

**Detailed Design:**

**PR 010-01 MarkeTrak Phase 3**

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# Overview

## Methodology

We are modifying an existing application and copy/reuse existing objects when possible. We will basically be following the methodology described by the SDLC.

## Assumptions and Requirements

We assume that the CERT environment will be available to the Market for API Flight.

We assume that Testing will have the resources needed to meet our aggressive delivery timeline.

The implementation of the requirements will be constrained by the platforms and versions of supporting software.

# Detail Design Flow

## General Information

We will use the parent workflow as the basis for the default field order. Any new fields will be added to the end of the existing field list for a given section.

The archive tables and archive utilities may need to be updated to support the new fields introduced by these requirements.

# Detail Design Functional Detail

The following identifies changes needed, to support the requirements, with respect to the configuration of TeamTrack, supporting custom scripts, API programs, and utilities, as well as the supporting interfaces to external systems like ERCOT’s Registration System.

## MTTF1 - PMVI Fee Reversal Subtype

Task Force participants have requested a new IAG workflow entitled “Redirect Fees” to allow for “efficient and verifiable approval for Transmission and/or Distribution Service Providers (TDSPs) to reverse priority Move-In Request charges from the losing Market Participant to the gaining Market Participant”. Issues under this subtype are only submitted when a lights out situation occurs.

### GUI

Create a new workflow “wf-Redirect Fees” beneath wf-Inadvertent Losing.

Create a new project: “Redirect Fees” under IAG.

See . Field changes (add/deleted) to be carried though out workflow as read only.

See .

Add new fields: (at new wf level – create in Hidden, then move to Issue Information section (assumes field order was overridden before)

* + Priority BGN02
    - Min/max length- 1/30
    - Type- free form text
    - Permitted values & defs- anything within character limit
    - Default value- blank
    - Output format- text populated in file
    - Screen Location- Issue
    - Read Only (Y,N)- Yes
    - Updateable- No
    - Automatically populated- No
    - Proprietary- All MPs Involved
    - Field Screen Title- “Priority BGN02”
    - Transitions Enabled – upon create (required field)
    - Workflows Involved- *Redirect Fees*
  + PMVI Requested Date
    - min/max length – required/standard date formatting
    - type: date
    - Permitted values and defs- valid date
    - Default value- blank
    - Output format- standard date format (Date & Time shown)
    - Screen location- Issue
    - Read Only- No
    - Updateable- No
    - Automatically populated- no
    - Proprietary- All MPs involved
    - Field Screen Title- “PMVI Requested Date”
    - Transitions Enabled – upon create
    - Workflows Involved- *Redirect Fees*

Update fields:

* Edit the MarkeTrak workflow
  + Edit the Sub Type field, and add “Redirect Fees” as a new value.
  + Edit the Issue Type, modify the dependent values for “D2D” to enable “Redirect Fees” as a valid value.
* Initialize the following in the Create transition
  + Issue Type field with “D2D”
  + Sub Type field with the new value “Redirect Fees”
  + Default Title to “Redirect Fees”
  + Set Aux Issue Type and Aux Issue Subtype same as IAG Losing

Add new State:

* Return to Losing CR (PC)

Add new Transitions

* “Accept”
  + From Return to Losing (CR). Results in a state of “Complete” with Submitting MP as Responsible MP
* “Agree”
  + From In Progress (Gaining CR). Results in a state of “New (TDSP)” with TDSP as Responsible MP
* “Redirect Fees”
  + From In Progress (TDSP). Results in a state of “Regaining Transaction Submitted (PC)” with the Losing CR as Responsible MP
* “Return to Losing CR”
  + From In Progress (TDSP). Results in a state of “Return to Losing CR (PC)” with Losing CR as Responsible MP

Users will need to be able to use the following transitions on multiple issues, if applicable. Enable mass update on the fields present within these transitions.

* “Agree”
  + (Quick Transition)
* “Unexecutable”
  + Unexecutable Reason
  + Comments
* “Send to Losing CR”
  + Comments
* “Redirect Fees”
  + (Quick Transition)
* “Return to Losing CR”
  + Comments

Verify Notification with Escalation

* Need new auto close notification to monitor “Return to Losing CR (PC)” and move to Auto Complete after 14 days.
* Ensure all inherited Notification Rules are enabled for “Redirect Fees” Issue type.

Verify Groups and Privileges

* Ensure “Submit” permissions for “Redirect Fees” project. FT\_CR\_QUEUE group should have “Submit New Items”. This is normally inherited.

Background Reports

* Add new project to Background Reports drop down list via the MarkeTrak Projects table.

### API

Updates to wsdl to support new subtype. new fields, (and possibly any cross impacts to query support).

New State - add to IssueState enumeration

* Return to Losing CR (PC)

New Transitions – add to Transition enumeration

* “Redirect Fees”
* “Return to Losing CR”

New Subtype

add to issueSubTypeDef enumeration

add new element to SubTypeD2DType (TTISSUE:RedirectFees)

add new element to SubTypeD2DResponseType (TTISSUE:RedirectFeesResponse)

add new complex Type RedirectFeesType …

(relative to elements in IAGL)

add elements: PriorityBGN02, PMVIRequestedDate

add new complex Type RedirectFeesResponseType …

extension base RedirectFeesType

Add new elements for complex types.

