



## MarkeTrak Training

# Antitrust Admonition

To avoid raising concerns about antitrust liability, participants in ERCOT activities should refrain from proposing any action or measure that would exceed ERCOT's authority under federal or state law. For additional information, stakeholders should consult the *Statement of Position on Antitrust Issues for Members of ERCOT Committees, Subcommittees, and Working Groups*, which is posted on the ERCOT website.<sup>1</sup>

# What is MarkeTrak?

## MarkeTrak

A web-based database application used to track and manage ERCOT Retail Market data discrepancies

- The ERCOT Retail Market Issue Resolution System used by CRs, TDSPs, and ERCOT to initiate, communicate, and resolve issues
- Discovery, visibility, tracking, historical reporting, and status of issues
- Available to ERCOT market participants with a current Digital Certificate and the MarkeTrak role

# What is MarkeTrak?

There are two primary MarkeTrak issue types

## *Day to Day ( D2D )*

- An issue that can be resolved with a transaction
- For example: syncing transaction status in ERCOT system with TDSP and CR systems (Completed to Cancelled)

Represents 99% of MTs submitted

## *Data Extract Variances ( DEVs )*

- An issue that cannot be resolved with a transaction
- *For example:* inserting a Service History Row (for the 727 extract)

Represents < 1% of MTs submitted

# Day to Day Subtypes

There are several D2D issue types including:

- |   |                                    |
|---|------------------------------------|
| 1. Cancel with Approval                       | 3. Inadvertent Gaining             |
| 2. Inadvertent Losing                         | 4. Switch Hold Removal             |
| <i>Represents ~ 67% of all MTs submitted*</i> |                                    |
| 5. Customer Rescission                        | 16. Background Report              |
| 6. AMS LSE Interval<br>Dispute                | 17. AMS LSE Interval Missing       |
| 7. Usage/Billing – Dispute                    | 18. Projects                       |
| 8. Usage/Billing – Missing                    | 19. Redirect Fees                  |
| 9. 997 Issues                                 | 20. Move Out with Meter<br>Removal |
| 10. Other                                     | 21. Service Order – 650            |
| 11. Missing Enrollment<br>TXNs                | 22. Market Rule                    |
| 12. Siebel Change Info                        | 23. Service Address                |
| 13. Bulk Insert                               | 24. Premise Type                   |
| 14. ERCOT Initiated                           | 25. REP of Record                  |
| 15. Safety Net Order                          | 26. Reject TXNs                    |

\* Data from 7/1/17 – 12/31/17

# MarkeTrak Online Training

MarkeTrak online training is available on [www.ercot.com](http://www.ercot.com) and includes the following modules:

- MarkeTrak Overview
- Inadvertent Gain/Loss
- Cancel With/Without Approval
- Switch Hold Removal
- Data Extract Variance (DEV) LSE Subtypes
- Email Functionality
- Usage/Billing Disputes
- Additional Day to Day Subtypes
- Bulk Insert
- Admin Functionality
- Data Extract Variance (DEV) Non-LSE Subtypes
- Reporting

# MarkeTrak Training Objectives

*This training covers the following topics:*

- General MarkeTrak Navigation
- Email Notifications
- ERCOT ListServ
- Admin Functionality
- Bulk Insert Process
- Usage & Billing
- Missing Enrollments
- Switch Hold
- Cancel with Approval
- Other Issues
- Data Extract Variance (DEV) LSE (Load Serving Entity) and Data Extract Variance (DEV) Non LSE Issue Subtypes
- Inadvertent Gain (IAG)
- GUI and Background Reporting



MarkeTrak Training

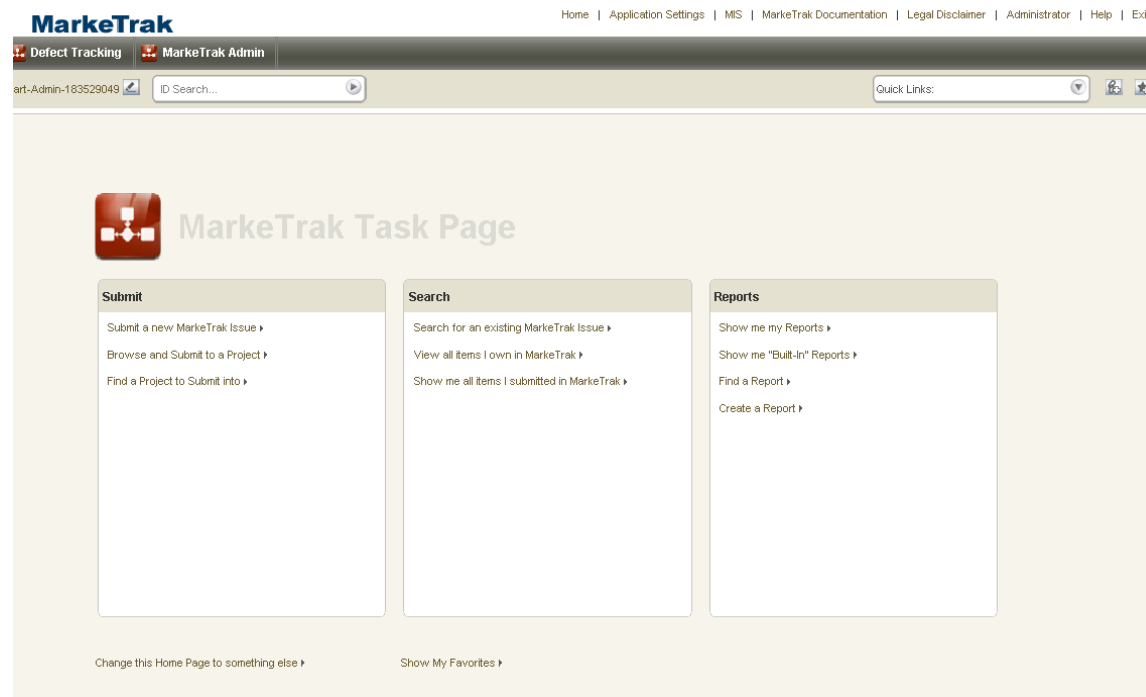
# General MarkeTrak Navigation



# General Functionality: Navigating MarkeTrak

## Launch Page

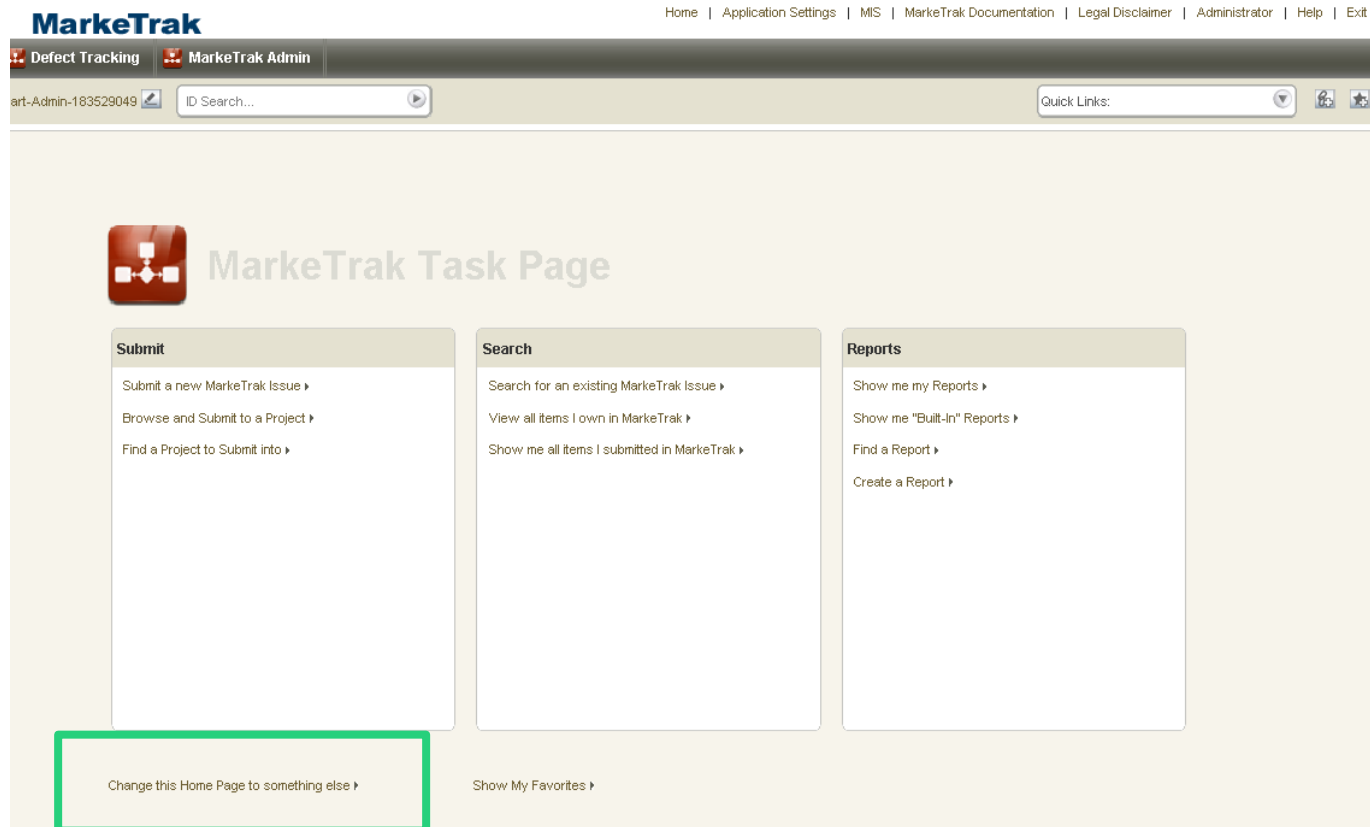
Upon successful login, the user is initially taken to the MarkeTrak Task Page. The Task Page can be used as the starting point for each login or a specific Home Page Report can be selected as the default login page.



# General Functionality: Navigating MarkeTrak

## Setting a specific Home Page Report

Select the link at the bottom of the Task Page to set a specific Home Page Report.



# General Functionality: Navigating MarkeTrak

Select a report from the list displayed for your Home Page Report and click Save.

The screenshot shows the MarkeTrak application interface. At the top, there is a navigation bar with the ERCOT logo and the text 'MarkeTrak'. Below this, there is a sub-navigation bar with tabs for 'MarkeTrak', 'Defect Tracking', and 'MarkeTrak Admin'. The main content area is titled 'Application Settings' and contains two tabs: 'Home Page' and 'My Projects'. The 'Home Page' tab is selected, and the 'Home Page Report' section is active. This section displays a list of reports, with 'Built-In: (All Tables) All Active Items I Own' selected. The 'Save' button is highlighted in the top right corner of the report selection area.

Home | Application Settings | MIS | MarkeTrak Documentation | Legal Disclaimer | Administrator | Help | Exit

Welcome, Tammy Stewart-Admin-183529049 ID Search... Quick Links:

Application Settings

Reset Save Cancel

Home Page My Projects

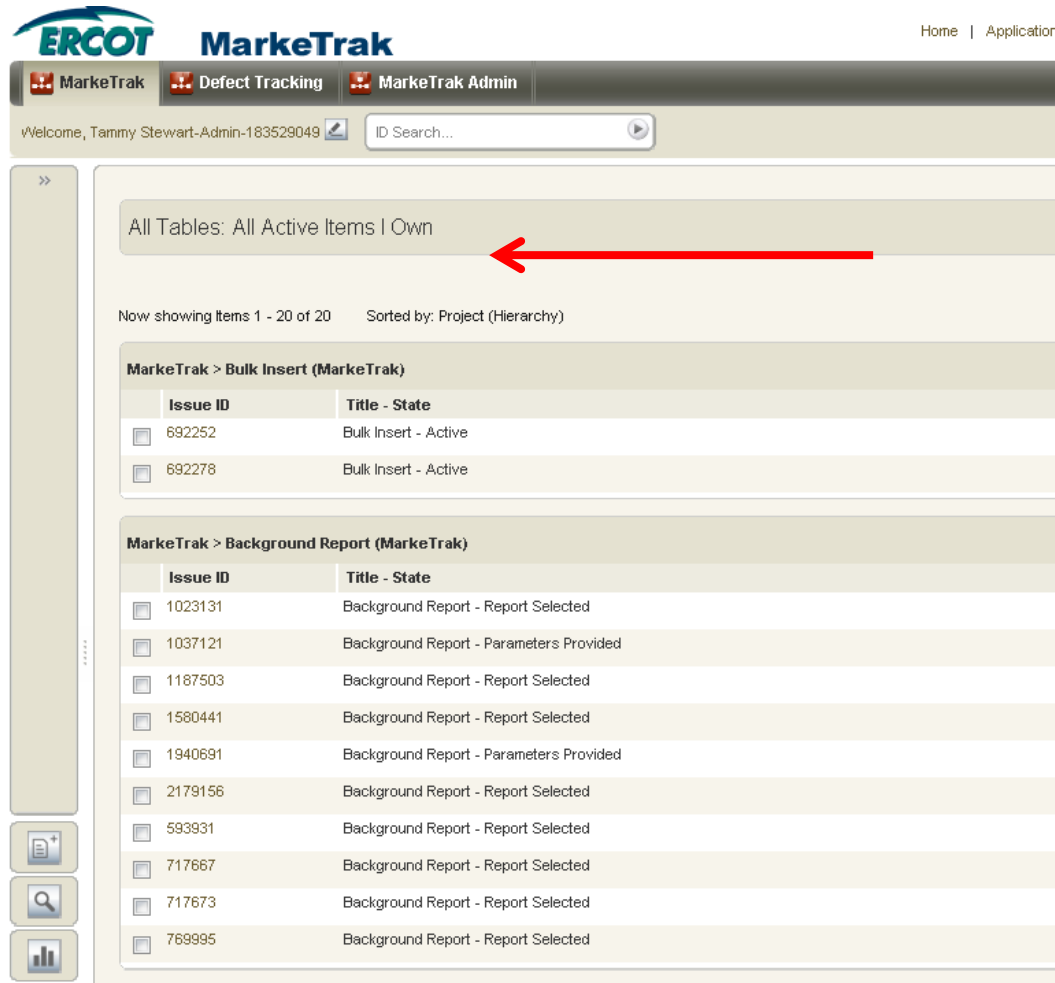
Home Page Report

All Active Items Next

- Launch Page
- Built-In: All Items
- Built-In: All Active Items
- Built-In: All Inactive Items
- Built-In: All Items I Own
- Built-In: All Active Items I Own
- Built-In: All Inactive Items I Own
- Built-In: (All Tables) All Items I Own
- Built-In: (All Tables) All Active Items I Own**
- Built-In: All Items I am the Primary Owner
- Built-In: All Active Items I am the Primary Owner
- Built-In: All Inactive Items I am the Primary Owner
- Built-In: (All Tables) All Items I am the Primary Owner
- Built-In: (All Tables) All Active Items I am the Primary Owner
- Built-In: All Items I am the Secondary Owner
- Built-In: All Active Items I am the Secondary Owner
- Built-In: All Inactive Items I am the Secondary Owner
- Built-In: (All Tables) All Items I am the Secondary Owner
- Built-In: (All Tables) All Active Items I am the Secondary Owner
- Built-In: All Unowned Items
- Built-In: All Active Unowned Items
- Built-In: All Inactive Unowned Items

# General Functionality: Navigating MarkeTrak

Home page now defaults to the selected report with each login.



ERCOT MarkeTrak

Home | Application Settings

MarkeTrak Defect Tracking MarkeTrak Admin

Welcome, Tammy Stewart-Admin-183529049 ID Search...

>>

All Tables: All Active Items I Own

Now showing items 1 - 20 of 20 Sorted by: Project (Hierarchy)

MarkeTrak > Bulk Insert (MarkeTrak)

Issue ID	Title - State
<input type="checkbox"/> 692252	Bulk Insert - Active
<input type="checkbox"/> 692278	Bulk Insert - Active

MarkeTrak > Background Report (MarkeTrak)

Issue ID	Title - State
<input type="checkbox"/> 1023131	Background Report - Report Selected
<input type="checkbox"/> 1037121	Background Report - Parameters Provided
<input type="checkbox"/> 1187503	Background Report - Report Selected
<input type="checkbox"/> 1580441	Background Report - Report Selected
<input type="checkbox"/> 1940691	Background Report - Parameters Provided
<input type="checkbox"/> 2179156	Background Report - Report Selected
<input type="checkbox"/> 593931	Background Report - Report Selected
<input type="checkbox"/> 717667	Background Report - Report Selected
<input type="checkbox"/> 717673	Background Report - Report Selected
<input type="checkbox"/> 769995	Background Report - Report Selected

# General Functionality: Navigating MarkeTrak



**MarkeTrak**

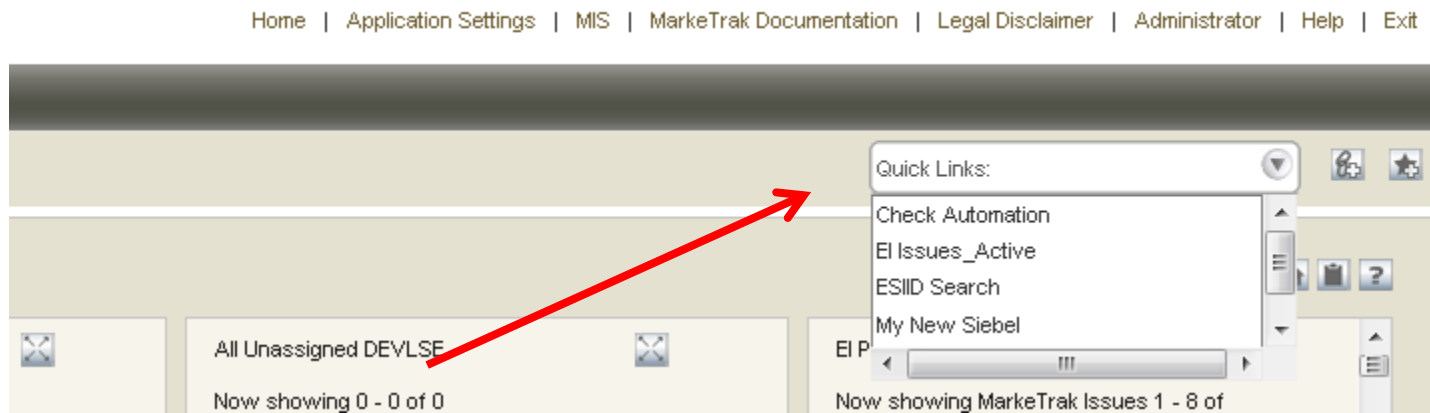
[Home](#) | [Application Settings](#) | [MIS](#) | [MarkeTrak Documentation](#) | [Legal Disclaimer](#) | [Administrator](#) | [Help](#) | [Exit](#)


**MarkeTrak Tool Bar:** The Home, Application Settings, MIS, MarkeTrak Documentation, Legal Disclaimer, Administrator, Help, and Exit links are available across the top of each window view in the MarkeTrak application.

