**MarkeTrak Training 101 – Agenda**

1. What is MarkeTrak? DEBBIE
	1. recap from Retail 101-
	2. suggest on line MarkeTrak modules
	3. Difference between DEV & D2D –high level
2. General MarkeTrak Navigation – TAMMY/ERCOT
	1. personalizing dashboard- more quick tips
3. Bulk Inserts MONICA
4. Quick Reference Subtypes DEBBIE
	1. Carolyn’s sheet - provide handout
5. Day to Day Subtypes
	1. Usage & Billing –Sheri
		1. All subtypes – Usage & Billing , AMS LSE
	2. Switch holds – Jim
	3. Inadvertent Gains- Tomas
	4. Cancel w/Approval – Oncor/Debbie
		1. current timelines
		2. proposed changes
	5. Other - Monica
	6. Missing Transactions – Monica
	7. Safety Net order - Sheri
	8. Market Rule Sheri
	9. Siebel change - Sheri
	10. 997 issues - Sheri
	11. ­­Service Order 650 – Sheri
	12. Move Out with Meter Removal – Jim
	13. Rep of Record- Jim
	14. Service Address- Monica/Tomas
	15. Premise Type- Monica/Tomas
	16. Projects –Monica/Tomas
	17. Background Reports (ERCOT/TAMMY)
6. Data Extract Variances (DEVs) Carolyn
	1. higher level
	2. more common DEVs
7. Administration Workflows ERCOT/TAMMY
8. Email Notifications ERCOT/TAMMY
9. Reporting ERCOT/TAMMY
10. Listserves ERCOT/TAMMY