### Bulk Insert

Update teamscripts to handle new subtype and fields:

* Priority BGN02
* PMVI Requested Date

Create/Update Scripts

* Update FT\_BulkInsertValidate to use the correct number of fields for each row of “RedirectFees” type/sub-type.
* Add new row to D2D Bulk Insert Appendix A documentation

### Teamscript

Update any existing IAG supporting scripts as needed to allow for new automation in support of the new PMVI Requested date fields, etc.

### Automation

Retain email notifications/escalations inherited from IAG.

### Other

Update adapter field list xls.

## MTTF13 - Usage and Billing Missing/Dispute AMS LSE interval Subtypes

MarkeTrak tool will copy the current “D2D Usage/Billing Issues” workflow into 2 separate

Workflows. This one will consist of fields for AMS LSE Interval Data Missing only. These

issues will be submitted by CRs to TDPSs only.

### GUI - Dispute

Create New Workflows and Projects:

* Make the “wf-Usage/Billing AMS LSE Interval” workflow as a child of “wf-Usage/Billing Issues” workflow. Make project “Usage/Billing AMS LSE Interval” as a child of “D2D” project.
* Create workflow called “wf-Interval Dispute” as a child workflow of the “wf-Usage/Billing AMS LSE Interval” workflow (use wf-Usage/Billing Issues workflow as a basis). Make project “Interval Dispute” as a child of “Usage/Billing AMS LSE Interval” project.
  + See ‘’. Field changes (add/deleted) to be carried though out workflow as read only.
* Add the new “Usage/Billing AMS LSE Interval” project to Submit tree under the “D2D” parent.
* Add the new “Interval Dispute” project to Submit tree under the “Usage/Billing AMS LSE Interval” parent.
* Update the workflow scripts to enable same validations as found in “Usage/Billing Issues” workflow.

Add new fields

* Origin – default to M

Update fields:

* Edit the MarkeTrak workflow
  + Edit the Sub Type field, and add “Usage/Billing AMS LSE Interval Dispute” as a new value.
  + Edit the Issue Type, modify the dependent values for “D2D” to enable “Usage/Billing AMS LSE Interval Dispute” as a valid value.
* Initialize the following in the Create transition
  + Issue Type field = “D2D”
  + Sub Type field with the new value “Usage/Billing AMS LSE Interval Dispute”
  + Default Title to “Usage/Billing AMS LSE Interval Dispute”

Verify Notification with Escalation

* Ensure the existing Auto Close escalation rule to auto close an Usage/Billing AMS LSE Interval Dispute Issue if an issue is in “Unexecutable (PC)” or “Pending Complete” state and remains unmodified for 14 days. Issue should be Closed and transition to a new state of “Auto Complete”. This is normally inherited.
* Ensure all inherited Notification Rules are enabled for “Usage/Billing AMS LSE Interval Dispute” Issue type.
* Escalation rules will follow D2D – Other subtype, just as Usage/Billing Issues do currently.
* No Escalation email program changes needed

Verify Groups and Privileges

* Ensure “Submit” permissions for “Usage/Billing AMS LSE Interval Dispute” project. FT\_CR\_QUEUE group should have “Submit New Items”. This is normally inherited.

Automations

* Add new columns and update screen fields for new sub-types auto assign values.
* Verify that existing Auto Close logic will inherit and execute as expected

Background Reports

* Add new project to Background Reports drop down list via the MarkeTrak Projects table.

### API - Disputed

Modify MarkeTrak WSDL:

Update Complex Type “SubTypeD2DType”:

Add “UBIDispute”

Update Complex Type “SubTypeD2DResponseType”:

Add “UBIDisputeResp”

Add Complex Type “UBIDisputeType”

Elements: Assignee, EsiID, StartTime, StopTime, usageForTimePeriod, CommentsText, ValidateTDSP, Origin

Add Complex Type “UBIDisputeResponseType”

Extension base = “UBIDisputeType”

Add element “UBIDispute” as type “UBIDisputeType”

Add element “UBIDisputeResp” as type “UBIDisputeRespType”

Update element “IssueSubTypeDef”

Add: “Interval Dispute”

### Bulk Insert – Disputed

Create/Update Scripts

* Update FT\_BulkInsertValidate to use the correct number of fields for each row of “Usage/Billing AMS LSE Interval Dispute” type/sub-type.
* Add new row to D2D Bulk Insert Appendix A documentation
* Add new fields

### GUI – Missing

Create New Workflows and Projects:

* Create workflow called “wf-Interval Missing” as a child workflow of the “wf-Usage/Billing AMS LSE Interval” workflow (use wf-Usage/Billing Issues workflow as a basis). Make project “Interval Missing” as a child of “Usage/Billing AMS LSE Interval” project.
  + See ‘’. Field changes (add/deleted) to be carried though out workflow as read only.
* Add the new “Interval Missing” workflow to Submit tree under the “Usage/Billing AMS LSE Interval” parent.
* Update the workflow scripts to validate same as found in “Usage/Billing Issues” workflow.