- **Home:** This button returns the user to the Home Page Report.
- **Application Settings:** This link enables the user to select a Home Page Report and preferred projects for the application.
- **MIS:** This link will take you directly to the main page of the Market Information System website. From there, you can select the Reports and Extracts Index link which will take you to your reports and extracts.
- **MarkeTrak Documentation:** This link will take you to the MarkeTrak Information Page which contains several key documents such as the User Guide, Tips & Tricks document, bulk insert templates, etc.
- **Legal Disclaimer:** A quick link to the legal disclaimer relevant to the MarkeTrak application.
- **Help:** The help feature is an indexed and searchable resource with a thorough explanation of 'out-of-the-box' tool functionality. The purpose of this guide and appendix is to bridge the gap between the application and the ERCOT help documents
- **Exit:** This is the method to log out of the MarkeTrak tool.

# General Functionality: Navigating MarkeTrak

- **Quick Links:** These are links updated to an individual user toolbar. This can include useful URLs such as ERCOT.com or common reports a user may wish to access in one click as demonstrated below:



- **To add a quick link:**
  - Navigate to the report, form, view, or page to which you want to create a link.
  - Click the icon on the application toolbar.  The Add to Quick Links dialog box opens.
  - Type a name for the quick link. This name is used to label the quick link on the application toolbar and in the Favorites view. Click Save.

# General Functionality: Navigating MarkeTrak

**Actions dropdown:** Available in the header of the issue details pane:

- **Add Note:** This allows the user to include a text message on the individual issue.
- **Add URL:** Creates a hyperlink on an individual issue to an external website.
- **Add File:** Allows the user to locate and attach an external file to an item which will be visible by all MPs Involved. This is not to be used to submit a file of ESI IDs to be researched on the issue.
- **Add Item Link:** This action gives the user the ability to create several different kinds of links to other issues within the MarkeTrak application. In order to successfully create these links, the current user must have visibility rights to both linked items.
- **Add Item Notification:** Selecting this action allows the user to choose one of five distinct item notifications. These differ from the system generated notifications in that they are selected individually on items by any user with visibility.

The screenshot displays the MarkeTrak web application interface. At the top, the ERCOT logo and 'MarkeTrak' text are visible, along with navigation links: Home, Application Settings, MIS, MarkeTrak Documentation, Legal Disclaimer, Administrator, Help, and Exit. Below this is a header bar with 'MarkeTrak', 'Defect Tracking', and 'MarkeTrak Admin' tabs. A user welcome message 'Welcome, Tammy Stewart-Admin-183529049' and an 'ID Search...' field are present. The main content area is titled 'TS Home Page' and shows a 'Cancel Without Approval MarkeTrak Issue - 2007685' with buttons for 'Begin Working', 'Add Comment', 'ADMIN Update', 'Assign Owner', 'Assign To Group', and 'Delete'. Below these are buttons for 'Intervention By ERCOT' and 'Update Siebel Status/Substatus'. A 'State Change History' section shows a flow from 'Create' to 'Pending Issue' to 'Submit' to 'New'. An 'Actions' dropdown menu is open, listing options: Add Note, Add URL, Add File, Add Item Link, Add Item Notification, Add File Association, Link Subtasks, and Link to Principal. The date and time '09/17/2014 10:33:06' are displayed in the top right corner of the main content area.

# General Functionality: Navigating MarkeTrak

**Navigation Pane:** The navigation pane is available on the left side of the User Workspace. You can do the following in the navigation pane:

- **Submit:** The Submit view provides links to submit issue subtypes.
- **Search:** Provides links to the following search features in the MarkeTrak application.
- **Reports:** Provides links to reports the user has permissions to run, modify, or delete.
- **Favorites:** Favorites enable users to add links to frequently used features, items, and reports to folders that you create or that are provided by the system. Favorites can provide a personal view of items in the system; other users cannot view your favorites, nor can you view other users' favorites.
- **Public Folders:** Displays links, reports, URLs, etc that can be viewed by all other MarkeTrak users unless specifically restricted by MarkeTrak Administrators.

The screenshot displays the MarkeTrak application interface. On the left is the 'Submit' navigation pane, which contains a list of navigation items: Submit, Search, Reports, Favorites, and Public Folders. These items are grouped by a red bracket. The main content area on the right shows the 'Submit' view, which includes sections for 'Basic Tasks' (Submit to my Preferred Projects) and 'Advanced Tasks' (Browse and Submit to a Project, Find a Project to Submit into, Manage My Projects). Below these tasks are three tables of MarkeTrak issues. The first table, 'MarkeTrak > Bulk Insert', lists five issues with IDs 1831182, 1993563, 2140774, 2227694, and 711442, all in 'Bulk Insert - Active' state. The second table, 'MarkeTrak > Issues > D2D > Missing E', lists one issue with ID 1996097 in 'Missing TXNS' state. The third table, 'MarkeTrak > Issues > D2D > Usage/Bill', lists two issues with IDs 2004085 and 2193377 in 'Usage/Billing Is' state. The fourth table, 'MarkeTrak > Issues > D2D > Other', lists two issues with IDs 1957102 and 2007745 in 'Other - Pending' state.

Issue ID	Title - State
1831182	Bulk Insert - Active
1993563	Bulk Insert - Active
2140774	Bulk Insert - Active
2227694	Bulk Insert - Active
711442	Bulk Insert - Active

Issue ID	Title - State
1996097	Missing TXNS

Issue ID	Title - State
2004085	Usage/Billing Is
2193377	Usage/Billing Is

Issue ID	Title - State
1957102	Other - Pending
2007745	Other - Pending



# General Functionality: Navigating MarkeTrak

- **States and Transitions** - All issues in the MarkeTrak tool are routed into one of several workflows based on the Type and Sub Type selected by the submitter. These Issue Type/Sub Types are: Day to Day Issues, Cancel with Approval, Cancel without Approval, and Inadvertent Gain related Sub Types as well as Data Extract Variance Issues- LSE Relationship.
- **States** - A state is the position of an issue in the workflow process; this is often similar to the concept of an issue status combined with the issue's current 'owner'. Examples of this include: *New (ERCOT)*, *In Progress(Assignee)*, or *Cancelled (Pending Complete)*.
- **Transitions** - Transitions are the movement of an issue from one state to another. Available transitions are associated on the GUI with buttons. Selection of different buttons from the same state will typically result in the issue appearing in different states when the transition successfully completes. One example is a Day to Day Issue - Cancel with Approval currently in state In Progress with TDSP. If TDSP user selects transition button ERCOT Cancel, the item will move to state Auto Complete. Alternately if the TDSP user is unable to approve the cancel and selects transition button Unable to Cancel, the issue would appear in the submitting CR's queue in state Unable to Cancel – (PC). Some transitions, such as Unable to Cancel, require additional steps to complete; in this case completion of a required field: Comments.

# General Functionality: Navigating MarkeTrak

**Issue Ownership:** There are several varieties of ownership in the MarkeTrak application: Submitter, Responsible MP, MP's Involved, and Assigned Owner.

- **Submitter:** The Submitter of the item is indicated near the top of each primary data pane on the issue details window. Submitter Duns number is also incorporated into the title of each issue and listed in the MPs Involved field discussed below.
- **Responsible MP:** Responsible MP is the single Duns number contained in the MPs Involved list that is considered to be the next participant responsible for transitioning the item towards a resolution. Examples include: the TDSP when an issue is waiting for approval to cancel a service order, ERCOT when the approval has been granted, and the CR when the cancel is complete and the issue is waiting for acceptance of the resolution.
- **MP's Involved:** MP's Involved is a list of all MP duns numbers which are party to an issue. As additional assignments are made to an item the MPs Involved field will be updated with the selected DUNS numbers, reflecting an increase in market participants with the ability to view the item. As ERCOT can always view any issue in the system, this will always be reflected in the MPs Involved list.
- **Assigned Owner:** Assigned Owner is null when an issue is initially assigned to a Market Participant. Assigned owners are individual users. These are assigned by the Responsible MP automatically as issue is acknowledged by way of transition, Begin Working. Taking this action will populate the associated individual's user id as the Assigned Owner.



MarkeTrak Training

## Email Notifications

# Email Notifications

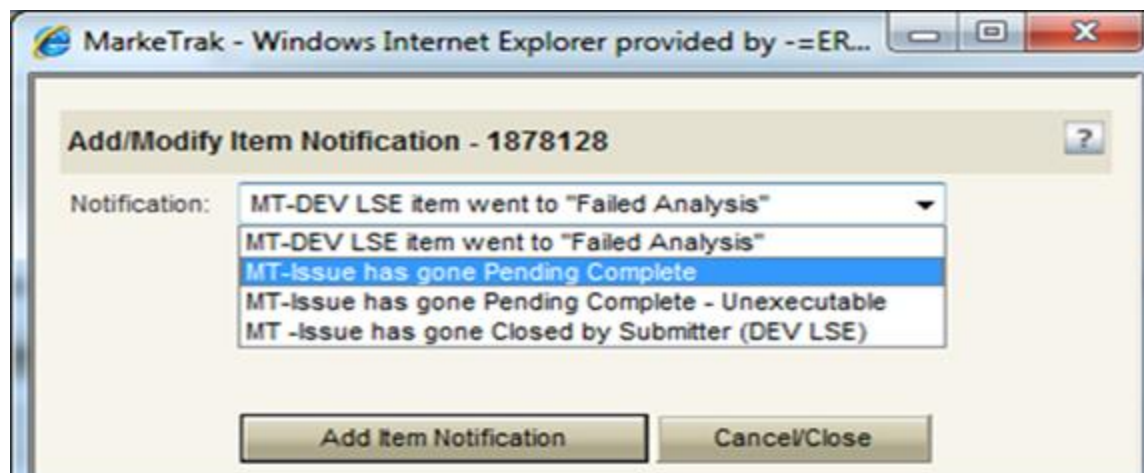
## Automated Email Notifications

- Automated emails are controlled by MarkeTrak’s Notification system and sent to MP Administrator assigned contacts. Receipt of these emails is an indication that an issue has exceeded the time allotted to complete a transition based upon the issue subtype. Examples of scenarios which trigger automated email notifications are:
  - **Day to Day Issues**
    - Cancellation:
      - » Escalation after 7 days without transition
      - » TDSP Escalation: Siebel Status/Sub-status of the service order should be Cancelled within 24 hours
    - Inadvertent Issues:
      - » Responsible MP Escalation: after 7 calendar days without transition
      - » ERCOT Escalation: 48 hours to update/transition the issue from the “New (ERCOT)” or “In Progress (ERCOT)” states
      - » Losing MP Escalation: The Regaining Transaction Status should be “Scheduled” or “Complete” within 72 hours of the “Regaining Transaction Submitted”

# Email Notifications

## Individual Email Notifications

- Each user with access to an item has the ability to manually select a notification related specifically to that individual issue. The email address entered in MarkeTrak for the user who selects this option from the Actions: drop down list will be the destination for this email notification.





MarkeTrak Training

**ERCOT ListServ**

# Subscribing to ListServ

- To subscribe to an email distribution list on ERCOT ListServ, navigate to <http://lists.ercot.com> and create an account.
- You will receive a confirmation at the email address you list and once you click on the confirmation link you can then log into the listserv application.
- Select the desired lists from the menu and click “**submit**”.
- You will receive an email with a link requesting verification of subscription to each list selected. Once you click this link, you will receive all subsequent emails addressed to the selected list(s).

# Subscribing to ListServ



## Subscriber's Corner

### Report Format

Report Format:

### Search Options

Show Lists:

**My Lists**

**My Settings**

**LISTS.ERCOT.COM (103 Lists)**

[Check All](#) | [Uncheck All](#)

[\[1\]](#) [\[2\]](#) [\[3\]](#) [\[Next\]](#)

List Names ▲		List Descriptions
<input type="checkbox"/>	MARKETRAKAPI	MarkeTrak API Forum
<input type="checkbox"/>	MARKETRAKGUI	MarkeTrak GUI Forum





MarkeTrak Training

## Admin Functionality

# Admin Functionality: Roles & Responsibilities

- The MP Administrator will be responsible for establishing and maintaining the users associated with their Market Participant organization. MP Administrators will only be able to establish or maintain users associated with their organization.
- The MP Administrator will be responsible for maintaining the MarkeTrak Rolodex. This is the list owned by each MP Administrator which determines the destination of Notification Emails.
- The MP Administrator will be responsible for maintaining the MarkeTrak Contacts List. This is the list owned by each MP Administrator which provides contact information for each MarkeTrak user for that company.
- The MP Administrator will also be responsible for Report Management.
  - creating reports for use by multiple users registered under the same DUNS.



MarkeTrak Training

## Bulk Insert Process

# Bulk Insert: Overview

MarkeTrak Bulk Insert functionality is a browser-driven, automated method of submitting multiple MarkeTrak Issues using the GUI. Through a web browser interface, a CSV file containing the data for a batch of issues is uploaded via the Bulk Insert workflow. The data contained in the CSV file will use the defined **required** field ordering that must be used for the issue type being submitted by the user.

# Bulk Insert: CSV File

- The data format required for Bulk Insert is a file which will contain a text-row list of data for Issues of common type and subtype. A text-row will be a set of Comma Separated Value (CSV) data fields, with these fields in an expected order based on their Issue type . Any text-row that does not conform to the expected order will not be processed by Bulk Insert.
- If enabled, validations are performed on certain fields contained within the CSV file. All validations will default to “off”. If any processing validation flag is “blank”, the processing will assume the validation is turned “off”. If populated with “1” the validation is turned “on”. If enabled, validations are performed on the following fields:

## Validation Types:

- **ESIID Duplicate Check**
  - ‘1’ indicates that Duplicate ESIID Check be performed. Will NOT submit issue with this check enabled if a duplicate issue is located in MarkeTrak containing this ESIID to which the submitter has access. Potentially duplicated issues will be returned in result set.
  - ‘0’ indicates that Duplicate ESIID Check should be overridden. This option will submit the issue (given all criteria and validations met) regardless of potentially duplicated items in the MarkeTrak system.
  - If this field is left blank, a ‘0’ will automatically default in and the Duplicate ESIID Check will NOT be performed.

# Bulk Insert: CSV File (cont.)

- **Global ID Duplicate Check**

- ‘1’ indicates that Duplicate Global ID Check be performed. Will NOT submit issue with this check enabled if a duplicate issue is located in MarkeTrak containing this ESIID to which the submitter has access. Potentially duplicated issues will be returned in result set.
- ‘0’ indicates that Duplicate Global ID Check should be overridden. This option will submit the issue (given all criteria and validations met) regardless of potentially duplicated items in the MarkeTrak system.
- If this field is left blank, a ‘0’ will automatically default in and the Duplicate Global ID Check will NOT be performed.

- **ESIID Validation**

- ‘1’ indicates the submitter wishes to submit the ESIID for validation against the ERCOT Registration System. If the ESIID is not returned as valid, the issue will not be created
- ‘0’ indicates the submitter wishes to submit the item to the MarkeTrak system regardless of ESIID existence in the ERCOT Registration System.
- If this field is left blank, a ‘0’ will automatically default in and the ESIID Validation check will NOT be performed.
- ESIID Validation must be enabled for Premise Type to be returned .

# Bulk Insert: CSV File (cont.)

- **Evaluation Window Validation**

- ‘1’ indicates the submitter wishes to enable the Tran Type/SMRD evaluation rules for Cancel With Approval new Issues. If the evaluation rule is violated, the issue will not be created.
- ‘0’ indicates the submitter does NOT wish to enable the Tran Type/SMRD evaluation rules for Cancel With Approval new Issues. If the evaluation rule is violated, the violation will be ignored and the issue will be created.
- If this field is left blank, a ‘0’ will automatically default and the Tran Type/SMRD evaluation rules for Cancel With Approval will NOT be performed.
- Global ID Validation must be enabled for Evaluation Window Validation flag to be evaluated.

- **Global ID Validation**

- ‘1’ indicates the submitter wishes to validate the Global ID involved with the submitted issue against the ERCOT Registration System. If the Global ID involved with issue is not in the ERCOT Registration System, the issue will not be created
- ‘0’ indicates the submitter does NOT wish to validate the Global ID involved with the submitted issue against the ERCOT Registration System.
- If this field is left blank, a ‘0’ will automatically default and the Global ID Validation will NOT be performed.

# Bulk Insert: CSV File (cont.)

- Bulk Insert Templates:
  - Bulk Insert templates for every applicable subtype are available on the MarkeTrak Information Page. Below is a sample of the template for the Usage/Billing Missing subtype:

	A	B	C	D	E	F	G	H	I	J
1	ESI ID (1)	Orig Tran ID (required if 867_03F) (2)	Tran Type (3)	Transaction Date (4)	GS Number (5)	Comments (required if Reject Cd = A13) (6)	ESIID Duplicate Check (7)	Global ID Duplicate Check (8)	Assignee (9)	ESIID Valid (10)
2	Req	R/O	Req	Req	N/A	Opt	Opt	Opt	Req	Opt
3	Req	R/O	Req	Req	N/A	Opt	Opt	Opt	Req	Opt
4	Req	R/O	Req	Req	N/A	Opt	Opt	Opt	Req	Opt
5	Req	R/O	Req	Req	N/A	Opt	Opt	Opt	Req	Opt

- The definition of the data fields is as follows:
  - Required (Req)
  - Optional (Opt)
  - Not Applicable (N/A)
  - Required or Optional (R/O)
  - Required or Not Applicable (R/NA)
  - Optional or Not Applicable (O/NA)
  - Date/Time format = **ccyy-mm-ddThh:mm:ss** eg: 2015-11-15T13:20:57
  - Date format = **ccyy-mm-dd** eg: 2015-11-15



# Bulk Insert: CSV File Template

- Once all data has been entered into the required fields the bulk insert template header row should be deleted before saving the file in the CSV format.

A	B	C	D	E	F	G	H	I	J
ESI ID (1)	Orig Tran ID (required if 867_03F) (2)	Tran Type (3)	Transaction Date (4)	GS Number (5)	Comments (required if Reject Cd = A13) (6)	ESIID Duplicate Check (7)	Global ID Duplicate Check (8)	Assignee (9)	ESIID Valid (10)
Req	R/O	Req	Req	N/A	Opt	Opt	Opt	Req	Opt

- Before submission of the bulk insert CSV file the user should ensure all rows are accounted for in the file template to successfully pass validation for submission of the file.

