Use Case MP31 – Enhancement to Premise Type/Service Address Subtypes

1.1 Description: Using current Premise Type/Service Address workflow, adding a requirement for **Tran ID** field for 814\_20 (Tran type) updates confirming TDSP has sent 814\_20.

MarketTrak tool will allow additional and specific information to be

Required to subtype which will enhance the Market Participant

to resolve issues in a more timely and accurate manner.

GUI:

Add required field:

Min/max length: 1/30

Type: alphanumeric

Permitted Values & Defs- alphanumeric

Default Value: None

Screen Location: Issue

Read Only (Y,N) Y

Updateable – when, who: Yes, if first tran id failed (after “Return to Assignee” field is selected by the submitting CR from a Pending Complete State)

Automatically populated (Y/N) N

Proprietary – visible to who: All MPs involved

Field screen Title: 814\_20 Tran ID

Transaction(s) enabled: 814\_20 Sent/Complete

Transitions(s) displayed: All

Workflow(s) involved: Premise Type/ Service Address

API:

Bulk Insert:

1.1.2 Pre-Conditions:

MarkeTrak system is available and processing issues

1.1.3 Success Guarantee:

TDSP is required to submit Tran ID for 814\_20 update for

Resolution upon 814\_20 Sent/Complete transition

1.1.4 Trigger:

MarkeTrak User creates Premise Type/Service Address issue sub-type

1.1.5 Main Success Scenario: (Happy Path)

1. MarkeTrak user selects Premise Type or Service Address type from the Submit tree

1. User enters all required information
2. User selects “ok” to create the issue
3. MarkeTrak issue is created and transitioned to Assignee - TDSP
4. MarkeTrak issue is assigned to the state of “New” with the TDSP as

Responsible Party

1. TDSP user selects “Begin Working”
2. MarkeTrak issue is assigned to the state of “In Progress TDSP” with

TDSP as Responsible Party

1. TDSP populates Comments (if any) in Comments Field
2. TDSP selects “814\_20 Sent/Complete”
3. TDSP provides Tran ID to identify the 814\_20 sent
4. MarkeTrak transition back to Submitter in “Pending Complete”
5. Submitter reviews response and Selects “Complete” or issue will auto close in 14 calendar days.
   * 1. Extension Scenario: (Unhappy Path)
6. MarkeTrak user selects Premise Type or Service Address type from the submit tree
7. User enters all required information
8. User selects “ok” to create the issue
9. MarkeTrak issue is created and transitioned to Assignee - TDSP
10. MarkeTrak issue is assigned to the state of “New” with the TDSP as

Responsible Party

1. TDSP user selects “Begin Working”
2. MarkeTrak issue is assigned to the state of “In Progress TDSP” with

TDSP as Responsible Party

1. TDSP populates comments (if any) in Comments Field
2. TDSP selects “814\_20 Sent/Complete”
3. TDSP provides Tran ID to identify the 814\_20 sent
4. MarkeTrak transition back to Submitter in “Pending Complete”
5. Submitter reviews response and did not receive 814\_20 as indicated in Tran ID
6. Submitter chooses the “Return to Assignee” transition The issue is in a state of “New” with the TDSP as Responsible Party
7. TDSP selects “Begin Working”. The issue is in a state of “In Progress (TDSP).
8. TDSP selects “814\_20 Sent/Complete”
9. The issue is in a state of Pending Complete
10. Submitter reviews response and Selects “Complete” or issue will auto close in 14 calendar days.