Update fields:

* Edit the MarkeTrak workflow
  + Edit the Sub Type field, and add “Usage/Billing AMS LSE Interval Missing” as a new value.
  + Edit the Issue Type, modify the dependent values for “D2D” to enable “Usage/Billing AMS LSE Interval Missing” as a valid value.
* Initialize the following in the Create transition
  + Issue Type field with “D2D”
  + Sub Type field with the new value “Usage/Billing AMS LSE Interval Missing”
  + Default Title to “Usage/Billing AMS LSE Interval Missing”

Verify Notification with Escalation

* Ensure the existing Auto Close escalation rule to auto close an Usage/Billing AMS LSE Interval Missing Issue if an issue is in “Unexecutable (PC)” or “Pending Complete” state and remains unmodified for 14 days. Issue should be Closed and transition to a new state of “Auto Complete”. This is normally inherited.
* Ensure all inherited Notification Rules are enabled for “Usage/Billing AMS LSE Interval Missing” Issue type.
* Escalation rules will follow D2D – Other subtype, same as Usage/Billing Issues do currently.
* No Escalation email program changes needed

Verify Groups and Privileges

* Ensure “Submit” permissions for “Usage/Billing AMS LSE Interval Missing” project. FT\_CR\_QUEUE group should have “Submit New Items”. This is normally inherited.

Automations

* Add new columns and update screen fields for new sub-types auto assign values.
* Verify that existing Auto Close logic will inherit and execute as expected

Background Reports

* Add new workflow to Background Reports drop down list.

### API – Missing

Modify MarkeTrak WSDL:

Update Complex Type “SubTypeD2DType”:

Add “UBIMissing”

Update Complex Type “SubTypeD2DResponseType”:

Add “UBIMissingResp”

Add Complex Type “UBIMissingType”

Elements: Assignee, EsiID, StartTime, StopTime, CommentsText, ValidateTDSP

Add Complex Type “UBIMissingResponseType”

Extension base = “UBIMissingType”

Add element “UBIMissing” as type “UBIMissingType”

Add element “UBIMissingResp” as type “UBIMissingRespType”

Update element “IssueSubTypeDef”

Add: “Interval Missing”

### Bulk Insert - Missing

Create/Update Scripts

* Update FT\_BulkInsertValidate to use the correct number of fields for each row of “Usage/Billing AMS LSE Interval Missing” type/sub-type.
* Add new row to D2D Bulk Insert Appendix A documentation

## MTTF18 - Customer Rescission Subtype

Create new workflow/subtype for Customer Rescission as a better solution than using Inadvertent Gaining workflow for customer rescission issues.

Add new validations around 814\_01 tran type and timeframe. Per business, issue will not be allowed to submit if the Global ID does not match up to an 814\_01. And if the create/submit date of the MarkeTrak issue is greater than 25 day of the MRD on the 814\_01 then the issue will not be allowed to submit. No by-pass allowed on these validations.

User cannot bypass ESIID validation or validation above.

### GUI

Create a new workflow “wf-Customer Rescission” beneath wf-Inadvertent Gaining.

Create a new project: “Customer Rescission” under IAG.

See ‘’. Field changes (add/deleted) to be carried though out workflow as read only.

Add new fields:

* + Regain Date
    - Permitted Values & Definitions – date field (display with Date and Time)
    - Default Value – Blank
    - Screen Location – Issue
    - Read Only (Y/N) – Y
    - Updateable – No
    - Automatically Populated – Yes. Value should be the date returned in the Gaining CR Start Date field plus one calendar day.
      * Auto populated with other required data if issue passes through IAG automation on New (ERCOT) transition.
      * Manually populated with other required data if issue does not automatically transition to New (Losing CR) through the automation.
      * Proprietary – No
      * Field Screen Title: Regain Date
      * Transitions Enabled:
        + New (ERCOT)
        + In Progress (ERCOT)

Update fields:

* Edit the MarkeTrak workflow
  + Edit the Sub Type field, and add “Customer Rescission” as a new value.
  + Edit the Issue Type, modify the dependent values for “D2D” to enable “Customer Rescission” as a valid value.
* Initialize the following in the Create transition
  + Issue Type field with “D2D”
  + Sub Type field with the new value “Customer Rescission”
  + Default Title to “Customer Rescission”

Add new States:

* + New (Losing CR Re-Submit)
    - Transitions available in this state:
      * Begin Working
      * Close
  + In Progress (Re-Submit Regaining)
    - Transitions available in this state:
      * Re-Submit Regaining BGN02
      * Unexecutable
        + Resulting state is ‘Complete’
  + Regaining Transaction Re-Submitted (PC)
    - Transitions available in this state:
      * Complete

Add new Transition:

* + ‘Losing CR Re-Submit’
    - Available at ‘Unexecutable (PC)’ state
    - Auto transition at ‘Regaining Transaction Submitted (PC)’ state when issue does not auto close after 5 calendar or business days.
    - Comments required
      * Comment field auto populated with ‘Regaining Transaction has not completed at ERCOT. Please review and re-submit transaction.’