# Bulk Insert: Submit

- Submitting a Bulk Insert Issue:
  - The following fields must be populated for successful submission of Bulk Insert: Note: This is not for the CSV file.
    - Issue Type
    - Sub-Type
    - Report Destination
  - The Submitter selects OK

**Submit info: MarkeTrak : Bulk Insert**

OK Cancel

**Issue Information**

Title: Bulk Insert

Description:

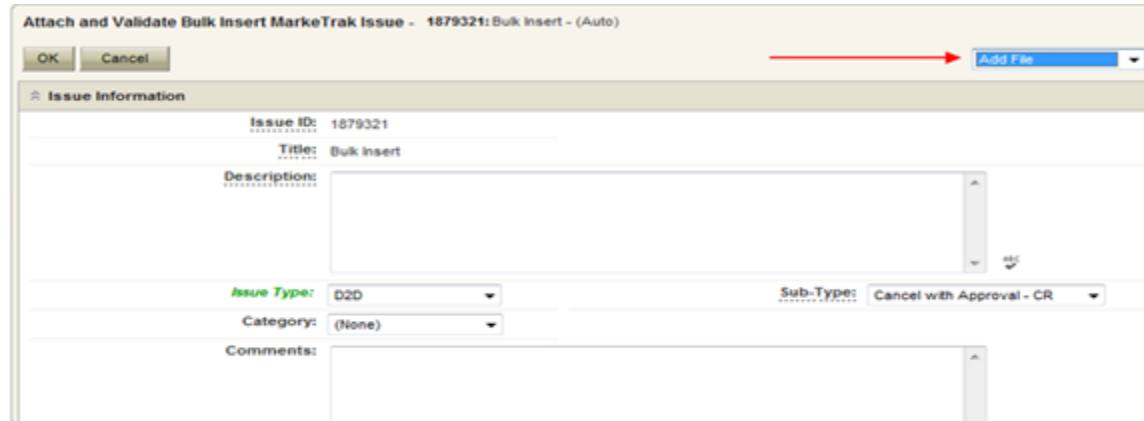
\* Issue Type: (None) \* Sub-Type: (None)

\* Report Destination: (None)

Comments:

# Bulk Insert: Submit (cont.)

- From the Actions dropdown, select Add File



Attach and Validate Bulk Insert MarkeTrak Issue - 1879321: Bulk Insert - (Auto)

OK Cancel

**Issue Information**

Issue ID: 1879321

Title: Bulk Insert

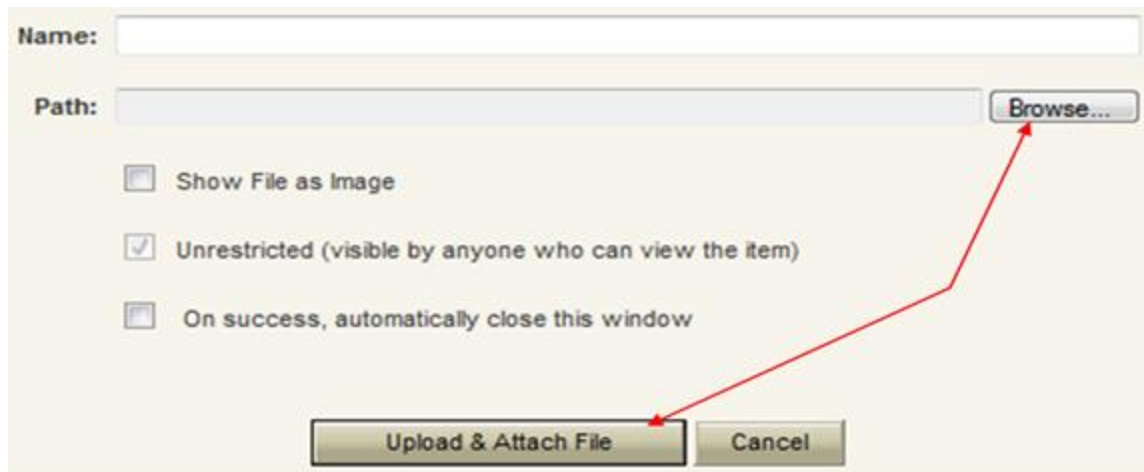
Description:

Issue Type: D2D Sub-Type: Cancel with Approval - CR

Category: (None)

Comments:

- Select Browse, locate the CSV file for your Bulk Insert, and then press Upload & Attach File



Name:

Path: Browse...

☐ Show File as Image

☒ Unrestricted (visible by anyone who can view the item)

☐ On success, automatically close this window

Upload & Attach File Cancel

# Bulk Insert: Submit (cont.)

- Press Attach and Validate.

**Bulk Insert MarkeTrak Issue - 1879405: Bulk Insert - Active**

Buttons: **Attach and Validate** | **Submit Bulk File** | **Withdraw** | **Actions:**

<b>Last State Change Date:</b> 04/17/2013 11:51:36	<b>Last State Changer:</b> RCC1 LSE-111111111
<b>Submit Date:</b> 04/17/2013 11:51:36	<b>Submitter:</b> RCC1 LSE-111111111
<b>Owner:</b> RCC1 LSE-111111111	<b>Close Date:</b>
<b>Secondary Owner:</b> (None)	
<b>Sub Types:</b> Bulk Insert	
<b>State:</b> Active	
<b>Active/Inactive:</b> Active	<b>Issue Status:</b> Working
<b>Issue Available Date:</b>	<b>Parent Issue Number:</b>
<b>STATUS:</b>	

**Attachments**

Add File

01\_D2D-IAGaining\_48R-Va\_0R-Inv\_20130409\_SE.csv (4779 bytes) by RCC1 LSE-111111111 (04/17/2013 11:53:04)

- Once the file has been attached select OK to validate the format of the CSV file

**Attach and Validate Bulk Insert MarkeTrak Issue - 1879405: Bulk Insert - (Auto)**

Buttons: **OK** | **Cancel** | **Actions:**

**Issue Information**

**Issue ID:** 1879405

**Title:** Bulk Insert

**Description:**

**Issue Type:** D2D | **Sub-Type:** Inadvertent Gaining

**Category:** (None)

**Comments:**

# Bulk Insert: Submit (cont.)

- Validation will be done on the uploaded file.
  - If the upload fails for incorrect number of columns or the file is formatted incorrectly it will not pass validation and, the comments section will display a failure message. The user will then have the option of correcting the CSV file. Once the file is corrected the file must be deleted before it can be re-attached. To delete the file, select the trash can icon(delete) next to the attached file and select “Delete File” from the resulting “pop up” window.

The screenshot shows the 'State Change History' section of a web application. It features a timeline with two steps: 'Submit By RCC1 LSE-1111111111 Details...' and 'Active RCC1 LSE-1111111111 08/27/2012 06:26:15'. Below this, the 'Issue Information' section displays the following details:

Issue ID:	1831182		
Title:	Bulk Insert		
Description:	MTTF13_Dispute_Bulk_Insert_8.csv(1346066873)640		
Issue Type:	D2D	Sub-Type:	AMS LSE Interval Dispute
Category:	(None)	Number Of Rows:	0
Comments:	08/27/2012 06:27:51 - RCC1 LSE-1111111111: All rows in the file were invalid They did not have the correct field count of 35 or all rows in file did not pass validation.		

A red arrow points to the error message in the comments section.

The screenshot shows the 'Attachments' section of the web application. It lists a file named 'MTTF13\_Dispute\_Bulk Insert\_8.csv (4934 bytes) by RCC1 LSE-1111111111 (08/27/2012 06:27:53)'. To the right of the file name are four icons: a trash can, a document, an envelope, and a book. A red arrow points to the trash can icon, indicating the option to delete the file.

# Bulk Insert: Submit (cont.)

- If the upload is successful, a message indicating “All rows passed validation” will appear.

Bulk Insert MarkeTrak Issue - 1879405: Bulk Insert - Active

Attach and Validate Submit Bulk File Withdraw

Actions:

State Change History

Show All

Submit By RCC1 LSE-111111111 Details...

Active RCC1 LSE-111111111 04/17/2013 11:51:36

Issue Information

Issue ID: 1879405

Title: Bulk Insert

Description: Py\_D2D-IA Gaining\_48R-Val\_CR-Inv\_20130409\_SE.csv(1366218410640)

Issue Type: D2D Sub-Type: Inadvertent Gaining

Category: (None) Number Of Rows: 48

Comments: 04/17/2013 12:06:48 - RCC1 LSE-111111111: All Rows passed Validation, Please proceed with Submission of Bulk Insert File

Submitting MP: (None)

Submitting MP Owner: LSE-111111111, RCC1 - 111111111, Retail Test LSE, CR

- Select Submit Bulk File to create individual issues.

Bulk Insert MarkeTrak Issue - 1879405: Bulk Insert - Active

Attach and Validate Submit Bulk File Withdraw

Actions:

State Change History

Show All

Submit By RCC1 LSE-111111111 Details...

Active RCC1 LSE-111111111 04/17/2013 11:51:36

## Bulk Insert: Submit (cont.)

- After submitting the issue it will automatically close the Bulk Insert issue



- When a Bulk Insert is submitted, the Bulk Insert MarkeTrak Number becomes the “parent” and will be populated on each individual MarkeTrak issue (which are the “children”) created by the Bulk Insert.

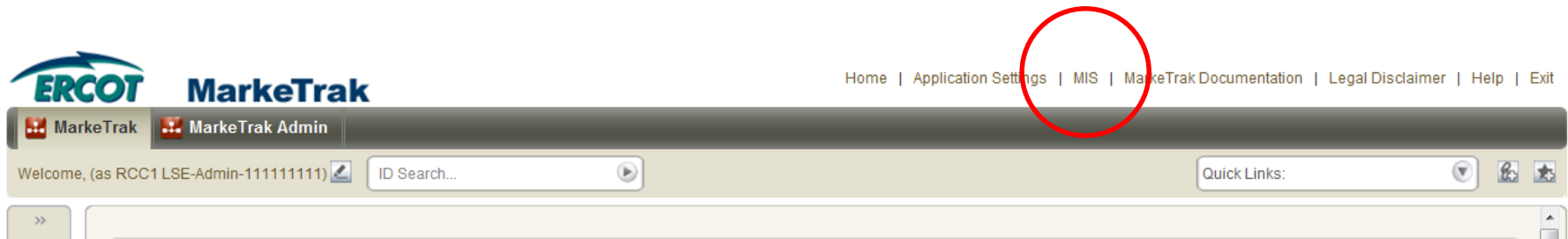
# Bulk Insert: Validations

- File format level validation is performed on the CSV file during the Attach and Validation transition to determine if the correct number of columns is present and will immediately return confirmation results back to MarkeTrak. This will show the number of rows that successfully uploaded and the number that did not upload due to an invalid number of columns.
- Business data validations are also performed on the file and the results from this will be posted to the report destination selected during Submit. This validation is performed on the required field's portion of the CSV file. The results will either post to the MarkeTrak issue or the Reports and Extracts Index on MIS, depending upon which report destination was selected upon Submit. This report will contain five additional fields, which will be added at the end of each row on the report. The additional fields will represent the following data:
  - **Success or Fail:** This field contains the word “success” or “fail”. Success will indicate the MarkeTrak issue was successfully submitted in MarkeTrak via bulk insert. Fail will indicate the MarkeTrak issue failed to be submitted in MarkeTrak via bulk insert.
  - **Error Code:** This code contains the error code of a failed attempt to submit a MarkeTrak issue via bulk insert. This field will only be populated when an issue has failed.
  - **Error Message:** This field contains the error message explaining why the MarkeTrak issued failed to be submitted via bulk insert. This field will only be populated when an issue has failed.
  - **Date/Time Stamp:** This field contains the date and time of when the issue was attempted to be submitted via bulk insert in MarkeTrak.
  - **Issue ID:** The field contains the MarkeTrak issue ID for successfully submitted issues.
- Allow adequate time after submitting a bulk insert issue for the system to create each individual issue. This will take an average of just a few seconds for each issue or row submitted, but can add up if several are submitted at once.



# Bulk Insert: Report Destination

- Users have a choice during the submit process to post the results file as an attachment to the MarkeTrak issue or to the reports section on MIS. If MIS is the report destination selected, the results file will post to MIS and the user will need to download the file. To access MIS, select the MIS link at the top of the MarkeTrak GUI screen.



# Bulk Insert: Report Destination

- From within MIS, select the Retail link to access the reports.

Welcome, Tammy Stewart DUNS:183529049 Wednesday, October 22, 2014 08:28 am CDT

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**ERCOT** MARKET INFORMATION SYSTEM  [Search >](#)

**Markets** | **Grid** | **Reports** | **Applications** | **Groups and Rules** | **Services** | **Notices**

**Day-Ahead Market** | **Real-Time Market** | **CRR** | **Retail** | **Load Profiling** | **Metering** | **Data Aggregation** | **Settlements**

**QSE Forecasts and Load** C -

**Title**  
QSE Load Ratio Share  
Wind Generation Resource Power  
Potential Forecast

**Operating Day System Conditions** S -

**Title**  
Contingency List Changes Due to Weather  
DAM Shift Factors  
ERCOT Wind Forecasting Design Documentation

**DAM Supporting Information** S -

**Title**  
Ancillary Service Requirement  
Methodology Assessment  
Capacity Factors by Resource Report  
Day-Ahead PSS/E Network Operations  
Model and Supporting Files  
Market Submission Validation Rules  
Mitigated Offer Cap  
Resource AS Supply Insufficiency at 1430

**Ancillary Service Plans** P -

**Title**  
DAM Ancillary Service Plan  
Percent Change in Load-Provided  
Responsive Reserve

**Day-Ahead Market Results** P -

**Title**  
Aggregated Ancillary Service Offer Curve  
DAM Clearing Prices for Capacity  
DAM De-Energized Settlement Points in Base Case  
DAM Hourly LMPs  
DAM Price Corrections  
DAM Settlement Point Prices  
DAM Shadow Prices  
DAM System Lambda  
DAM Total Energy Purchased  
DAM Total Energy Sold  
DAM PTP Obligation Results by Settlement Point  
Historical DAM Clearing Prices for Capacity  
Historical DAM Load Zone and Hub Prices  
Total Ancillary Service Offers

# Bulk Insert: Report Destination

- Select the MarkeTrak Bulk Submissions Report link to access the .csv file.

The screenshot displays the ERCOT Market Information System (MIS) web application. The top navigation bar includes the ERCOT logo, the text "ERCOT.com", and a "MARKET INFORMATION SYSTEM" header. A search bar with a "Search >" button is located on the right. Below the header is a secondary navigation bar with tabs for "Markets", "Grid", "Reports", "Applications", "Groups and Rules", "Services", and "Notices". Under the "Reports" tab, there are sub-links: "Day-Ahead Market", "Real-Time Market", "CRR", "Retail", "Load Profiling", "Metering", "Data Aggregation", and "Settlements".

The main content area is divided into three panels. The left panel, titled "Retail Transactions", contains a list of links: "Create Enrollment", "Create Move In", "Create Move Out", "Delete CSA", "Establish CSA", "Find ESIID", "Find Transactions", "Market Data Transparency", and "MarkeTrak". The middle panel, titled "Retail Reports and Extracts (Secure) S", contains a "Title" section with the link "Public Reference Data Extract". The right panel, titled "Retail Reports and Extracts (Certified) - TDSP C", contains a "Title" section with a list of reports: "867\_03 IDR Activity Report", "867\_03 NIDR Activity Report", "867 Received on Cancelled Service Orders (RCSO) Report", "997", "997 Report", "ESI ID Service History and Usage Extract", "Interval Data LSE Activity Report", "Mapping Status Reject Report", "Market Data Transparency", "MarkeTrak Background Reports", "MarkeTrak Bulk Submissions Report" (highlighted with a red arrow), "MIMO Exceptions Report", "Missing 867 Report", "Missing Consumption Report", "Performance Measures", "Siebel Service Order Extract", "Supplemental AMS Interval Data Extract", and "Supplemental IDR Required Interval Data Extract".

At the bottom, there is a section titled "MarkeTrak Bulk Submissions Report". It contains a table with the following structure:

Title	XML	CSV	Other
ext.00000237.0000000111111111.20111022.190218.Submit_1395677_Bulkinsert		CSV	

A red arrow points to the "CSV" link in the table.

# Checkpoint Question

*In what format should your Bulk Insert file be saved, prior to uploading into MarkeTrak?*

- a) \*.pdf
- b) \*.txt
- c) \*.csv
- d) \*.xlsx

# Checkpoint Question

***True or False:***

Bulk Insert templates for every applicable subtype are available on the MarkeTrak Information Page.



MarkeTrak Training

## Usage Billing Issues

# D2D Issues: Usage Billing Subtypes

## 867/810s Usage & Billing

- **Missing** – CR is missing 867\_03, 867\_03F, 810s
- **Dispute** – CR has an issue with the data found on the 867and/or 810

## AMS interval data/LSE files

- **Missing** – No LSE file or interval data for a period of time
- **Dispute** – CR has an issue with the interval data on the LSE file

# D2D Issues: Usage Billing - Missing

Examples of Usage/Billing Issues – Missing:

- If a CR is missing an 867\_03 Monthly usage transaction
- If a CR is missing an 867\_03 Final usage transaction
- If a CR is missing an 810 transaction
- If a CR is missing an 867\_03 and an 810 transaction



# D2D Issues: Usage Billing - Missing

- Submitting a Usage/Billing – Missing Issue:
  - The following fields **must** be populated for successful submission of Day to Day issue sub type Usage/Billing-Missing Issues: (For this example, the submitter selects the TDSP.)
    - Assignee
    - ESIID
    - Original Tran ID (Optional except for 867\_03 Final) - BGN02 of the 814\_01, 814\_16 or 814\_24. The TDSP will see it as the BGN06 of the 814\_03/814\_25.
    - Tran Type **(select from drop down)**
    - TNX Date – same as the Service period start date **(or is the current date)**
    - **IDR/Non-IDR (IDR indicates true IDR meter, does not include AMS meters)**
    - Start Time = Service Period Start Date

# D2D Issues: Usage Billing - Missing

- Submitting a Usage/Billing – Missing Issue:
  - The Comments field is optional. Please include any additional information in this box. New field added: Stop Time = Service Period Stop Date. Although optional it is encouraged to be populated. If left blank it will be assumed that the Stop date is the date up to the most current read date. The submitting MP will be validated as the ROR for the Start Time provided on the issue to prevent users from submitting invalid issues.

