1. MarkeTrak General Overview
   1. Home Page
      1. Creating a home page report
   2. Screen Layout
      1. Toolbar
      2. User Profile tab
      3. Navigation Pane Overview
   3. States / Transitions
2. Inadvertent Gaining and Losing Subtypes
   1. Inadvertent Gaining
   2. Inadvertent Losing
   3. Customer Rescission
   4. Re-Direct Fees
3. Switch Hold Removal
4. Cancel With Approval/Cancel Without Approval
5. Usage and Billing
   1. Usage and Billing – Missing
   2. Usage and Billing – Dispute
   3. AMS LSE Interval – Missing
   4. AMS LSE Interval – Dispute
6. Other D2D Subtypes
   1. Siebel Change
   2. Safety Net
   3. Missing Enrollment
   4. 997
   5. Market Rule
   6. Move Out With Meter Removal
   7. Other
   8. Premise Type
   9. Projects
   10. Reject TXNS
   11. Rep of Record
   12. Service Address
   13. Service Order 650
7. DEV LSE Subtypes
   1. LSE in MP System not ERCOT – active
   2. LSE in MP System not ERCOT – de-engz
   3. LSE in ERCOT System not MP
   4. LSE Date Change – Start Time
   5. LSE Date Change – Stop Time
   6. LSE Date Change – Start and Stop
8. DEV Non- LSE Subtypes
   1. IDR present in both systems but has date issues
   2. IDR present in both systems but has kwh issues
   3. IDR present in ERCOT system but not MP
   4. IDR present in MP system but not ERCOT
   5. Non-IDR present in both systems but has date issues
   6. Non-IDR present in both systems but has kwh issues
   7. Non-IDR present in ERCOT system but not MP
   8. Non-IDR present in MP system but not ERCOT
9. Bulk Insert and Background Reporting
10. GUI Reporting
11. Emails and Notifications
    1. Emails
    2. Notification subscriptions
    3. Auto close timings
12. MarkeTrak Admin Functionality