Users will need to be able to use the following transitions on multiple issues, if applicable. Enable mass update on the fields present within these transitions.

* + “Begin Working”
  + “Ready to Receive”
  + “Send to TDSP”

Verify Groups and Privileges

* Ensure “Submit” permissions for “Customer Rescission” project. FT\_CR\_QUEUE group should have “Submit New Items”. This is normally inherited.

Background Reports

* Add new project to Background Reports drop down list via the MarkeTrak Projects table.

### API

Updates to wsdl to support new subtype. new fields, (and possibly any cross impacts to query support).

New States - add to IssueState enumeration

* New (Losing CR Re-Submit)
* In Progress (Re-Submit Regaining)
* Regaining Transaction Re-Submitted (PC)

New Transition – add to Transition enumeration

* “Losing CR Re-Submit”

New Subtype

add to issueSubTypeDef enumeration

add new element to SubTypeD2DType (TTISSUE:CustomerRescission)

add new element to SubTypeD2DResponseType (TTISSUE:CustomerRescission Response)

add new complex Type CustomerRescissionType …

add new element: RegainDate

add new complex Type CustomerRescissionResponseType …

extension base CustomerRescissionType

Add new elements for complex types.

### Bulk Insert

User should be able to submit ESIIDs through the Bulk feature. However, the user should not have the ability to bypass ESIID, 814\_01 and timeframe validations.

Update teamscripts to handle new subtype and field:

* Regain Date

Create/Update Scripts

* Update FT\_BulkInsertValidate to use the correct number of fields for each row of “CustomerRescission” type/sub-type.
* Add new row to D2D Bulk Insert Appendix A documentation

### Teamscript

Update any existing IAG supporting scripts as needed to allow applicability to new workflow.

### Automation

Verify Notification with Escalation

* Concerning: MT-IAG Issue in New (Losing CR Submit) will auto close now
  + Ensure that the existing Auto Close escalation rule otherwise inherited does **NOT** lead to closure of records in this workflow. This may have to be controlled through a combination of rule changes in the notifications and scripting changes.
* Ensure all inherited Notification Rules are enabled for “Customer Rescission” Issue type.
* The only change to the auto close rules is when the issue is in a state of ‘Regaining Transaction Submitted (PC) state which is detailed in ext. scenario 9.
  + Issue in Regaining Transaction Submitted (PC) state – after 5 calendar days in this state, issue auto transitions back to New (Losing CR) and an email is sent.   
    Issue in Regaining Transaction Re-Submitted (PC) state – after 10 calendar days in this state, issue auto completes.

### Other

Update adapter field list xls.

## MTTF19 - Switch Hold Removal Subtype

To meet requirements for the switch hold removal process described in PUCT Subst. Rule 25.126(h)(5), the Meter Tampering Task Force developed an interim process within MarkeTrak using the *Other* subtype. Effective June 1, 2011, use of the switch hold process will expand to include ESIIDs of customers who have entered into deferred payment plans, with the REP of Record becoming the party who initiates the switch hold. The number of MarkeTrak issues which will need to be filed for switch hold removal could increase significantly. A new subtype specifically for this purpose would feature improvements in several areas, when compared to the current workflow.

### GUI

Create New Workflows and Projects:

* Make the “wf-Switch Hold Removal” workflow as a child of “wf-Other” workflow
* Create workflow called “wf-Switch Hold Removal” (use wf-Other workflow as a basis).
  + See ‘’. Field changes (add/deleted) to be carried though out workflow as read only.
  + See ‘’
* Add the new “Switch Hold Removal” project to Submit tree under the “D2D” parent.

Add new fields

* + - TDSP Reject Reason –
      * Update Permitted Values to be:
      * Documentation Invalid/Incomplete
      * No Switch Hold Pending on this ESIID
      * Customer Associated with Current Occupant
      * Issue Should not be Submitted by REP of Record
    - Transition(s) enabled: “Unexecutable” transition from “In Progress (TDSP)” (only by TSDP, only during first review)

Update fields:

* Edit the MarkeTrak workflow
  + Edit the Sub Type field, and add “Switch Hold Removal” as a new value.
  + Edit the Issue Type, modify the dependent values for “D2D” to enable “Switch Hold Removal” as a valid value.
* Edit the Market Rule workflow
  + Add “Unexecutable Reason” as a required field in the “Unexecutable” transition between “In Progress (TDSP)” and “Unexecutable (PC)” states.
* Initialize the following in the Create transition
  + Issue Type field with “D2D”
  + Sub Type field with the new value “Switch Hold Removal”
  + Default Title to “Switch Hold Removal”
  + Must select a TDSP

Update Transitions and States

* New states:
  + “New (TDSP)”
  + “In Progress (TDSP)”
* “New – All” to “New”
* Transitions:
  + “Send to Rep of Record”
  + “No Rep of Record”
  + “Disagree”
  + “Return to Rep of Record”
  + “Switch Hold Not Removed”
  + “Switch Hold Removed”
  + “Time Limit Exceeded”

Verify Notification with Escalation

* Ensure the existing Auto Close escalation rule to auto close a Remove Switch Hold Issue if an issue is in “Unexecutable (PC)” or “Pending Complete” state and remains unmodified for 14 days. Issue should be Closed and transition to a new state of “Auto Complete”. This is normally inherited.
* Ensure all inherited Notification Rules are enabled for “Switch Hold Removal” Issue type.
* No Escalation email program changes needed

Verify Groups and Privileges

* Ensure “Submit” permissions for “Switch Hold Removal” project. FT\_CR\_QUEUE group should have “Submit New Items”. This is normally inherited.