**Comments are always a good idea!**

# D2D Issues: Usage Billing - Missing

- Submitting a Usage/Billing – Missing Issue (cont.):

Submit into: MarkeTrak : Issues : D2D : Usage/Billing Issues : Usage/Billing - Missing

OK Cancel

Issue Information

Submitting MP: 11111111, Retail TestLSE, CR

Title: Usage/Billing - Missing

\* Assignee: 666666666 Find 66666666, test TDSP company, TDSP

Assign To Pending?: ☐

\* ESI ID: 3400000000000000

Original Tran ID:

\* Tran Type: 867\_03 Monthly 00

\* TXN Date: 06/02/2014 mm/dd/yyyy

\* STARTTIME: 06/02/2014 00:00:00 mm/dd/yyyy hh:mm:ss

STOPTIME: mm/dd/yyyy hh:mm:ss

\* IDR/Non-IDR: Non-IDR

Tran Id:

Responsible MP: 11111111, Retail TestLSE, CR

MPs Involved: (none)

**TRAN TYPE:**

- 867\_03 F
- 867\_03 Monthly 00- original
- 867\_03 Monthly 01- cancel
- 867\_03 Monthly 05- rebill
- 810\_02 Monthly 00- original
- 810\_02 Monthly 01- cancel
- 810\_02 Monthly 05- replace

- Select OK.

# D2D Issues: Usage Billing - Missing

- Submitting a Usage/Billing – Missing Issue (cont.)
  - The issue enters TDSP queue in a state of **New** and is visible only by the Submitting CR and TDSP.
  - The Submitting CR can Withdraw the issue at this point.
  - The TDSP selects **Begin Working** and the issue is transitioned in a new state of **In Progress-Assignee**.
  - At this point, the Submitting CR can no longer Withdraw the issue.



- TDSP reviews the issue and has the options:
  - **Unexecutable**, which results in state Unexecutable- Pending Complete – requires comments
  - **Return to Submitter** which requires comments and then the issue is transitioned back to the Submitter for additional information
  - **Complete** which transitions to a state of Pending Complete. The Submitter has the option to close the issue by selecting Complete or the issue will be auto closed in 14 calendar days.

# D2D Issues: Usage Billing - Missing

- Submitting a Usage/Billing – Missing Issue (cont.)
  - In this example the TDSP selects **Complete**, provides the required Tran ID of the missing transaction, and the issue is transitioned to the submitting CR in a state of **Pending Complete**. If the issue covers multiple service periods, information regarding those transactions should be provided in the comments.
  - The Submitting CR has the option to close the issue by selecting **Complete** or the issue will be Auto Closed in 14 Calendar days.

Back to Results

Usage/Billing - Missing MarkeTrak Issue - 2008366: Usage/Billing - Missing - Pending Complete

Complete Re-Assign Return To Assignee Add Comment Assign Owner

Assign To Group Update Siebel Status/Substatus

Actions:

State Change History

Show All

State	By	Date
New	Unknown Unknown	06/11/2014 09:56:47
Begin Working	By RCC2 TDSP-666666666	Details...
In Progress (Assignee)	RCC2 TDSP-666666666	06/11/2014 09:58:31
Complete	By RCC2 TDSP-666666666	Details...
Pending Complete	Prod Ver/Test1-111111111	06/11/2014 10:00:35

Issue Information

Issue ID: 2008366

State: Pending Complete

Submitting MP: 111111111, Retail TestLSE, CR

Title: Usage/Billing - Missing

# D2D Issues: Usage Billing - Dispute

- Examples of Usage/Billing Issues – Dispute:
  - For use when a CR has an issue with any data found on an 867 or 810 which may pertain to one or more of the following examples:
    - Consumption / Usage Data
    - Bill Calculations – kW, kWh, power factor, meter multiplier
    - Rate Issues – rate classifications/tariffs
    - Discretionary Service Charge dispute
    - Crossed Meter Situation
    - Dispute of Estimated Bill
    - Estimation Methodology

# D2D Issues: Usage Billing - Dispute

Submitting a Usage/Billing – Dispute Issue:

- The following fields must be populated for successful submission of Day to Day issue sub type Usage/Billing Issues: (For this example, the submitter selects the TDSP.)
  - Assignee
  - ESIID
  - Original Tran ID (Optional except for 867\_03 Final) - BGN02 of the 814\_01, 814\_16 or 814\_24. The TDSP will see it as the BGN06 of the 814\_03/814\_25.
  - Tran Type
  - TXN Date
  - Start Time - Service Period Start Date
  - Dispute Category
    - Priority Issue – defined as a subsequent MarkeTrak issue submitted/resubmitted due to initial MarkeTrak issue being auto closed without resolution or a follow-up MarkeTrak issue exceeding Market accepted SLA
    - Consumption/Usage Issue
    - Billing Calculations kWh
    - Billing Calculations kW
    - Billing Calculations Power Factor
    - TDSP Charge Issue
    - Rate Issue
    - Crossed Meter Issues
    - Non-Metered Issues
    - Other – Comments Required
  - Tran ID
  - IDR/Non-IDR

# D2D Issues: Usage Billing - Dispute

Submitting a Usage/Billing – Dispute Issue (cont.):

- NOTE: The Comments field is optional except when the Dispute Category is Other. **Please include any additional information in this box.** Stop Time = Service Period Stop Date. Although optional it is encouraged to be populated. *If left blank it will be assumed that the Stop date is the date up to the most current read date.* The submitting MP will be validated as the ROR for the Start Time provided on the issue to prevent users from submitting invalid issues.
- Select OK.

Submit into: MarkeTrak : Issues : D2D : Usage/Billing Issues : Usage/Billing - Dispute

OK Cancel

**Issue Information**

Submitting MP: 11111111, Retail TestLSE, CR

Title: Usage/Billing - Dispute

\* Assignee: 666666666 Find  
66666666, test TDSP company, TDSP

Assign To Pending?: ☐

\* ESI ID: 3400000000000000 ABC

Original Tran ID: ABC

\* Tran Type: 867\_03 Monthly 00

\* TXN Date: mm/dd/yyyy STARTTIME: 04/01/2014 00:00:00 mm/dd/yyyy hh:mm:ss

STOPTIME: mm/dd/yyyy hh:mm:ss \* Dispute Category: Consumption/Usage Issue

\* IDR/Non-IDR: Non-IDR

\* Tran Id: 123456789ABC ABC

Responsible MP: 11111111, Retail TestLSE, CR



# D2D Issues: Usage Billing - Dispute

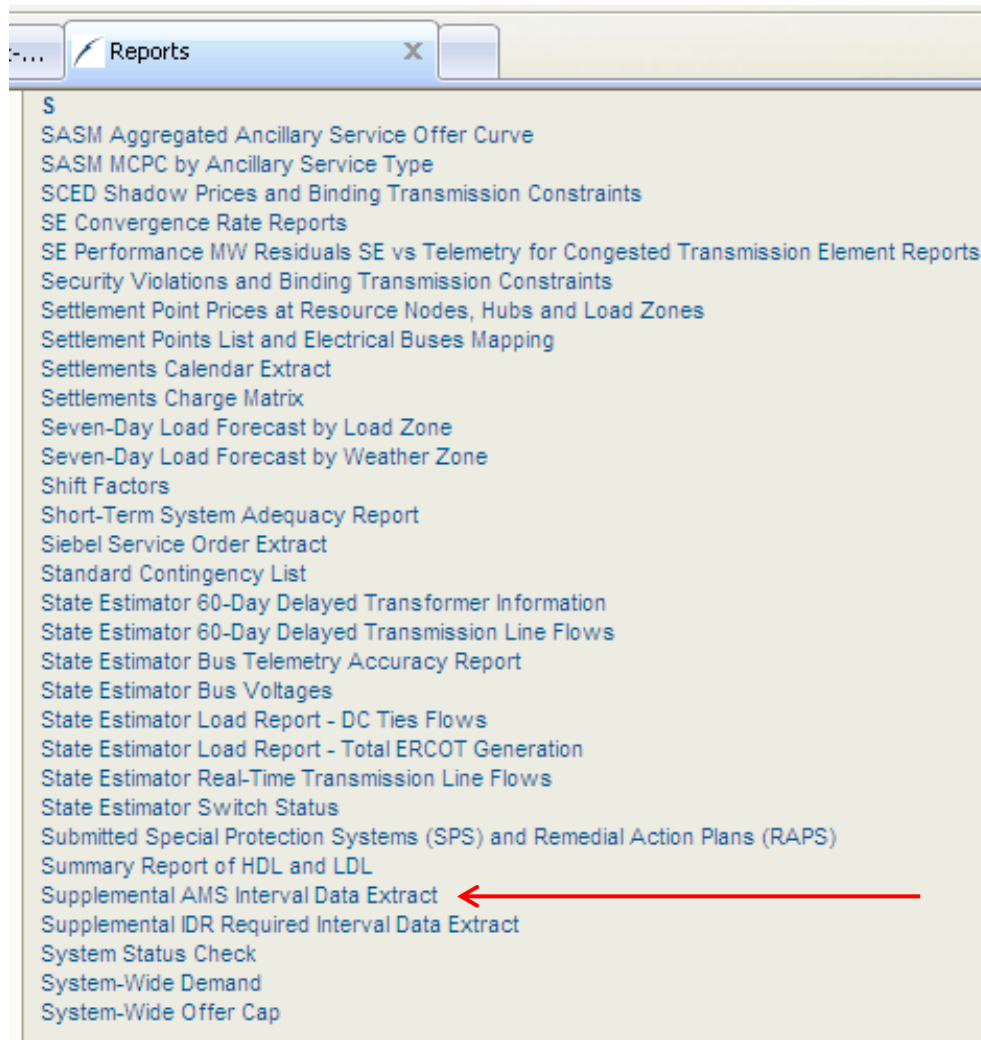
Submitting a Usage/Billing – Dispute Issue (cont.):

- The issue enters TDSP queue in a state of **New** and is visible only by the Submitting CR and TDSP.
- The Submitting CR can Withdraw the issue at this point.
- The TDSP selects **Begin Working** and the issue is transitioned in a new state of **In Progress-Assignee**.
- At this point, the Submitting CR can no longer Withdraw the issue.
- TDSP reviews the issue and has the options:
  - **Unexecutable**, which results in state Unexecutable- Pending Complete – requires comments
  - **Return to Submitter** which requires comments and then the issue is transitioned back to the Submitter for additional information
  - **Complete** which transitions to a state of Pending Complete. The Submitter has the option to close the issue by selecting Complete or the issue will be auto closed in 14 calendar days.



- In this example the TDSP selects **Complete** and the issue is transitioned to the submitting CR in a state of **Pending Complete**. The Submitting CR has the option to close the issue by selecting **Complete** or the issue will be Auto Closed in 14 Calendar days.

# AMS LSE Interval Subtypes



- AMS LSE Interval Subtypes are submitted for questions regarding AMS interval level data whereas questions regarding 867s or 810s are handled via Usage & Billing subtypes.
- The Supplemental AMS Interval Data Extract is used as reference for AMS LSE Dispute subtype. The extract is posted daily to the ERCOT Market Information System (MIS) on [ercot.com](http://ercot.com) website.
- Additional information about the extract can be found in the Supplemental AMS Interval Data Extract User Guide located on [ERCOT.com](http://ERCOT.com).

# AMS LSE Interval: Missing

- Competitive Retailers (CRs) submit this Subtype when they discover an interval usage gap with the AMS LSE interval data from the TDSP.
- Typically submitted requesting AMS data for one or more consecutive days of a service period. (Remember LSE files will have all 96 intervals completed for each day)
- In order to submit this subtype, the following is required:
  - The ESIID must have an AMS meter profile at ERCOT. (AMS Settlement Flag = true on Find ESI functionality)
  - The CR must be the current Rep of Record for ALL usage days specified by the STARTIME and STOPTIME range.

# AMS LSE Interval: Missing

How to submit this SubType?

- From the MarkeTrak submit tree, under the D2D option:
  - Select the Usage/Billing AMS LSE Interval **Missing** option.
  - Enter the data for the required fields.

# AMS LSE Interval: Missing

MarkeTrak

Home Submit Search Reports Settings ID Search: 1815709 >

OK Cancel Reset Form Actions: (select one) ?

Submit into: ERCOT Projects : MarkeTrak : Issues : D2D : Usage/Billing AMS LSE Interval : Missing

Issue Information

Submitting MP: 111111111, Retail TestLSE, CR

Title: AMS LSE Interval Missing

\* Assignee: 666666666 Find 666666666, test TDSP company, TDSP

\* ESI ID: 65464654654654654654654

\* STARTTIME: 08/01/2012 00:00:00 mm/dd/yyyy hh:mm:ss \* STOPTIME: 08/03/2012 23:59:59 mm/dd/yyyy hh:mm:ss

Comments: Optional

CR enters required information indicating STARTTIME and STOPTIME as formatted above for the missing period only and selects 'OK'.

# AMS LSE Interval: Missing

## “Happy Path”

- Requesting CR selects **Missing** under Usage/Billing AMS LSE Interval from the Submit Tree.
- Requesting CR enters all required information and selects ‘OK’.
- The issue is now in the state of ‘New’ with the TDSP as Responsible MP.
- TDSP selects ‘Begin Working’.
- The issue is now in a state of ‘In Progress (Assignee)’.

# AMS LSE Interval: Missing

MarkeTrak

Home Submit Search Reports Settings ID Search: 1815719 >

Back to Results

Missing MarkeTrak Issue 1815719: AMS LSE Interval Missing - In Progress (Assignee)

Complete Close Return To Submitter Unexecutable Add Comment Assign Owner Assign To Group

Update Siebel Status/Substatus

State Change History

Create by RCC1 LSE-111111111	Pending Issue 08/06/2012 08:30:11 Owner : RCC1 LSE-111111111	Submit by RCC1 LSE-111111111	New 08/06/2012 08:30:11 Owner : Unknown Unknown	Begin Working by RCC1 TDSP-666666666	In Pro 08/0 Owner : R
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Issue Information

Issue ID: 1815719

State: In Progress (Assignee)

Submitting MP: 111111111, Retail TestLSE, CR

Title: AMS LSE Interval Missing

Assignee: 666666666, test TDSP company, TDSP

ESI ID: 65464654654654654654

Premise Type: (None) STARTTIME: 08/01/2012 00:00:00

STOPTIME: 08/03/2012 23:59:59

- TDSP selects 'Begin Working' and then selects 'Complete' and enters optional Comments. TDSP selects 'OK'.
- NOTE: If CR is no longer ROR, SMT cannot be referenced and interval data should be attached to MarkeTrak.

# AMS LSE Interval: Missing

## “Happy Path” (cont.)

- TDSP selects ‘Complete’, enters Comments (optional) and selects ‘OK’.
- The issue is now in a state of ‘Pending Complete’ with the Submitting MP as the Responsible MP.
- Submitting MP selects ‘Complete’ and the issue closes to ‘Complete’.



# AMS LSE Interval: Missing

MarkeTrak

Home Submit Search Reports Settings ID Search: 1815719 >

[Back to Results](#)  
Missing MarkeTrak Issue 1815719: AMS LSE Interval Missing - Pending Complete

[Complete](#) [Re-Assign](#) [Return To Assignee](#) [Add Comment](#) [Assign Owner](#) [Assign To Group](#)  
[Update Siebel Status/Substatus](#)

State Change History ⓘ

Create by RCC1 LSE-111111111	Pending Issue 08/06/2012 08:30:11 Owner : RCC1 LSE-111111111	Submit by RCC1 LSE-111111111	New 08/06/2012 08:30:11 Owner : Unknown Unknown	Begin Working by RCC1 TDSP-666666666	In Progress 08/06/2012 Owner : F 666
---------------------------------	--	---------------------------------	--	---	---

Issue Information

Issue ID: 1815719

State: Pending Complete

Submitting MP: 111111111, Retail TestLSE, CR

Title: AMS LSE Interval Missing

Assignee: 666666666, test TDSP company, TDSP

ESI ID: 65464654654654654654654

Premise Type: (None) STARTTIME: 08/01/2012 00:00:00

STOPTIME: 08/03/2012 23:59:59

Submitting CR selects 'Complete' and the issue is closed to a state of 'Complete.'

# AMS LSE Interval: Dispute

- Competitive Retailers (CRs) submit this Subtype when they discover a discrepancy with the AMS LSE interval data from the TDSP.
- Before submitting a Usage & Billing AMS LSE Dispute issue, the CR should allow 5 business days for transaction processing to complete.
- In order to submit this subtype, the following is required:
  - The ESIID must have an AMS meter profile at ERCOT.
  - The usage data must be loaded in the ERCOT system and is identified by the unique identifier 'UIDAMSINTERVAL' from the Supplemental AMS Interval Data Extract. This code is retrieved and is a required field for this subtype.
- Each issue should reflect the intervals from a single day or a consecutive period; a new issue should be created for each additional period.

# AMS LSE Interval: Dispute

How to submit this SubType?

- From the MarkeTrak submit tree, under the D2D section:
  - Select the Usage/Billing AMS LSE Interval **Dispute** option.
  - Enter the data for the required fields.

# AMS LSE Interval: Dispute

MarkeTrak

Home Submit Search Reports Settings ID Search:

OK Cancel Reset Form Actions: (select one) ?

Submit into: ERCOT Projects : MarkeTrak : Issues : D2D : Usage/Billing AMS LSE Interval : Dispute

Issue Information

Submitting MP: 111111111, Retail TestLSE, CR

Title: AMS LSE Interval Dispute

\* Assignee:  Find

\* ESI ID:

\* UIDAMSINTERVAL:  ←

Origin:

\* STARTTIME:  mm/dd/yyyy hh:mm:ss \* STOPTIME:  mm/dd/yyyy hh:mm:ss

Comments:

Code retrieved from AMS Supplemental Extract for service interval in question or the last interval for the specific day or period in question. If past 30 days, enter the oldest date available

STARTTIME = service period start time formatted as mm/dd/yyyy 00:00:00  
STOPTIME = service period stop time (varies by TDSP) mm/dd/yyyy 23:59:59

# AMS LSE Interval: Dispute

## “Happy Path”

- Requesting CR selects **Dispute** under Usage/Billing AMS LSE Interval from the Submit Tree.
- Requesting CR enters all required information and selects ‘OK’.
- The issue is now in the state of ‘New’ with the TDSP as Responsible MP.
- TDSP selects ‘Begin Working’.
- The issue is now in a state of ‘In Progress (Assignee)’.

