” is anything other than “null” the issue will be updated with the current “Siebel Status/Sub-Status”
29. Once the Losing CR receives the appropriate 867\_04 they select Transition “Complete”
30. MarkeTrak issue is assigned to the state of “Complete”