Automations

* Add new columns and update screen fields for new sub-types auto assign values.
* Verify that existing Auto Close logic will inherit and execute as expected

Background Reports

* Add new project to Background Reports drop down list via the MarkeTrak Projects table.

### API

Updates to wsdl to support new subtype. new fields, (and possibly any cross impacts to query support).

Submit transition will NOT be enabled for this sub-type as an issue attachment is required during submit.

New States - add to IssueState enumeration

New Transitions – add to IssueTransition enumerations

New Subtype

add to issueSubTypeDef enumeration

add new element to SubTypeD2DType

(TTISSUE:SwitchHoldRemoval)

add new element to SubTypeD2DResponseType

(TTISSUE:SwitchHoldRemovalResp)

add new complex Type SwitchHoldRemovalType …

TDSP Reject Reason (needs to have enumerations)

add new complex Type SwitchHoldRemovalRespType …

extension base SwitchHoldRemovalType

Add new elements for complex types.

### Bulk Insert

Not applicable to Bulk Insert due to need for attachments on create.

Need to disable the new subtype as a valid value from the drop down list on the submit screen for Bulk Insert.

### Automation

Verify Notification with Escalation

* Ensure all inherited Notification Rules are enabled for “Switch Hold Removal” Issue type.

## MTTF29 - Market Rule Subtype

The need for a flexible catch-all subtype has been identified as a pro-active measure for accommodating any future PUC rulings that cannot be worked thru existing workflows in MarkeTrak. The new catch-all subtype will include a broader range of optional fields and will include functionality to enable an assignee to add a third party to the issue.

### GUI

Create New Workflows and Projects:

* Make the “wf-Market Rule” workflow as a child of “wf-D2D” workflow
* Create workflow called “wf-Market Rule” (use wf-Other workflow as a basis).
  + See ‘’. Field changes (add/deleted) to be carried though out workflow as read only
  + See ’.
* Add the new “Market Rule” project to Submit tree under the “D2D” parent.
* Update the workflow scripts to only validate/duplicate check ESIID and Global ID (if present) for this sub-type.
* Update the workflow scripts to allow CR to submit to CR and TDSP to submit to TDSP – remove any MP submit type restrictions.

Add new fields

* + - Market Rule – Required on Submit
      * Min/max length: 1/30
      * Type: alphanumeric
      * Default Value:
      * Screen Location: Issue
      * Read Only (Y,N): No
      * Updateable – Yes, Create of MT Issue, Submitter
      * Automatically populated (Y,N): No
      * Proprietary – visible to who: All MPs Involved
      * Field Screen Title: Market Rule
      * Transition(s) enabled: Submit
      * Help text: “Identifies the specific PUC Ruling or Market Process number for which this issue is being submitted.”
  + Business Process – Optional on Submit
    - Min/max length: 1/30
    - Type: alphanumeric
    - Default Value: Blank
    - Screen Location: Issue
    - Read Only (Y,N): No
    - Updateable – Yes, Create of MT Issue, Submitter
    - Automatically populated (Y,N): No
    - Proprietary – visible to who: All MPs Involved
    - Field Screen Title: Business Process
    - Transition(s) enabled: Submit
    - TDSP Data – Optional field (model after Additional Service History field)
      * Min/max length: Memo field
      * Type: alphanumeric
      * Default Value:
      * Screen Location: TDSP Issue Section
      * Read Only (Y,N): N
      * Updateable – Y
      * Automatically populated (Y,N): No
      * Proprietary – visible to who: TDSP and ERCOT
      * Field Screen Title: TDSP Information
      * Transition(s) enabled:
        + Submit – for TDSP submitted issues
        + Complete – where TDSP is Assignee
        + Unexecutable – where TDSP is Assignee
        + Re-Assign – where TDSP is Assignee
        + Return to Submitter – where TDSP is Assignee
    - Secondary Assignee – Model after Assignee field (Company Name)

Update fields:

* Edit the MarkeTrak workflow
  + Edit the Sub Type field, and add “Market Rule” as a new value.
  + Edit the Issue Type, modify the dependent values for “D2D” to enable “Market Rule” as a valid value.
* Edit the Market Rule workflow
  + Add “TDSP Data” as a new field in the TDSP Section. (stop first in the Hidden section to prevent the new field appearing in that section in all transitions.)
* Initialize the following in the Create transition
  + Issue Type field with “D2D”
  + Sub Type field with the new value “Market Rule”
  + Default Title to “Market Rule”

Update Transitions and States

* Allow TDSP to update Additional Service History field in TDSP section on the following transitions:
  + Submit
  + Complete
  + Unexecutable
  + Re-assign
  + Return to Submitter
* Re-Assign transition needs ability to select a new (not currently assigned to issue) MP or ERCOT to assign the issue to. Drop down list (TDSP or CR), Secondary Assignee. Once Secondary Assignee is populated, display a REDO message to User if they attempt to Re-Assign transition again.