# AMS LSE Interval: Dispute

MarkeTrak

Home Submit Search Reports Settings ID Search: 1815709 >

[Back to Results](#)  
Dispute MarkeTrak Issue 1815709: AMS LSE Interval Dispute - In Progress (Assignee)

[Complete](#) [Close](#) [Return To Submitter](#) [Unexecutable](#) [Add Comment](#) [Assign Owner](#) [Assign To Group](#)  
[Update Siebel Status/Substatus](#)

State Change History ⓘ

Create by RCC1 LSE-1111111111	Pending Issue 08/06/2012 08:21:46 Owner : RCC1 LSE-1111111111	Submit by RCC1 LSE-1111111111	New 08/06/2012 08:21:46 Owner : Unknown Unknown	Begin Working by RCC1 TDSP-6666666666
----------------------------------	---	----------------------------------	---	--

Issue Information

Issue ID: 1815709  
State: In Progress (Assignee)  
Submitting MP: 111111111, Retail TestLSE, CR  
Title: AMS LSE Interval Dispute  
Assignee: 666666666, test TDSP company, TDSP  
ESI ID: 123456789123456789  
UIDAMSINTERVAL: 123456  
Origin: M  
STARTTIME: 08/06/2012 00:00:00 STOPTIME: 08/06/2012 23:59:59

TDSP selects 'Begin Working' and then selects 'Complete' and enters optional Comments. TDSP selects 'OK'.

# AMS LSE Interval: Dispute

## “Happy Path” (cont.)

- TDSP selects ‘Complete’, enters Comments (optional) and selects ‘OK’.
- The issue is now in a state of ‘Pending Complete’ with the Submitting MP as the Responsible MP.
- Submitting MP selects ‘Complete’ and the issue transitions to ‘Complete’.

# AMS LSE Interval: Dispute

MarkeTrak

Home Submit Search Reports Settings ID Search: 1815709 >

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Dispute MarkeTrak Issue 1815709: AMS LSE Interval Dispute - Pending Complete

[Complete](#) [Re-Assign](#) [Return To Assignee](#) [Add Comment](#) [Assign Owner](#) [Assign To Group](#)  
[Update Siebel Status/Substatus](#)

State Change History ⓘ

Create by RCC1 LSE-11111111	Pending Issue 08/06/2012 08:21:46 Owner : RCC1 LSE-11111111	Submit by RCC1 LSE-11111111	New 08/06/2012 08:21:46 Owner : Unknown Unknown	Begin Working by RCC1 TDSP-66666666	In Progress (Assignee) 08/06/2012 08:22:14 Owner : RCC1 TDSP-66666666
--------------------------------	---	--------------------------------	--	--	---

Issue Information

Issue ID: 1815709  
State: Pending Complete  
Submitting MP: 11111111, Retail TestLSE, CR  
Title: AMS LSE Interval Dispute  
Assignee: 66666666, test TDSP company, TDSP  
ESI ID: 123456789123456789  
UIDAMSINTERVAL: 123456  
Origin: M  
STARTTIME: 08/06/2012 00:00:00 STOPTIME: 08/06/2012 23:59:59

Submitting CR selects 'Complete' and the issue is closed to a state of 'Complete.'



# Checkpoint Question

***Which subtype should a CR submit if a customer is questioning the monthly consumption value they received on their monthly bill?***

- a) Usage & Billing – Missing
- b) Usage & Billing – Dispute
- c) AMS LSE – Missing
- d) AMS LSE – Dispute

# Checkpoint Question

## *True or False*

A CR should submit an AMS LSE – Dispute MarkeTrak as soon as they receive the 867\_03 monthly from the TDSP.

# Checkpoint Question

## *True or False*

When submitting any Usage & Billing MarkeTrak, if the STOP time is left blank it will be assumed it is the end of the 30 day period following the START time.

# Questions





MarkeTrak Training

# Missing Enrollment

# D2D Issues: Missing Enrollment Transactions

- Examples of missing enrollment transactions are if a CR is missing any 814's, or an 867\_04.
- NOTE: The reprocessing of retail transactions by ERCOT will be limited to one year from the original processing date. If the missing transaction is to be reprocessed, or dependent upon another transaction being reprocessed, the original transaction dates must be within one year of submission of the MarkeTrak issue.
- Allow the market time to process the transactions before submitting the MarkeTrak issue
- A CR or TDSP can submit this subtype
- Required Fields on Submit:
  - Assignee
  - ESI ID
  - Original Tran ID
  - Tran Type

# Checkpoint Question

## *True or False*

A CR should submit a Missing Enrollment Transaction MarkeTrak if they have not received an 867\_04 one day after the 'key date' or response date from the TDSP.

## Checkpoint Question

If a CR has submitted an 814\_16 enrollment and has received an 814\_05 and an 867\_04, but has yet to receive the initial periodic, the CR should submit a \_\_\_\_\_ MarkeTrak.

- a) Missing Enrollment Transaction
- b) Usage & Billing - Missing
- c) AMS LSE - Missing





MarkeTrak Training

## Switch Hold

# Switch Hold Overview

References and General Overview of Switch Hold Process:

## **PUCT Rule References:**

- PUCT Subst. Rule 25.126, Adjustments due to Non-Compliant Meters and Meter Tampering in Areas where Customer Choice has been Introduced
- PUCT Subst. Rule 25.480, Bill Payments and Adjustments

## **Retail Market Guide References:**

- 7.16, Business Processes & Communications Related to Meter Tampering
  - 7.16.4.3, Removal of a Switch Hold for Meter Tampering for Purposes of a Move In
- 7.17, Business Processes & Communications Related for Switch Holds Related to Deferred Payment Plans
  - 7.17.3.3, Removal of a Switch Hold for Deferred Payment Plans for Purposes of a Move In

# Switch Hold Removal

## How it works:

- 1) When a requesting CR submits a Move-In request for an ESIID with a Switch Hold, the requesting CR must initiate the appropriate MarkeTrak (MT) issue to begin the Switch Hold removal process.
  - Only one MarkeTrak issue per ESIID.
- 2) The TDSP, current REP of Record, and requesting CR will work together to determine if the new occupant is in any way associated with the current occupant who is subject to Switch Hold, and ***the MT issue must be resolved within four (4) business hours.***
- 3) The requesting CR must provide one of several PUCT-approved forms of documentation for all MPs involved to review.

List of approved documentation can be found here:

- Retail Market Guide 7.16.4.3.2 (Removal of Switch Hold for Meter Tampering)
- Retail Market Guide 7.17.3.3.2 (Removal of Switch Hold for Deferred Payment Plan)

# Switch Hold Removal

## How it works:

- 4) If it is determined that the New Occupant is not associated with Customer of Record, the TDSP will remove all Switch Hold(s) applied to the ESIID.
- 5) If an issue has been open for more than four (4) business hours without resolution, the TDSP will make the final decision as to whether or not the switch hold will remain.

# Switch Hold Removal

## What does it mean: Four (4) Business Hours?

- MarkeTrak Switch Hold Removals are worked during Business Hours only (Monday-Friday, 8:00AM-5:00PM)
- Market Participant Timelines:
  - TDSP “Initial” review: one (1) business hour
  - Current REP of Record review: one and a half (1.5) business hours
  - TDSP “Final” review: one and a half (1.5) business hours (or any remaining time within the four-hour period)
- If issue remains unresolved at the end of a business day, the Responsible MP’s time will resume next business day at 8:00AM
  - Example: REP of Record is assigned the issue at 4:00PM Friday. Business hours cease at 5:00PM Friday. Business hours resume 8:00AM Monday. REP of Record has until 8:30 AM Monday to respond, for a total of one and a half business hours as Responsible MP.

# Switch Hold Removal

## Standard Documentation Requirements

Per RMG 7.16 & 7.17, the Requesting CR must include the New Occupant Statement (RMG Appendix J2) **AND** one of the following:

- Copy of a current signed lease;
- Notarized Affidavit of Landlord (RMG Appendix J9);
- Utility bill, in new occupant's name, dated within last two months from a different Premise address;
- Closing documents indicating transfer of ownership occurred subsequent to Switch Hold applied to Premise; or
- Certificate of occupancy

# Switch Hold Removal

## Standard Documentation “Best Practices”

TDSPs will review all supplied documentation for completeness. For quickest resolution, the documentation provided should include:

- **Current Signed Lease**
  - Customer name, service address, portion of lease signed by both landlord and tenant
  - Any expired agreements or agreement not signed by all parties will be rejected by TDSP
- **Utility bill**
  - New Occupant’s name and service address should be visible
  - Dated within last two months from a different Premise address
- **Closing Documents**
  - New Occupant’s name and service address should be visible
  - Indicating transfer of ownership occurring after Switch Hold was applied
- **Affidavit of Landlord**
  - Notarized
  - If form Appendix J9 is not used, the document must contain all data elements required within J9

# Switch Hold Removal

## Continuous Service Agreement (CSA) Documentation Requirements

- For a premise where a CSA agreement is present, only the CSA form in Appendix J4/J5 is required. The New Occupant Statement does not need to accompany the CSA form, and it does not need to be notarized.
- The Requesting CR must be the CSA provider, established via 814\_18 CSA Add transaction.
- If there is not an actual CSA, the Requesting CR must use the previously mentioned process.
  - New Occupant Statement + documentation
  - Example: Non-CSA vacant agreement



# Switch Hold Removal

“Happy Path” #1 – All users agree and switch hold is removed

- 1) Requesting CR selects **Switch Hold Removal** from Submit Tree.
- 2) Requesting CR enters all required information, attaches all necessary documentation and chooses the ‘Submit’ transition.
- 3) The issue is now in the state of ‘New (TDSP)’ with the TDSP as Responsible MP.
- 4) TDSP selects ‘Begin Working’.
- 5) The issue is now in a state of ‘In Progress (TDSP)’.

# Switch Hold Removal

“Happy Path” #1 – All users agree and switch hold is removed (cont.)

- 6) TDSP selects ‘Send to REP of Record’.
  - ✓ Enters DUNS/company name via dropdown.
- 7) The issue is now in a state of ‘New’ with the REP of Record as Responsible MP.
- 8) REP of Record selects ‘Begin Working’.
- 9) Issue is now in a state of ‘In Progress (Assignee)’.
- 10) REP of Record selects ‘Agree’.

# Switch Hold Removal

“Happy Path” #1 – All users agree and switch hold is removed (cont.)

- 11) Issue is now in a state of ‘New (TDSP) - Final Review’ with the TDSP as Responsible MP.
- 12) TDSP selects ‘Begin Working’.
- 13) Issue is now in a state of ‘In Progress (TDSP)- Final Review’ with the TDSP as Responsible MP.
- 14) TDSP selects the ‘Switch Hold Removed’ transition.
- 15) Issue is now in a state of ‘Pending Complete’ with Requesting CR as Responsible MP.
- 16) Requesting CR selects ‘Complete’, and issue is closed.

# Switch Hold Removal

MarkeTrak

Home Submit Search Reports Settings ID Search: >

OK Cancel Reset Form Actions: (select one) File ?

Submit into: ERCOT Projects : MarkeTrak : Issues : D2D : Switch Hold Removal

Issue Information

Title: Switch Hold Removal

Submitting MP: 111111111, Retail TestLSE, CR

\* TDSP Involved: 666666666 Find

666666666, test TDSP company, TDSP

\* ESI ID: 45464877413241546531

\* Comments: Requesting removal of Switch Hold

File attachment is required on the Submit transition.

CR enters required information and attaches file(s).

# Switch Hold Removal

MarkeTrak

Home Submit Search Reports Settings ID Search: 1811401 >

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Switch Hold Removal MarkeTrak Issue 1811401: Switch Hold Removal - In Progress (TDSP)

Send to Rep of Record No Rep of Record Unexecutable Add Comment Assign Owner Assign To Group Actions:

State Change History

Create	Pending Issue	Submit	New (TDSP)	Begin Working	In Progress (TDSP)
by RCC1 LSE-111111111	07/30/2012 15:46:51 Owner : RCC1 LSE-111111111	by RCC1 LSE-111111111	07/30/2012 15:46:51 Owner : Unknown Unknown	by RCC1 TDSP-666666666	07/30/2012 15:47:31 Owner : RCC1 TDSP-666666666

Issue Information

Title: Switch Hold Removal

Issue ID: 1811401

State: In Progress (TDSP)

Submitting MP: 111111111, Retail TestLSE, CR

TDSP Involved: 666666666, test TDSP company, TDSP

ESI ID: 45464877413241546531

Comments: 07/30/2012 15:46:47 - RCC1 LSE-111111111: Requesting removal of Switch Hold

Issue Available Date: 07/30/2012 15:46:56 First Touched: 07/30/2012 15:47:32

Parent Issue Number:

Responsible MP: 666666666, test TDSP company, TDSP

MPs Involved: 111111111, Retail TestLSE, CR  
183529049, ERCOT, ERCOT  
666666666, test TDSP company, TDSP

TDSP sends to  
REP of Record.

# Switch Hold Removal

MarkeTrak

Home Submit Search Reports Settings ID Search: 1811401 >

Send to Rep of Record Switch Hold Removal MarkeTrak Issue 1811401: Switch Hold Removal - (Auto)

OK Cancel Reset Form Actions: (select one) [v] [envelope] [help]

Issue Information

\* Assignee: 111111112 Find [magnifying glass]

111111112, Test LSE2, CR [v] [print]

Comments: New text added by RCC1 TDSP-666666666:

[text area]

07/30/2012 15:46:47 - RCC1 LSE-111111111:  
Requesting removal of Switch Hold

Attachments

sample doc.docx (14287 bytes) by RCC1 LSE-111111111 (07/30/2012 15:46:43) [envelope] [book]

REP of Record DUNS is used  
by TDSP to assign issue.

# Switch Hold Removal

Home Submit Search Reports Settings ID Search: 1811401 >

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Switch Hold Removal MarkeTrak Issue 1811401: Switch Hold Removal - In Progress (Assignee)

[Agree](#) [Disagree](#) [Time Limit Exceeded](#) [Add Comment](#) [Assign Owner](#) [Assign To Group](#)

Issue Information

**Title:** Switch Hold Removal

**Issue ID:** 1811401

**State:** In Progress (Assignee)

**Submitting MP:** 111111111, Retail TestLSE, CR

**Assignee:** 111111112, Test LSE2, CR

**TDSP Involved:** 666666666, test TDSP company, TDSP

**ESI ID:** 45464877413241546531

**Comments:** 07/30/2012 15:46:47 - RCC1 LSE-111111111: Requesting removal of Switch Hold

**Issue Available Date:** 07/30/2012 15:46:56 **First Touched:** 07/30/2012 15:47:32

**Responsible MP:** 111111112, Test LSE2, CR

**MPs Involved:** 111111111, Retail TestLSE, CR  
111111112, Test LSE2, CR  
183529049, ERCOT, ERCOT  
666666666, test TDSP company, TDSP

**Parent Issue Number:**

**Submitting MP Owner:** LSE-111111111, RCC1 - 111111111, Retail TestLSE, CR

**TDSP Involved Owner:** TDSP-666666666, RCC1 - 666666666, test TDSP company, TDSP

**Assignee MP Owner:** LSE2-111111112, RCC1 - 111111112, Test LSE2, CR

**ERCOT Owner:** (None)

REP of Record  
agrees to release  
switch hold.

# Switch Hold Removal

MarkeTrak

Home Submit Search Reports Settings ID Search: 1811401 >

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Switch Hold Removal MarkeTrak Issue 1811401: Switch Hold Removal - In Progress (TDSP) - Final Review

Switch Hold Removed Return to Rep of Record Switch Hold Not Removed Add Comment Assign Owner

Assign To Group

State Change History ⓘ

Create by RCC1 LSE-11111111	Pending Issue 07/30/2012 15:46:51 Owner : RCC1 LSE-11111111	Submit by RCC1 LSE-11111111	New (TDSP) 07/30/2012 15:46:51 Owner : Unknown Unknown	Begin Working by RCC1 TDSP-66666666	In Progress (TDSP) 07/30/2012 15:47:31 Owner : RCC1 TDSP-66666666
Begin Working by RCC1 LSE2-11111112	In Progress (Assignee) 07/30/2012 15:53:17 Owner : RCC1 LSE2-11111112	Agree by RCC1 LSE2-11111112	New (TDSP) - Final Review 07/30/2012 15:56:29 Owner : RCC1 TDSP-66666666	Begin Working by RCC1 TDSP-66666666	In Progress (TDSP) - Final Review 07/30/2012 15:56:57 Owner : RCC1 TDSP-66666666

Issue Information

Title: Switch Hold Removal

Issue ID: 1811401

State: In Progress (TDSP) - Final Review

Submitting MP: 111111111, Retail TestLSE, CR

Assignee: 111111112, Test LSE2, CR

TDSP Involved: 666666666, test TDSP company, TDSP

ESI ID: 45464877413241546531

Comments: 07/30/2012 15:46:47 - RCC1 LSE-11111111: Requesting removal of Switch Hold

TDSP confirms removal of switch hold.



# Switch Hold Removal

MarkeTrak

Home Submit Search Reports Settings ID Search: 1811401 >

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Switch Hold Removal MarkeTrak Issue 1811401: Switch Hold Removal - Pending Complete

Complete Add Comment Assign Owner Assign To Group

State Change History

Create by RCC1 LSE-11111111	Pending Issue 07/30/2012 15:46:51 Owner : RCC1 LSE-11111111	Submit by RCC1 LSE-11111111	New (TDSP) 07/30/2012 15:46:51 Owner : Unknown Unknown	Begin Working by RCC1 TDSP-66666666	In Pro 07/30/ Owner 6
Begin Working by RCC1 LSE2-11111112	In Progress (Assignee) 07/30/2012 15:53:17 Owner : RCC1 LSE2-11111112	Agree by RCC1 LSE2-11111112	New (TDSP) - Final Review 07/30/2012 15:56:29 Owner : RCC1 TDSP-66666666	Begin Working by RCC1 TDSP-66666666	In Progre 07/30/ Owner 6

Issue Information

Title: Switch Hold Removal

Issue ID: 1811401

State: Pending Complete

Submitting MP: 111111111, Retail TestLSE, CR

Assignee: 111111112, Test LSE2, CR

TDSP Involved: 666666666, test TDSP company, TDSP

ESI ID: 45464877413241546531

Comments: 07/30/2012 15:46:47 - RCC1 LSE-111111111: Requesting removal of Switch Hold

Submitting (Requesting)  
CR selects 'Complete'  
and the issue is closed.

# Switch Hold Removal

“Happy Path” #2 – No REP of Record.

- 1) TDSP selects ‘No REP of Record’.
- 2) Issue is now in a state of ‘In Progress (TDSP)- Final Review’ with the TDSP as Responsible MP.
- 3) TDSP selects the ‘Switch Hold Removed’ transition.
- 4) Issue is now in a state of ‘Pending Complete’ with Requesting CR as Responsible MP.
- 5) Requesting CR selects ‘Complete’ and issue is closed.