Verify Notification with Escalation

* Ensure the existing Auto Close escalation rule to auto close a Market Rule Issue if an issue is in “Unexecutable (PC)” or “Pending Complete” state and remains unmodified for 14 days. Issue should be Closed and transition to a new state of “Auto Complete”. This is normally inherited.
* Ensure all inherited Notification Rules are enabled for “Market Rule” Issue type.
* Escalation rules will follow D2D – Other subtype
* No Escalation email program changes needed

Verify Groups and Privileges

* Ensure “Submit” permissions for “Market Rule” project. FT\_CR\_QUEUE and FT\_TDSP\_QUEUE groups should have “Submit New Items”. This is normally inherited.

Automations

* Add new columns and update screen fields for new sub-types auto assign values.
* Verify that existing Auto Close logic will inherit and execute as expected

Background Reports

* Add new project to Background Reports drop down list via the MarkeTrak Projects table.

### API

Updates to wsdl to support new subtype. new fields, (and possibly any cross impacts to query support).

New States - add to IssueState enumeration

* New (Secondary Assignee)
* In Progress (Secondary Assignee)

New Subtype

add to issueSubTypeDef enumeration

add new element to SubTypeD2DType (TTISSUE:MarketRule)

add new element to SubTypeD2DResponseType (TTISSUE:MarketRuleResp)

add new complex Type MarketRuleType …

MarketRule

TDSPData

SecondaryAssignee

add new complex Type MarketRuleRespType …

extension base MarketRuleType

Add new elements for complex types.

### Bulk Insert

Create/Update Scripts

* Update FT\_BulkInsertSubmit.tsc by including new sub-type.
* Update FT\_BulkInsertValidate to use the correct number of fields for each row of “D2D/Market Rule” type/sub-type.
* Add new row to D2D Bulk Insert Appendix A documentation

# Detail Design Testing Summary

Development will be designing and performing technical test plans for each Project requirement. In addition, the Testing team will be designing and executing business test plans to ensure the changes meet business needs.

# Detail Design Support Summary

The Commercial Ops support structure is already in place as this is a modification to an existing application (MarkeTrak) and none of the known work involves any additional support needs.

# Appendices

### Appendix A - MTTF1 – Redirect Fees Create Field changes (in red)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Transition** | Section | Field Name | Data Type | Required? | Read Only? | Default Value |
| **Create (Regular transition from None to Pending Issue)** | Issue Information | Title | Text |  | Y | Redirect Fees |
| **"** | " | ESI ID | Text | Y |  |  |
| **"** | " | Original Tran ID | Text | Y |  |  |
| **"** | " | Tran Type | Single Selection |  |  | (None) |
| **"** | " | TXN Date | Date/Time |  |  |  |
| **"** | " | Assign To Pending? | Binary/Trinary |  |  | (Not Checked) |
| **"** | " | Comments | Text |  |  |  |
| " | " | Priority BGN02 | Text | Y |  |  |
| " | " | PMVI Requested Date | Date/Time | Y |  |  |

### Appendix B – MTTF1 – New States and Transitions

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Transition Name** | **From State** | **To State** | **Required Fields** | **Responsible MP** | **Options** |
| Agree\* | In Progress (Gaining CR) | New (TDSP) | N/A | TDSP | Quick Transition |
| Redirect Fees\* | In Progress (TDSP) | Regaining Transaction Submitted (PC) | N/A | Losing CR | Quick Transition |
| Return to Losing CR\* | In Progress (TDSP) | Return to Losing CR (PC) | Comments | Losing CR |  |
| Accept\* | Return to Losing CR (PC) | Complete | N/A | Submitting MP | Quick Transition |
| ~~Send to TDSP~~  (Transition will be disabled) | ~~In Progress (Losing CR)~~ | ~~New (TDSP)~~ | ~~N/A~~ | ~~N/A~~ | ~~N/A~~ |

### Appendix C - MTTF13 – Usage and Billing Dispute Create Field changes (in red)

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | |  | |  |  | |  | |  | |  | |
| Transition | Section | | Field Name | | | Data Type | Required? | Read Only? | | Default Value | |
| **Create** (Regular transition from Pending Issue to New) | Issue Information | | Submitting MP | | | Single Relational |  | Y | | User's Company | |
| " | " | | Title | | | Text |  | Y | | Workflow Name | |
| " | " | | Assignee | | | Single Relational | Y |  | |  | |
| " | " | | ESI ID | | | Text | Y |  | |  | |
| " | " | | Original Tran ID | | | Text |  | Y | |  | |
| " | " | | Tran Type | | | Single Selection |  | Y | |  | |
| " | " | | TXN Date | | | Date/Time |  | Y | |  | |
| " | " | | STARTTIME | | | Date/Time | Y |  | |  | |
| " | " | | STOPTIME | | | Date/Time | Y |  | |  | |
| ~~"~~ | ~~"~~ | | ~~IDR/Non-IDR~~ | | | ~~Single Selection~~ | ~~Y~~ |  | |  | |
| " | Hidden field | | Dispute/Missing | | | Single Selection |  | Y | | Dispute | |
| ~~"~~ | ~~Issue Information~~ | | ~~Tran Id~~ | | | ~~Text~~ | ~~Y~~ |  | |  | |
| " | " | | Comments | | | Text |  |  | |  | |
| " | " | | UIDAMSINTERVAL | | | Numeric | Y |  | |  | |

### Appendix D - MTTF13 – Usage and Billing Missing Create Field changes (in red)

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | |  | |  |  | |  | |  | |  | |
| Transition | Section | | Field Name | | | Data Type | Required? | Read Only? | | Default Value | |
| **Create** (Regular transition from Pending Issue to New) | Issue Information | | Submitting MP | | | Single Relational |  | Y | | User's Company | |
| " | " | | Title | | | Text |  | Y | | Workflow Name | |
| " | " | | Assignee | | | Single Relational | Y |  | |  | |
| " | " | | ESI ID | | | Text | Y |  | |  | |
| " | " | | Original Tran ID | | | Text |  | Y | |  | |
| " | " | | Tran Type | | | Single Selection |  | Y | |  | |
| " | " | | TXN Date | | | Date/Time |  | Y | |  | |
| " | " | | STARTTIME | | | Date/Time | Y |  | |  | |
| " | " | | STOPTIME | | | Date/Time | Y |  | |  | |
| ~~"~~ | ~~"~~ | | ~~IDR/Non-IDR~~ | | | ~~Single Selection~~ | ~~Y~~ |  | |  | |
| " | Hidden field | | Dispute/Missing | | | Single Selection |  | Y | | Missing | |
| ~~"~~ | ~~Issue Information~~ | | ~~Tran Id~~ | | | ~~Text~~ | ~~Y~~ |  | |  | |
| " | " | | Comments | | | Text |  |  | |  | |

### Appendix E – MTTF18 – Customer Rescission Create Field changes (in red)

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Transition** | Section | Field Name | Data Type | Required? | Read Only? | Default Value | |
| **Create** (Regular transition from None to Pending Issue) | Issue Information | Title | Text |  | Y | Customer Rescission | |
| " | " | ESI ID | Text | Y |  |  | |
| " | " | Original Tran ID | Text | Y |  |  | |
| " | Hidden | Tran Type | Single Selection |  |  | | 814\_01 |
| " | " | TXN Date | Date/Time |  |  | |  |
| " | " | Assign To Pending? | Binary/Trinary |  |  | | (Not Checked) |
| " | " | Comments | Text |  |  | |  |

### F – MTTF19 – Switch Hold Removal Create Field changes (in red)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Transition** | Section | Field Name | Data Type | Required? | Read Only? | Default Value |
| **Create** (Regular transition from None to Pending Issue) | Issue Information | Submitting MP | Single Relational |  | Y | (None) |
| " | " | Title | Text |  | Y | Other |
| " | " | Assignee | Single Relational | Y |  | (None) |
| " | " | Assign To Pending? | Binary/Trinary |  |  | (Not Checked) |
| " | " | ESI ID | Text | Y |  |  |
| " | " | Comments | Text | Y |  |  |

(A file attachment will required on the Create transition, must have file extension = .doc, .docx, .xls, .xlsx, .jpg, .pdf)

### Appendix G – MTTF19 – New States and Transitions

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Transition Name** | **From State** | **To State** | **Required Fields** | **Responsible MP** |
| Time Limit Exceeded\* | In Progress (Assignee) | New (TDSP) - Final Review\* |  | Submitter |
| Agree\* | In Progress (Assignee) | New (TDSP) - Final Review\* |  | Rep of Record |
| Disagree\* | In Progress (Assignee) | New (TDSP) - Final Review\* | Comments | Rep of Record |
| Close\* | New (TDSP) - Final Review\* | Closed by Submitter | Comments | Submitter |
| Begin Working\* | New (TDSP) - Final Review\* | In Progress (TDSP) - Final Review |  | TDSP |
| Return to Rep of Record\* | In Progress (TDSP) - Final Review\* | New |  | TDSP |
| Switch Hold Removed\* | In Progress (TDSP) - Final Review\* | Pending Complete |  | TDSP |
| Switch Hold Not Removed\* | In Progress (TDSP) - Final Review\* | Unexecutable (PC) | Unexecutable Reason | TDSP |
| Close\* | In Progress (TDSP) - Final Review\* | Closed by Submitter | Comments | Submitter |
| Time Limit Exceeded\* | New | New (TDSP) - Final Review\* |  | Submitter |
| Send to Rep of Record\* | In Progress (TDSP) | New | Rep of Record | TDSP |
| No Rep of Record | In Progress (TDSP) | In Progress (TDSP) - Final Review |  | TDSP |