# Switch Hold Removal

Alternate Path #1 – REP of Record disagrees; TDSP still removes hold.

- 1) REP of Record selects 'Disagree'.
  - ✓ Comments required. REP of Record should also attach supporting documentation.
- 2) Issue is now in a state of 'New (TDSP) - Final Review' with the TDSP as Responsible MP.
- 3) TDSP selects the 'Switch Hold Removed' transition.
- 4) Issue is now in a state of 'Pending Complete' with Requesting CR as Responsible MP.
- 5) Requesting CR selects 'Complete' and issue is closed.

# Switch Hold Removal

Home Submit Search Reports Settings ID Search: 1811401 >

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Switch Hold Removal MarkeTrak Issue 1811401: Switch Hold Removal - In Progress (Assignee)

Issue Information

**Title:** Switch Hold Removal

**Issue ID:** 1811401

**State:** In Progress (Assignee)

**Submitting MP:** 111111111, Retail TestLSE, CR

**Assignee:** 111111112, Test LSE2, CR

**TDSP Involved:** 666666666, test TDSP company, TDSP

**ESI ID:** 45464877413241546531

**Comments:** 07/30/2012 15:46:47 - RCC1 LSE-111111111: Requesting removal of Switch Hold

**Issue Available Date:** 07/30/2012 15:46:56 **First Touched:** 07/30/2012 15:47:32

**Responsible MP:** 111111112, Test LSE2, CR

**MPs Involved:** 111111111, Retail TestLSE, CR  
111111112, Test LSE2, CR  
183529049, ERCOT, ERCOT  
666666666, test TDSP company, TDSP

**Parent Issue Number:**

**Submitting MP Owner:** LSE-111111111, RCC1 - 111111111, Retail TestLSE, CR

**TDSP Involved Owner:** TDSP-666666666, RCC1 - 666666666, test TDSP company, TDSP

**Assignee MP Owner:** LSE2-111111112, RCC1 - 111111112, Test LSE2, CR

**ERCOT Owner:** (None)

REP of Record  
selects 'Disagree'.

# Switch Hold Removal

MarkeTrak

Home Submit Search Reports Settings ID Search: 1811401 >

Back to Results

Switch Hold Removal MarkeTrak Issue 1811401: Switch Hold Removal - In Progress (TDSP) - Final Review

Switch Hold Removed Return to Rep of Record Switch Hold Not Removed Add Comment Assign Owner

Assign To Group

State Change History

Create by RCC1 LSE-11111111	Pending Issue 07/30/2012 15:46:51 Owner : RCC1 LSE-11111111	Submit by RCC1 LSE-11111111	New (TDSP) 07/30/2012 15:46:51 Owner : Unknown Unknown	Begin Working by RCC1 TDSP-66666666	In Progress (TDSP) 07/30/2012 15:47:31 Owner : RCC1 TDSP-66666666
Begin Working by RCC1 LSE2-11111112	In Progress (Assignee) 07/30/2012 15:53:17 Owner : RCC1 LSE2-11111112	Agree by RCC1 LSE2-11111112	New (TDSP) - Final Review 07/30/2012 15:56:29 Owner : RCC1 TDSP-66666666	Begin Working by RCC1 TDSP-66666666	In Progress (TDSP) - Final Review 07/30/2012 15:56:57 Owner : RCC1 TDSP-66666666

Issue Information

Title: Switch Hold Removal

Issue ID: 1811401

State: In Progress (TDSP) - Final Review

Submitting MP: 111111111, Retail TestLSE, CR

Assignee: 111111112, Test LSE2, CR

TDSP Involved: 666666666, test TDSP company, TDSP

ESI ID: 45464877413241546531

Comments: 07/30/2012 15:46:47 - RCC1 LSE-11111111: Requesting removal of Switch Hold

TDSP confirms removal of switch hold.

# Switch Hold Removal

Alternate Path #2 – REP of Record disagrees; TDSP declines to remove hold.

- 1) REP of Record selects 'Disagree'.
  - ✓ Comments Required. REP of Record should also attach supporting documentation.
- 2) Issue is now in a state of 'New (TDSP) - Final Review' with the TDSP as Responsible MP.
- 3) TDSP selects 'Begin Working'.
- 4) Issue is now in a state of 'In Progress (TDSP)- Final Review' with the TDSP as Responsible MP.
- 5) TDSP selects the 'Switch Hold Not Removed' transition.
  - ✓ Comments required
- 6) Issue is now in a state of 'Unexecutable (PC)' with Requesting CR as Responsible MP.
- 7) Requesting CR selects 'Accept' and issue is closed.

# Switch Hold Removal

MarkeTrak

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Switch Hold Removal MarkeTrak Issue 1811401: Switch Hold Removal - In Progress (TDSP) - Final Review

Switch Hold Removed Return to Rep of Record Switch Hold Not Removed Add Comment Assign Owner

Assign To Group

State Change History ⓘ

Create by RCC1 LSE-11111111	Pending Issue 07/30/2012 15:46:51 Owner : RCC1 LSE-11111111	Submit by RCC1 LSE-11111111	New (TDSP) 07/30/2012 15:46:51 Owner : Unknown Unknown	Begin Working by RCC1 TDSP-66666666	In Progress (TDSP) 07/30/2012 15:47:31 Owner : RCC1 TDSP-66666666
Begin Working by RCC1 LSE2-11111112	In Progress (Assignee) 07/30/2012 15:53:17 Owner : RCC1 LSE2-11111112	Agree by RCC1 LSE2-11111112	New (TDSP) - Final Review 07/30/2012 15:56:29 Owner : RCC1 TDSP-66666666	Begin Working by RCC1 TDSP-66666666	In Progress (TDSP) - Final Review 07/30/2012 15:56:57 Owner : RCC1 TDSP-66666666

Issue Information

Title: Switch Hold Removal

Issue ID: 1811401

State: In Progress (TDSP) - Final Review

Submitting MP: 111111111, Retail TestLSE, CR

Assignee: 111111112, Test LSE2, CR

TDSP Involved: 666666666, test TDSP company, TDSP

ESI ID: 45464877413241546531

Comments: 07/30/2012 15:46:47 - RCC1 LSE-11111111: Requesting removal of Switch Hold

TDSP declines removal of switch hold.

# Switch Hold Removal

**MarkeTrak**

[Home](#) [Submit](#) [Search](#) [Reports](#) [Settings](#) ID Search:  >

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Switch Hold Removal MarkeTrak Issue 440798: Switch Hold Removal - Unexecutable (PC)

[Accept](#) [Add Comment](#) [Assign Owner](#) [Assign To Group](#)

**Issue Information**

**Issue ID:** 440798

**State:** Unexecutable (PC)

**Submitting MP:** 111111111, Retail TestLSE, CR

**Title:** Switch Hold Removal

**Assignee:** 111111112, Test LSE2, CR

**TDSP Involved:** 666666666, test TDSP company, TDSP

**ESI ID:** 46464654654654654654

**Responsible MP:** 111111111, Retail TestLSE, CR

**MPs Involved:** 111111111, Retail TestLSE, CR  
111111112, Test LSE2, CR  
183529049, ERCOT, ERCOT  
666666666, test TDSP company, TDSP

**Submitting MP Owner:** LSE-111111111, RCC1 - 111111111, Retail TestLSE, CR

**TDSP Involved Owner:** TDSP-666666666, RCC1 - 666666666, test TDSP company, TDSP

**Assignee MP Owner:** (None)

**ERCOT Owner:** (None)

**Issue Available Date:** 12/21/2011 08:14:24 **First Touched:** 12/21/2011 08:18:24

**Parent Issue Number:**

**Unexecutable Reason:** (None)

**Comments:** 08/01/2012 16:18:51 - RCC1 TDSP-666666666:

Issue is in a state of  
Unexecutable.



# Switch Hold Removal

Alternate Path #3 – TDSP rejects issue during first step as Responsible MP.

- 1) TDSP selects 'Unexecutable' and is prompted to choose Unexecutable Reason (comments required).
  - ✓ Documentation Invalid/Incomplete
  - ✓ No Switch Hold Pending on this ESIID
  - ✓ Customer Associated with Current Occupant
  - ✓ Issue Should not be Submitted by REP of Record
- 2) Issue is in a state of 'Unexecutable (PC)' with Requesting CR as Responsible MP.
- 3) Requesting CR selects 'Accept' and issue is closed.

# Switch Hold Removal

Alternate Path #4 – REP of Record does not choose “Begin Working”, exceeds time limit.

- 1) The issue is now in a state of ‘New’ with the REP of Record as Responsible MP.
- 2) Requesting CR chooses ‘Time Limit Exceeded’ transition.
- 3) Issue is now in a state of ‘New (TDSP) - Final Review’ with the TDSP as Responsible MP.
- 4) TDSP selects ‘Begin Working’.
- 5) Issue is now in a state of ‘In Progress (TDSP)- Final Review’ with the TDSP as Responsible MP.

# Switch Hold Removal

Alternate Path #4 – REP of Record does not choose “Begin Working”, exceeds time limit.

- 6) TDSP selects the ‘Switch Hold Removed’ transition.
- 7) Issue is now in a state of ‘Pending Complete’ with Requesting CR as Responsible MP.
- 8) Requesting CR selects ‘Complete’ and issue is closed.

# Switch Hold Removal

Alternate Path #5 – REP of Record selects ‘Begin Working’, exceeds time limit.

- 1) The issue is now in a state of ‘New’ with the REP of Record as Responsible MP.
- 2) REP of Record selects ‘Begin Working’.
- 3) Issue is in a state of ‘In Progress (Assignee)’.
- 4) Requesting CR chooses ‘Time Limit Exceeded’ transition.
- 5) Issue is now in a state of ‘New (TDSP) - Final Review’ with the TDSP as Responsible MP.

# Switch Hold Removal

Alternate Path #5 – REP of Record selects ‘Begin Working’, exceeds time limit.

- 6) TDSP selects ‘Begin Working’.
- 7) Issue is now in a state of ‘In Progress (TDSP)- Final Review’ with the TDSP as Responsible MP.
- 8) TDSP selects the ‘Switch Hold Removed’ transition.
- 9) Issue is now in a state of ‘Pending Complete’ with Requesting CR as Responsible MP.
- 10) Requesting CR selects ‘Complete’ and issue is closed.

# Switch Hold Removal

MarkeTrak

Home Submit Search Reports Settings ID Search: 440806 >

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Switch Hold Removal MarkeTrak Issue 440806: Switch Hold Removal - In Progress (Assignee)

[Agree](#) [Disagree](#) [Time Limit Exceeded](#) [Add Comment](#) [Assign Owner](#) [Assign To Group](#)

Issue Information

**Title:** Switch Hold Removal

**Issue ID:** 440806

**State:** In Progress (Assignee)

**Submitting MP:** 111111112, Test LSE2, CR

**Assignee:** 111111111, Retail TestLSE, CR

**TDSP Involved:** 666666666, test TDSP company, TDSP

**ESI ID:** ESIID20111201161603MHOST

**Comments:** 01/03/2012 13:26:52 - MOT TEST LSE2 - 111111112: Comments required.

**Issue Available Date:** 01/03/2012 13:27:14 **First Touched:** 01/03/2012 13:29:21

**Responsible MP:** 111111111, Retail TestLSE, CR

**MPs Involved:** 111111111, Retail TestLSE, CR  
111111112, Test LSE2, CR  
183529049, ERCOT, ERCOT  
666666666, test TDSP company, TDSP

CR chooses Time Limit Exceeded transition

# Switch Hold Removal

Alternate Path #6 – ‘Time Limit Exceeded’ used before one and a half business hours.

- 1) Requesting CR chooses ‘Time Limit Exceeded’ transition.
- 2) Issue is now in a state of ‘New (TDSP) - Final Review’ with the TDSP as Responsible MP.
- 3) TDSP selects ‘Begin Working’.
- 4) Issue is now in a state of ‘In Progress (TDSP)- Final Review’ with the TDSP as Responsible MP.
- 5) TDSP chooses ‘Return to REP of Record’ transition.

# Switch Hold Removal

MarkeTrak

Home Submit Search Reports Settings ID Search: 440806 >

[Back to Results](#)  
Switch Hold Removal MarkeTrak Issue 440806: Switch Hold Removal - In Progress (TDSP) - Final Review

Switch Hold Removed Return to Rep of Record Switch Hold Not Removed Add Comment Assign Owner

Assign To Group

Issue Information

**Title:** Switch Hold Removal

**Issue ID:** 440806

**State:** In Progress (TDSP) - Final Review

**Submitting MP:** 111111112, Test LSE2, CR

**Assignee:** 111111111, Retail TestLSE, CR

**TDSP Involved:** 666666666, test TDSP company, TDSP

**ESI ID:** ESIID20111201161603MHOST

**Comments:** 01/03/2012 13:26:52 - MOT TEST LSE2 - 111111112:  
Comments required.

**Issue Available Date:** 01/03/2012 13:27:14 **First Touched:** 01/03/2012 13:29:21

**Responsible MP:** 666666666, test TDSP company, TDSP

**MPs Involved:** 111111111, Retail TestLSE, CR  
111111112, Test LSE2, CR  
183529049, ERCOT, ERCOT  
666666666, test TDSP company, TDSP

TDSP returns to  
REP of Record



# Switch Hold Removal

Alternate Path #6 – ‘Time Limit Exceeded’ used before one and a half business hours.

- 6) The issue is now in a state of ‘New’ with the REP of Record as Responsible MP.
- 7) Requesting CR chooses ‘Time Limit Exceeded’ transition after waiting until time limit is finally expired.
- 8) Issue is now in a state of ‘New (TDSP) - Final Review’ with the TDSP as Responsible MP.
- 9) TDSP selects ‘Begin Working’.
- 10) Issue is now in a state of ‘In Progress (TDSP)- Final Review’ with the TDSP as Responsible MP.

# Switch Hold Removal

Alternate Path #6 – ‘Time Limit Exceeded’ used before one and a half business hours.

- 11) TDSP selects the ‘Switch Hold Removed’ transition.
- 12) Issue is now in a state of ‘Pending Complete’ with Requesting CR as Responsible MP.
- 13) Requesting CR selects ‘Complete’ and issue is closed.

## Checkpoint Question

***How long does the REP of Record have to review the Switch Hold Removal request, once the TDSP assigns the issue to them?***

- a) 1 hour
- b) 4 hours
- c) 1 ½ hours
- d) 6 Hours
- e) None of the Above

## Checkpoint Question

***The TDSP assigns a Switch Hold Removal MarkeTrak issue to the REP of Record on Friday, at 4:15 pm. When does the REP of Record's review period expire?***

- a) Saturday at 8:15 am
- b) Saturday at 8:45 am
- c) Monday at 8:15 am
- d) Monday at 8:45 am
- e) None of the Above

# Checkpoint Question

***Which of the following documents is not an “acceptable” document for Switch Hold Removal consideration?***

- a) Utility bill from a different address dated within the last two months
- b) Notarized Affidavit of Landlord
- c) Closing documents executed after the Switch Hold was applied
- d) Cell phone bill
- e) None of the above

# Questions





MarkeTrak Training

## Cancel with/without Approval

# Cancel with Approval

## CR Initiated Manual Cancels:

- The CR must try to send the 814\_08 EDI Cancel Transaction on Scheduled orders outside the ERCOT Evaluation Window.
- CRs can only request cancellation of their own service orders.
- TDSP must be made the Assigned MP of MarkeTrak issue.
- All CR initiated manual cancellations of service orders require TDSP approval.
- The TDSP will evaluate whether the transaction can be cancelled and select TDSP Cancel or request ERCOT cancel the issue by selecting ERCOT Cancel on the MarkeTrak issue. The TDSP can also add a comment stating they will send the 814\_28 “09” (Complete Unexecutable) if the order can still be cancelled.
- The TDSP will select Already Cancelled when the Siebel Status shows Cancelled Unexecutable on the MarkeTrak issue or Unable to Cancel if the order is already in a Complete state.
- For MP’s that cannot generate an 814\_08 for an order that is in an In Review status in Siebel, a Cancel with Approval will need to be submitted, requesting ERCOT to manually cancel and send the 814\_08.



# Cancel with Approval

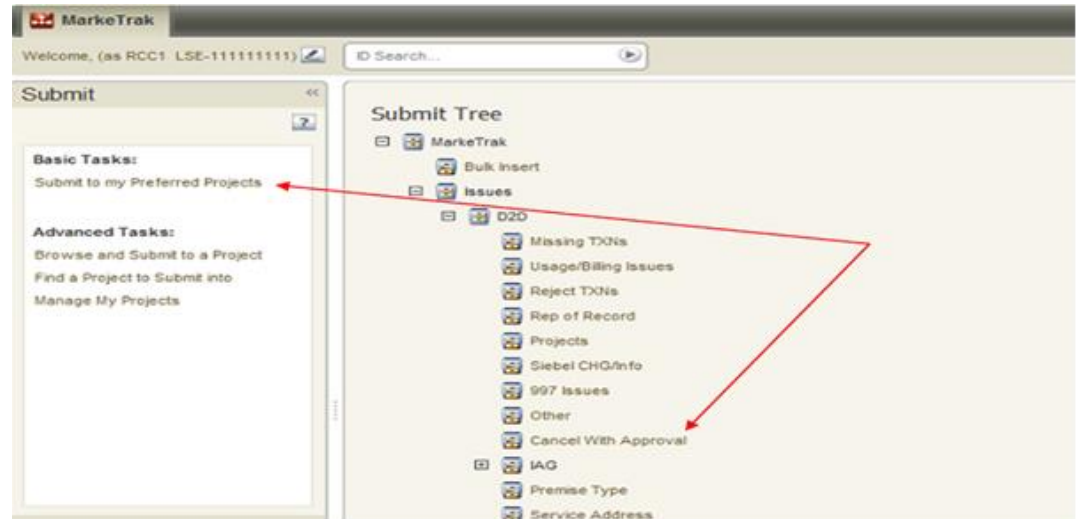
## TDSP Initiated Manual Cancels – Requiring CR Approval:

- If the Service Order to be cancelled is Scheduled or In Review in Siebel, and is not an approved reason in the TDSP Approved Cancellation Reasons Table, CR approval is necessary prior to manual cancellation.
- The TDSP must obtain this approval by having CR select OK to Cancel on the MarkeTrak issue.
- For a Service Order that has completed in Siebel, a Siebel CHG/Info issue will need to be submitted.

# Cancel with Approval

## Submitting Cancel with Approval – CR Submit/TDSP Cancels:

- From the Submit Tree, select Cancel with Approval.
- The following fields must be populated for successful submission of Day to Day issue sub type Cancel with Approval:
  - Assignee
  - ESI ID
  - Original Tran ID – BGN02 of the 814\_01, 814\_16 or the 814\_24
  - Comments- recommended for rescission based issues: “Customer rescission- please process this issue per P.U.C. SUBST. R. 25.474 (n).”
- Select OK



Submit into: MarkeTrak : Issues : D2D : Cancel With Approval

OK Cancel

Issue Information

Submitting MP: 111111111, Retail TestLSE, CR

Title: Cancel With Approval

\* Assignee: 666666666 Find 66666666, test TDSP company, TDSP

\* ESI ID: TESTESID01

\* Original Tran ID: OTRANTEST01

# Cancel with Approval

## Validations on Submit Transition:

- MarkeTrak has added a validation to verify that the CR associated with the issue is the CR associated with the transaction being cancelled.
  - ERROR Message: “The ESI ID/Tran ID combination provided is not associated with this CR”
- MarkeTrak has added a validation to verify that the “Cancel With Approval” issue is being submitted within the Evaluation Window for the scheduled transaction.
  - If transaction type = 814\_01(Switch) the Evaluation Window is 1 Retail Business Day prior to the SMRD
  - If transaction type = 814\_16 (Move In) the Evaluation Window is 1 Retail Business Day prior to the SMRD
  - If transaction type = 814\_24 (Move Out) the Evaluation Window is 1 Retail Business Day prior to the SMRD
  - MarkeTrak will automatically populate the applicable Tran Type to the issue.
- Example: Texas SET transaction is scheduled for Wednesday. 814\_08 cancellations will be accepted through end of Retail Business Day Monday.
  - **Warning Message: “Issue is being submitted outside of the Evaluation Window and transaction should be canceled using an 814\_08.”**

# Cancel with Approval

- By selecting OK, the issue is transitioned to the Assigned MP (TDSP) and is showing as New in the TDSP's queue. The Submitter has the option to Withdraw the issue at any time until the Begin Working has been selected by someone other than the submitter.

Cancel With Approval MarkeTrak Issue - 1878981: Cancel With Approval - New

Begin Working Withdraw Add Comment Assign Owner Assign To Group Actions: ▾

Update Siebel Status/Substatus

State Change History

Create By RCC1 LSE-111111111 Details...

Pending Issue RCC1 LSE-111111111 03/19/2013 13:39:37

Submit By RCC1 LSE-111111111 Details...

New Unknown Unknown 03/19/2013 13:39:37

Issue Information

Issue ID: 1878981

State: New

Submitting MP: 111111111, Retail Test LSE, CR

Title: Cancel With Approval

Assignee: 888888888

- The TDSP becomes the Responsible MP.
- The TDSP selects Begin Working. The issue becomes In Progress with the TDSP and the CR is no longer able to Withdraw the issue.

# Cancel with Approval

- The TDSP reviews the issue then sends the 814\_28 and selects TDSP Cancel.
- When the TDSP selects TDSP Cancel the issue is transitioned to a state of Cancelled (PC). The issue transitions back to the CR and they will select Complete.

Back to Results

Cancel With Approval MarkeTrak Issue - 1878981: Cancel With Approval - In Progress

Actions: [Dropdown] [Icons]

Buttons: ERCOT Cancel, TDSP Cancel, Already Cancelled, Close, Unable To Cancel, Add Comment, Assign Owner, Assign To Group, Update Siebel Status/Substatus

State Change History

11 Pending Issue RCC1 LSE-1111111111 03/19/2013 13:39:37

14 Submit By RCC1 LSE-1111111111 Details...

New Unknown Unknown 03/19/2013 13:39:37

Begin Working By RCC1 TDSP-6666666666 Details...

In Progress RCC1 TDSP-6666666666 03/19/2013 15:24:39

Issue Information

Issue ID: 1878981

State: In Progress

Submitting MP: 1111111111, Retail Test LSE, CR

Diagram: A red arrow points from the 'TDSP Cancel' button to the 'In Progress' state in the history.

Back to Results

Cancel With Approval MarkeTrak Issue - 1878981: Cancel With Approval - Cancelled (PC)

Actions: [Dropdown] [Icons]

Buttons: Complete, Return, Return To ERCOT, Add Comment, Assign Owner, Assign To Group, Update Siebel Status/Substatus

State Change History

Begin Working By RCC1 TDSP-6666666666 Details...

In Progress RCC1 TDSP-6666666666 03/19/2013 15:24:39

TDSP Cancel By RCC1 TDSP-6666666666 Details...

Cancelled (PC) RCC1 LSE-1111111111 03/19/2013 15:33:11

Issue Information

Issue ID: 1878981

Diagram: A red arrow points from the 'Complete' button to the 'Cancelled (PC)' state in the history.

# Cancel without Approval

TDSP initiated manual cancellations on pending orders – not requiring CR approval:

- TDSPs must provide one of the following approved cancellation reasons (see chart on next slide) for each pending service order.
- Standardized language will be provided along with the MarkeTrak number in the 814\_08s sent to Market Participants (see chart on next slide for standard language).
- This procedure is only applicable if the order is scheduled in Siebel and the meter read has not been sent.

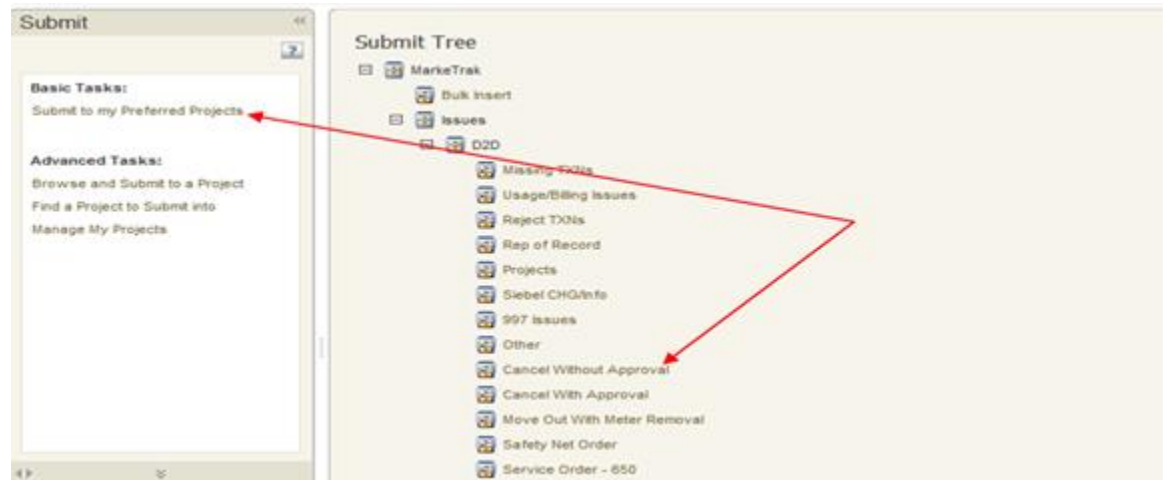
# Cancel without Approval

TDSP Approved Cancellation Reasons	814_08 Text
<b>Scenario A</b> <ul style="list-style-type: none"> <li>Rep A submits MVO</li> <li>Rep B submits MVI which precedes or is the same day as a scheduled MVO</li> <li>TDSPs can request cancel MVO, after MVI completed thru MarkeTrak without CR approval</li> </ul>	MVO or MVO to CSA cancelled because MVI worked instead MT _____ (to be inserted by ERCOT)
<b>Scenario B</b> <ul style="list-style-type: none"> <li>TDSP wants to cancel a switch because it received a safety new MVI before the switch effectuated</li> <li>ERCOT will cancel the switch</li> </ul>	TDSP works a safety net move in instead of pending Drop or Switch MT _____ (to be inserted by ERCOT)
<b>Scenario C</b> <ul style="list-style-type: none"> <li>Expired (20 days) 814_28 PT transactions because 814_04 has not been received by ERCOT</li> <li>ERCOT will send a cancel with exception 814_08 on day 21</li> </ul>	Per TDSP request Order should have expired MIMO 23 MT _____ (to be inserted by ERCOT)
<b>Scenario D</b> <ul style="list-style-type: none"> <li>Service Order is unexecutable (e.g., when meter removed from a premise but no ESIID retired)</li> <li>TDSP enters a MarkeTrak ticket to request cancellation of Service Order</li> <li>ERCOT will cancel Service Order</li> </ul>	Per TDSP request Unexecutable MT _____ (to be inserted by ERCOT)
<b>Scenario E</b> <ul style="list-style-type: none"> <li>Switch that is in a scheduled status. An even occurred prior to completion requiring the meter to be removed</li> <li>TDSP enters a MarkeTrak issue to request cancellation of Switch</li> <li>ERCOT will cancel Switch</li> </ul>	Per TDSP meter has been removed and switch can not be completed

# Cancel without Approval

## Submitting Cancel without Approval – TDSP Submit/ERCOT Cancels:

- From the Submit Tree, select Cancel with Approval.
- The following fields must be populated for successful submission of Day to Day issue sub type Cancel without Approval:
  - ESI ID
  - Original Tran ID
  - NOTE: Please include the TDSP Approved Cancellation Reason in the COMMENTS field. The Reason will need to be given in order for ERCOT to work the issue. If the reason not given, ERCOT will return the issue back to the TDSP.
- Select OK





# Cancel without Approval

## Submitting Cancel without Approval – TDSP Submit/ERCOT Cancels:

Submit info: MarkeTrak : Issues : D2D : Cancel Without Approval

OK Cancel Action

Issue Information

Submitting MP: 666666666, test TDSP company, TDSP

Title: Cancel Without Approval

Assignee: (None)

\* ESI ID: PYTESTESID05

\* Original Tran ID: PYTESTOTRAN05

GLOBPROCID:

Assign To Pending?: ☐

Responsible MP: 666666666, test TDSP company, TDSP

MPa Involved: (None)

Submitting MP Owner: TDSP-666666666, RCC1 - 666666666, test TDSP company, TDSP

Assignee MP Owner: (None)

ERCOT Owner: (None)

Issue Available Date:

Comments: MVO cancelled because MVI worked instead

First Touched:

- By selecting OK, the issue is transitioned to ERCOT's queue in the state of New and is visible only by the TDSP and ERCOT. The TDSP has the option to Withdraw the issue at this point.



# Cancel without Approval

- ERCOT selects Begin Working. The TDSP is no longer able to Withdraw the issue.
- ERCOT has the options to select Item Cancelled or Unable to Cancel. If ERCOT is able to cancel and the TDSP Cancellation Reason is included in the Comments field, ERCOT will manually cancel the Siebel service order and send 814\_08s to all market participants involved. ERCOT selects Item Cancelled and has the option to add any comments by selecting Add Comment.
- The issue is now in a Cancelled(PC) (Pending Complete) state. The TDSP can select to Return to ERCOT (to return to state New ERCOT) or Complete to transition to a state of Complete and close the issue. If the issue is not transitioned for 14 calendar days, then the item will automatically move to Auto Complete and close

# Questions





MarkeTrak Training

## 'Other' Issues

# D2D Issues: Other Workflow

Many subtypes in MarkeTrak have unique workflows. Other subtypes follow one workflow very closely which is the ‘Other’ workflow. The following is an illustration of the ‘Other’ workflow:

State Name Responsible MP MP's Involved	Transitions Available	Resulting State	Actioned By
*Create* -Submitting MP -Submitting MP	Assign to Pending OK	Pending Issue New	Submitting MP Submitting MP
*Pending Issue* -Submitting MP -Submitting MP	Submit Withdraw	New Withdrawn	Submitting MP Submitting MP
*New* -ERCOT/Assignee MP -Submitting MP/Assignee MP	Begin Working Withdraw	In Progress (Assignee) Withdrawn	Assignee MP Submitting MP
*In Progress (Assignee)* -ERCOT/Assignee MP -Submitting MP/Assignee MP	Complete Close Return to Submitter Unexecutable	Pending Complete Closed by Submitter New – All Unexecutable (PC)	Assignee MP – <i>Tran ID required on certain subtypes</i> Submitting MP Assignee MP Assignee MP
*New – All* -Submitting MP -Submitting MP/Assignee MP	Begin Working Close	In Progress Closed by Submitter	Submitting MP Submitting MP
*In Progress* -Submitting MP -Submitting MP/Assignee MP	Complete Assign to ERCOT Close Return to Assignee Unexecutable	Pending Complete New Closed by Submitter New Unexecutable (PC)	Submitting MP Submitting MP Submitting MP Submitting MP Submitting MP
*Pending Complete* -Submitting MP -Submitting MP/Assignee MP	Complete Re-Assign Return to Assignee Auto Complete	Complete New New Auto Complete	Submitting MP Submitting MP Submitting MP System
*Unexecutable* -Submitting MP -Submitting MP/Assignee MP	Accept Re-Assign Return to Assignee Auto Complete	Complete New New Auto Complete	Submitting MP Submitting MP Submitting MP System

## D2D Issues: Other

- Examples of Other Issues but not limited to:
  - Questions pertaining to discrepancy between sum of AMS Interval data and the 867 consumption value
  - Questions pertaining to Siebel Reports
  - Questions pertaining to request for filenames
  - Questions pertaining to 997 reports
  - Questions pertaining to CSAs
  - Questions pertaining to missing information on non-required EDI fields
  - Request for reprocessing of transactions
  - Questions pertaining to Texas SET Transaction Issues
  - Questions pertaining to MIS Portal
- A CR or a TDSP can submit this subtype
- Required Fields on Submit:
  - Assignee

# D2D Issues: Siebel Change/Info

- Examples of Siebel Change/Info:

## 1) Service order status changes

- Questions pertaining to transactions status updates where EDI message is present on ERCOT MIS. NOTE: If not present, then submit under “Missing Enrollment Transaction”
- Questions pertaining to why a transaction was cancelled
- Questions pertaining to Siebel not reflecting the correct status based on transaction(s) that the TDSP has submitted
- Cancelling a Siebel service order after completion
- Completing a Siebel service order after it was cancelled – **limited to one year from original processing date**

# D2D Issues: Siebel Change/Info

- Examples of Siebel Change/Info:

## 2) Start time issues

- Questions pertaining to why an ESIID is not in ERCOT's system
  - Changing a start time of a Siebel service order
- A CR or TDSP can submit this subtype
- **Required fields on Submit:**
- ASSIGNEE
  - ESIID
  - Original Tran ID - BGN02 of the initiating transaction (814\_01, 814\_16, 814\_24)
  - Comments – **always encouraged**





MarkeTrak Training

# Data Extract Variance (DEV) Issue Subtypes

# Data Extract Variance (DEV) Overview

- Data Extract Variances (DEVs) are used to synchronize the data among all Market Participants (MP)
- What is a DEV? It's a discrepancy between the MP's data and ERCOT's extract data. There are two types of DEVs listed below:

## DEV LSE (Load Serving Entity):

- LSE DEVs are used to correct the MP's StartTime and/or StopTime for Rep of Record (ROR) synchronization

## DEV Non-LSE:

- Non-LSE DEVs are used to synchronize ESI\_ID Characteristics, Existence and/or usage data
- “Invalid” DEV submissions involves the +/- (2 calendar day) window for the StartTime and/or StopTime. If your discrepancy is within this 2 day window and you attempt to file a DEV issue, ERCOT will ‘*reject*’ it. The correct action is to file a **D2D Siebel Change MarkeTrak issue** (*Reference: MarkeTrak SubTypes Quick Reference*)
- “Valid” DEV submissions should only occur after transactions have been attempted to correct the discrepancy.

# Data Extract Variance (DEV) Issues

- There are many possible scenarios that may result in differences between ERCOT data and MP data. There are two Types of Data Extract Variances:
  - **Invalid submission:** Differences that have been found invalid and do not require resolution. A Data Extract Variance cannot be filed for ‘Invalid submission’.
  - **Valid submission:** Differences that are ‘Valid’ and do require analysis. A Data Extract Variance should be filed for ‘Valid submission’.
- DEV issues should be filed for data discrepancies identified by comparing Extract data to the MP source system data.
  - DEV issues require that transactions have been tried to correct the data discrepancy (i.e. back dated MVI, 814\_20 Update for ESIID Characteristics, etc.), if applicable.
  - DEV issues require the most recent SCR 727 Extract Addtime record to complete and update SCR 727 data extract.

# Checkpoint Question

## *True or False*

In order to synchronize a Move-In StartTime from May 1, 2016 to May 3, 2016, a MarkeTrak DEV LSE should be submitted

# Checkpoint Question

***DEV Non-LSE MarkeTrak issues are submitted to synchronize the following:***

- a) ESI\_ID Characteristics
- b) Usage Data
- c) ESI\_ID Existence
- d) A and C Only
- e) All of the Above



MarkeTrak Training

# Inadvertent Gain/Loss (IAG) Overview

## What is an IAG?

An **Inadvertent Gain/Loss (IAG)** is an unauthorized change of a customer's Retail Electric Provider

Commonly referred to as either an Inadvertent Gain (IAG) or Inadvertent Loss (IAL), an inadvertent situation occurs when a customer or a premise is changed to a REP that is different than their expected REP of choice.

When resolving IAG issues, the **ultimate goal** is to return the Customer to their REP of choice in a **quick and efficient** manner with minimal inconvenience to the Customer.