### Appendix H – MTTF29 – Market Rule Create Field changes (in red)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Transition | Section | Field Name | Data Type | Required? | Read Only? | Default Value |
| **Create**  (Regular transition from Pending Issue to New) | Issue Information | Submitting MP | Single Relational |  | Y | Submitter's Company |
| " | " | Title | Text |  | Y | "Market Rule" |
| " | " | Assignee | Single Relational | Y |  |  |
| " | " | ESI ID | Text |  | N |  |
| " | " | Original Tran ID | Text |  | N |  |
| " | " | GLOBPROCID | Text |  | Y |  |
| " | " | Premise Type | Single Selection |  | Y | (None) |
| " | " | Tran Type | Single Selection |  | N | (None) |
| " | " | ~~TXN Date~~ | ~~Date/Time~~ |  | ~~Y~~ |  |
| " | " | STARTTIME | Date/Time |  | N |  |
| " | " | ISA Number | Text |  | N |  |
| " | " | GS Number | Text |  | N |  |
| " | " | Siebel Status | Text |  | Y |  |
| " | " | Siebel Substatus | Text |  | Y |  |
| " | " | Last Siebel Status Retrieval Date | Date/Time |  | Y |  |
| " | " | Parent Issue Number | Text |  | Y |  |
| " | " | Issue Available Date | Date/Time |  | Y | Now |
| " | " | First Touched | Date/Time |  | Y |  |
| " | " | Comments | Text | Y |  |  |
| " | " | Market Rule | Text | Y |  |  |
| " | " | Tran ID | Text |  | N |  |
| " | " | Business Process | Text |  | N |  |
| " | " | Stop Time | Date/Time |  | N |  |
| " | " | Transaction Date | Date/Time |  | N |  |
| " | TDSP | Additional Service History | Memo |  | N |  |

### Appendix I – MTTF29 – New States and Transitions

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Transition Name** | **From State** | **To State** | **Required Fields** | **Responsible MP** |
| Re-Assign\* | In Progress (Assignee) | New (Secondary Assignee)\* | Comments | Assignee MP |
| Re-Assign\* | In Progress | New | Comments | Submitting MP (ERCOT Assignee) |
| Re-Assign\* | In Progress | New (Secondary Assignee)\* | Comments | Submitting MP (ERCOT not Assignee) |
| Begin Working\* | New (Secondary Assignee)\* | In Progress (Secondary Assignee)\* |  | Secondary Assignee |
| Complete\* | In Progress (Secondary Assignee)\* | Pending Complete | Comments | Secondary Assignee |
| Unexecutable\* | In Progress (Secondary Assignee)\* | Unexecutable (PC) | Comments | Secondary Assignee |
| Return to Submitter\* | In Progress (Secondary Assignee)\* | New - All | Comments | Secondary Assignee |
| Return to Assignee\* | In Progress (Secondary Assignee)\* | New | Comments | Secondary Assignee |
| Assign to ERCOT\* | In Progress (Secondary Assignee)\* | New (ERCOT)\* | Comments | Secondary Assignee |
| Begin Working\* | New (ERCOT)\* | In Progress (ERCOT)\* |  | ERCOT |
| Complete\* | In Progress (ERCOT)\* | Pending Complete | Comments | ERCOT |
| Unexecutable\* | In Progress (ERCOT)\* | Unexecutable (PC) | Comments | ERCOT |
| Return to Submitter\* | In Progress (ERCOT)\* | New - All | Comments | ERCOT |
| Return to Assignee\* | In Progress (ERCOT)\* | New | Comments | ERCOT |
| Re-Assign\* | In Progress (ERCOT)\* | New | Comments | ERCOT |
| Assign to ERCOT\* | In Progress (Assignee) | New (ERCOT)\* | Comments | Assignee MP |
| Assign to ERCOT\* | In Progress | New (ERCOT)\* | Comments | Submitting MP |
| Close | New (Secondary Assignee)\* | Closed by Submitter | Comments | Submitting MP |
| Close | In Progress (Secondary Assignee)\* | Closed by Submitter | Comments | Submitting MP |
| Close | New (ERCOT)\* | Closed by Submitter | Comments | Submitting MP |
| Close | In Progress (ERCOT)\* | Closed by Submitter | Comments | Submitting MP |
| Return to Secondary Assignee | In Progress | New (Secondary Assignee) | Comments | Assignee |
| Return to Secondary Assignee | Pending Complete | New (Secondary Assignee) | Comments | Submitting MP |
| Assign to ERCOT | Pending Complete | New (ERCOT) | Comments | Submitting MP |
| Return to Secondary Assignee | Unexecutable (PC) | New (Secondary Assignee) | Comments | Submitting MP |
| Assign to ERCOT | Unexecutable (PC) | New (ERCOT) | Comments | Submitting MP |
| Return to Secondary Assignee | In Progress (ERCOT) | New (Secondary Assignee) | Comments | ERCOT |