## Reference Documents

1. PUCT Subst. Rule §25.495, Unauthorized Change of Retail Electric Provider
2. ERCOT Retail Market Guide Section 7.3, Inadvertent Gain Process
3. MarkeTrak User's Guide, Section 2

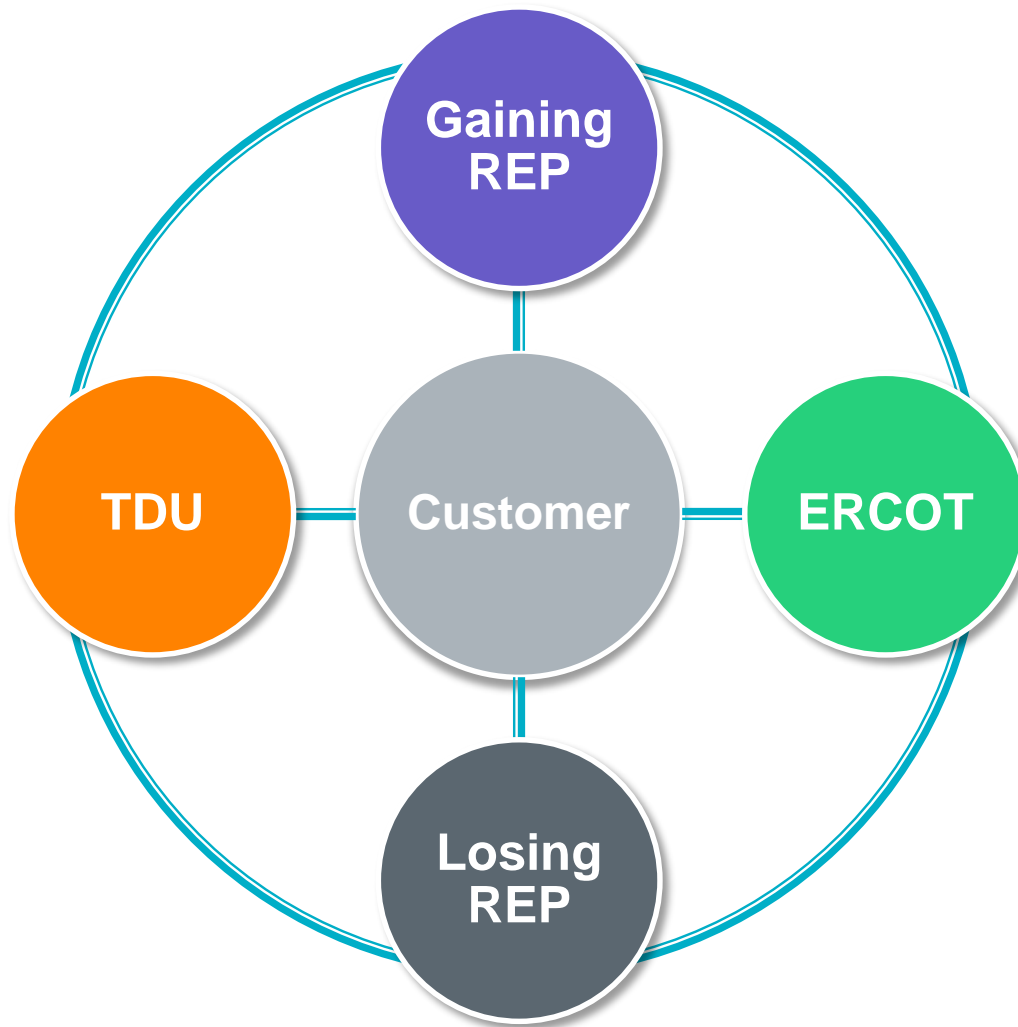


## How does an IAG occur?

An Inadvertent Gain or Loss can occur under various circumstances:

- Incorrect information provided by the Customer during enrollment – service address or ESI ID
- Incorrect information entered by the REP during enrollment
- Unauthorized enrollments – slamming
- Variety of different enrollment processes used by REPs

# Who does an IAG impact?



# How is the market impacted?

- **Customer**

- Confusion as to who is their REP
- Delayed Billing
- Possible Lights Out Situation
- Poor Customer Experience



- **Market**

- Most used MT Subtype -represents over 40% of all MTs
- One of the longest MT issues to resolve
- Can create distrust and confusion in the Market

- **Cost**

- Resource Commitments
- Consumption Write-offs
- IAG Fees from TDSPs



# Questions





MarkeTrak Training

# Customer Rescission Walkthrough

# Right of Rescission

## PUCT Subst. Rule 25.474(j) - Right of Rescission

A REP shall promptly provide the applicant with the terms of service document after the applicant has authorized the REP to provide service to the applicant and the authorization has been verified. For switch requests, the REP shall offer the applicant a right to rescind the terms of service without penalty or fee of any kind for a period of three federal business days after the applicant's receipt of the terms of service document. The provider may assume that any delivery of the terms of service document deposited first class with the United States Postal Service will be received by the applicant within three federal business days. Any REP receiving an untimely notice of rescission from the applicant shall inform the applicant that the applicant has a right to select another REP and may do so by contacting that REP. The REP shall also inform the applicant that the applicant will be responsible for charges from the REP for service provided until the applicant switches to another REP. The right of rescission is not applicable to an applicant requesting a move-in.

# Right of Rescission

## In other words ...

- Applicable to Switch requests only, not Move-Ins.
- **After receiving the Terms of Service**, Customer is allowed three (3) federal business days to rescind without penalty or fees from the Gaining REP.
- Ultimate goal is to return the Customer to their REP of choice **quickly and efficiently** with minimal inconvenience to the Customer.

# Rescission vs. Inadvertent Switch

- Strongly recommended that involved CRs share as much information as possible at the onset of issue creation to aid in resolution of Customer Rescission issue ***quickly and efficiently*** (e.g. Customer Name, Meter #, etc.)
- Although Customer Rescission is part of the Inadvertent Switch ‘family’ within the MarkeTrak tool, resolution of a Customer Rescission does not follow the same criteria nor follow the same completion timeline.
- The research and investigation normally pursued during resolution of an Inadvertent Switch is not utilized when resolving Customer Rescission.
- If/when the customer requests rescission (within the 3 federal business day window), the ‘losing’ REP must promptly regain the Customer – ***no questions asked.***



# Rescission vs. Inadvertent Switch

Handling of Fees/Charges Associated with IAG vs Rescission  
(per TDSP tariff):

	Customer Rescission	Inadvertent Gain/ Loss
Can CRs pass <u>TDSP fees</u> to customer?	No	<b>Yes</b> – TDSPs may charge Gaining CRs an IAG fee and/or pass-through charges. Gaining CRs <u>may choose</u> to pass these charges to the customer.
Can CRs pass <u>kWh usage</u> to customer?	No	<b>Yes</b> – because IAG reinstatement date can range from “DOL + 1” to “Date of MT submission +10”, Gaining CRs <u>may choose</u> to pass kWh charges (usage) to the customer.

# Customer Rescission Guidelines

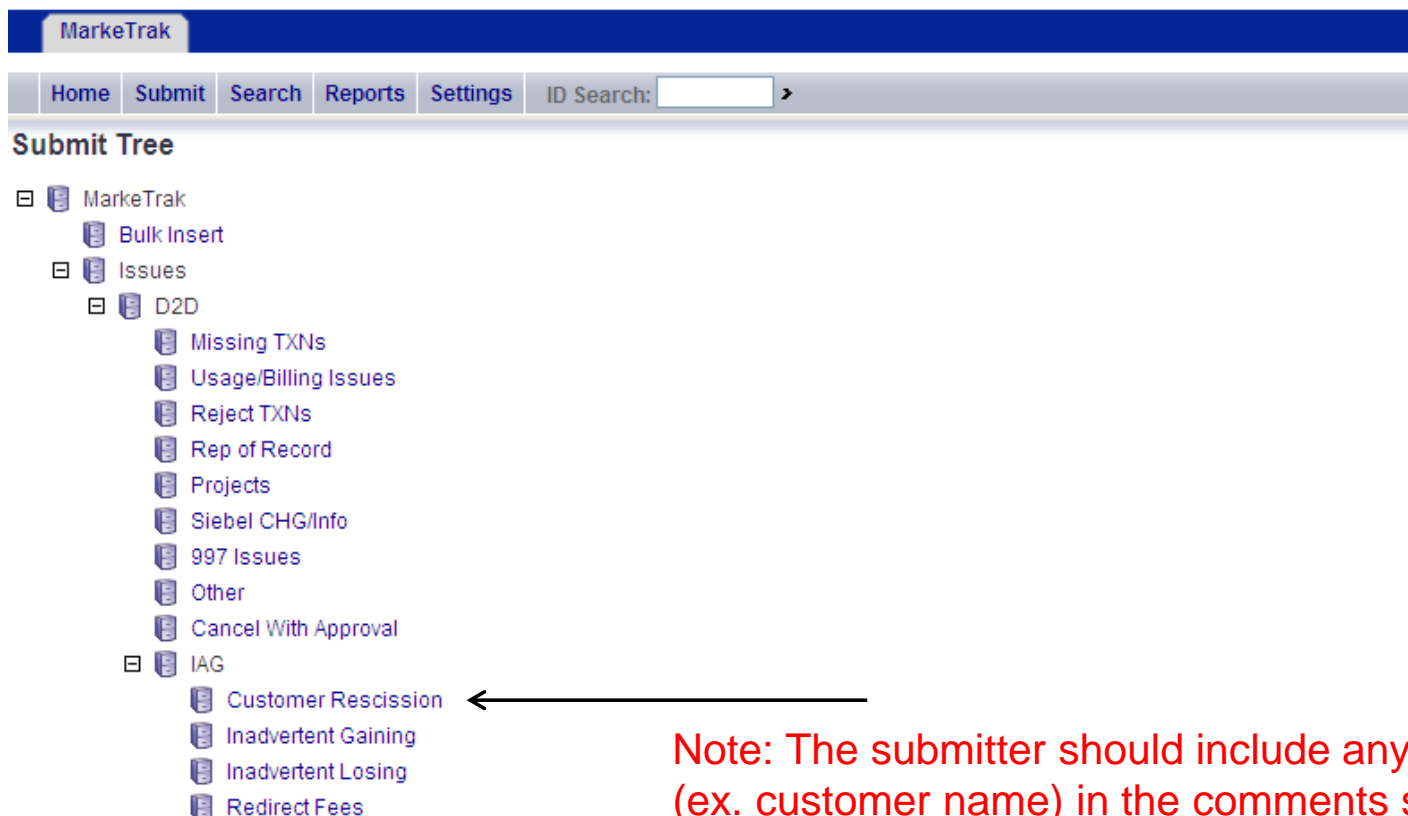
- Only the Gaining CR in a rescission scenario may utilize the rescission-based MarkeTrak process to initiate reinstatement of a customer to its original CR.
- In order for an issue to be submitted through this subtype, it must be submitted on or before the twenty-fifth (25th) calendar day following ERCOT's established First Available Switch Date (FASD).
- If a Customer Rescission issue has not been submitted within the specified timeframe above, the two CRs should work to resolve the rescission issue through the Inadvertent Gaining subtype.

# Completion Timeline for Customer Rescission

- Once a Customer Rescission MarkeTrak (MT) issue has been submitted, the losing CR has two (2) business days to agree to the Customer Rescission MT issue.
- Once the Transmission and/or Distribution Service Provider (TDSP) has updated the MT issue to “Ready to Receive”, the losing CR has another two (2) business days to send a backdated 814\_16, Move-In Request.

# Rescission Walkthrough – Gaining CR

1. The Gaining CR selects the Submit tab.
2. From the Submit Tree, select **Customer Rescission**.



Note: The submitter should include any details (ex. customer name) in the comments section which may expedite resolution of the issue.

# Rescission Walkthrough – Gaining CR

The following fields must be populated:

- ESI ID
- Original Tran ID
- Comments (Recommended)

The screenshot shows the MarkeTrak web application interface. At the top is a dark blue header with the 'MarkeTrak' logo. Below it is a navigation bar with buttons for 'Home', 'Submit', 'Search', 'Reports', and 'Settings', followed by an 'ID Search:' field with a dropdown arrow. Below the navigation bar are three buttons: 'OK', 'Cancel', and 'Reset Form'. To the right of these buttons is an 'Actions:' dropdown menu set to '(select one)' with a help icon. Below the navigation bar, the text 'Submit into: ERCOT Projects : MarkeTrak : Issues : D2D : IAG : Customer Rescission' is displayed. A section titled 'Issue Information' is expanded, showing a 'Title: Customer Rescission' field. Below this is an 'Assign To Pending?:' checkbox. The 'ESI ID:' field is required and has a red asterisk. The 'Original Tran ID:' field is also required and has a red asterisk. The 'TXN Date:' field is followed by a date format 'mm/dd/yyyy'. The 'Comments:' field is a large text area with a vertical scrollbar. There are several small circular icons with 'ADP' text scattered throughout the form fields.

MarkeTrak

Home Submit Search Reports Settings ID Search: >

OK Cancel Reset Form Actions: (select one) ?

Submit into: ERCOT Projects : MarkeTrak : Issues : D2D : IAG : Customer Rescission

Issue Information

Title: Customer Rescission

Assign To Pending?: ☐

\* ESI ID:

\* Original Tran ID:  TXN Date:  mm/dd/yyyy

Comments:

# Rescission Walkthrough - Validations

3. ERCOT validates ESI ID, submission timeframe and valid originating transaction.
4. Upon passing validation, MarkeTrak issue is created and ERCOT updates the issue with the following information:
  - Losing CR Name and Duns
  - TDSP Name and Duns
  - Gaining CR ROR = Y or N
  - Gaining CR Start Date
  - Regain Date – auto populated by ERCOT.  
(Gaining CR Start Date +1 calendar day)
5. MarkeTrak issue is assigned to the state of 'New (Losing CR)' with the Losing CR as the Responsible Party.  
**[Starts the 2 Business Day clock for Losing CR to Agree]**
6. Losing CR user selects 'Begin Working'.

# Rescission Walkthrough – Losing CR

7. MarkeTrak issue is assigned to the state of 'In Progress (Losing CR)' with the Losing CR as the Responsible Party.
8. Losing CR selects 'Send to TDSP'.

**[Implies “Agreement” & ends the 2 Business Day clock]**

The screenshot displays the MarkeTrak web application interface. At the top, there is a navigation bar with tabs for Home, Submit, Search, Reports, and Settings, followed by an ID Search field. Below this is a section titled 'Create Listing report' with a 'Back to Results' link. The main content area shows a customer rescission issue (ID: 440970) in the state of 'In Progress (Losing CR)'. A row of buttons includes 'Send To Gaining CR', 'Send To TDSP' (which is highlighted with a black arrow), 'Close', 'Unexecutable', 'Add Comment', 'Assign Owner', and 'Assign To Group'. Below the buttons is a section titled 'Issue Information' containing various fields and their values: Issue ID (440970), State (In Progress (Losing CR)), Title (Customer Rescission), ESI ID (ESIID0113123339MHOST), Original Tran ID (OTIDSW10113123446MHOST), GLOBPROCID (0000000000000000ESIID0113123339MHOSTOTIDSW10113123446MHOST), Premise Type (Residential), Siebel Status (Complete), Siebel Substatus, Last Siebel Status Retrieval Date (02/01/2012 10:58:28), Tran Type (814\_01), TXN Date, and Gaining MP (11111112, Test LSE2, CR).

# Rescission Walkthrough – TDSP

9. Issue is in a state of 'New (TDSP)' with TDSP as Responsible MP.
10. TDSP selects 'Begin Working'.
11. Issue is in a state of 'In Progress (TDSP)' with TDSP as Responsible MP.



# Rescission Walkthrough - TDSP

12. TDSP selects 'Ready to Receive'

**[Starts the 2 Business Day clock for Losing CR to submit BDMVI]**

The screenshot displays the MarkeTrak web application interface. At the top, there is a navigation bar with tabs for Home, Submit, Search, Reports, and Settings. An ID Search field contains the value 440970. Below the navigation bar, a section titled 'Back to Results' shows the issue details: 'Customer Rescission MarkeTrak Issue 440970: Customer Rescission - In Progress (TDSP)'. A row of buttons is visible, with 'Ready to Receive' highlighted by a black arrow. Other buttons include 'Send To Submitting CR', 'Request Updated Proposed Regain Date', 'Assign To Group', and 'Update Siebel Status/Substatus'. Below the buttons, an 'Issue Information' section lists various fields and their values:

Issue Information	
Issue ID:	440970
State:	In Progress (TDSP)
Title:	Customer Rescission
ESI ID:	ESIID0113123339MHOST
Original Tran ID:	OTIDSW10113123446MHOST
GLOBPROCID:	0000000000000000ESIID0113123339MHOSTOTIDSW10113123446MHOST
Premise Type:	Residential
Siebel Status:	Complete
Siebel Substatus:	
Last Siebel Status Retrieval Date:	02/01/2012 10:58:28
Tran Type:	814_01
TXN Date:	
Gaining MP:	111111112, Test LSE2, CR
Losing MP:	111111111, Retail TestLSE, CR
Submitting MD:	111111112, Test LSE2, CR

# Rescission Walkthrough – Losing CR

13. Issue is in a state of 'New (Losing CR Submit)' with the Losing CR as Responsible MP.
14. Losing CR selects 'Begin Working'.
15. Issue is in a state of 'In Progress (Submit Regaining)' with the Losing CR as Responsible MP.

# Rescission Walkthrough – Losing CR

16. Losing CR selects 'Provide Regaining BGN02'.

The screenshot displays the MarkeTrak web application interface. At the top, there is a navigation bar with tabs for Home, Submit, Search, Reports, and Settings. A search bar labeled 'ID Search:' contains the value '440970'. Below the navigation bar, a message reads 'Back to Results' and 'Customer Rescission MarkeTrak Issue 440970: Customer Rescission - In Progress (Submit Regaining)'. A row of buttons is visible, including 'Provide Regaining BGN02', 'Send To TDSP', 'Close', 'Add Comment', 'Assign Owner', and 'Assign To Group'. The 'Provide Regaining BGN02' button is highlighted with a red arrow. Below the buttons, there is a section titled 'Issue Information' containing various fields and their values.

Issue Information	
Issue ID:	440970
State:	In Progress (Submit Regaining)
Title:	Customer Rescission
ESI ID:	ESIID0113123339MHOST
Original Tran ID:	OTIDSW10113123446MHOST
GLOBPROCID:	0000000000000000ESIID0113123339MHOSTOTIDSW10113123446MHOST
Premise Type:	Residential
Siebel Status:	Complete
Siebel Substatus:	
Last Siebel Status Retrieval Date:	02/01/2012 10:58:28
Tran Type:	814_01
TXN Date:	
Gaining MP:	111111112, Test LSE2, CR
Losing MP:	111111111, Retail Test LSE, CR
Submitting MP:	111111112, Test LSE2, CR
TDSP Involved:	666666666, test TDSP company, TDSP

# Rescission Walkthrough – Losing CR

17. Losing CR populates all required information:

- Regaining Transaction Submit Date
- Regaining BGN 02

MarkeTrak

Home Submit Search Reports Settings ID Search: 440970 >

Provide Regaining BGN02 Customer Rescission MarkeTrak Issue 440970: Customer Rescission - (Auto)

OK Cancel Reset Form Actions: (select one) [v] [envelope] [help]

Issue Information

\* Regaining Transaction Submit Date: [text box] [calendar icon] mm/dd/yyyy hh:mm:ss \* Regaining BGN 02: [text box] [RBC icon]

Comments: New text added by RCC1 LSE-111111111:

[text area] [RBC icon]

08/01/2012 15:02:07 - RCC1 LSE-111111111:  
comments

# Rescission Walkthrough - Resolution

18. Issue is in a state of 'Regaining Transaction Submitted (PC)' with the Gaining (Submitting CR) as Responsible MP.
19. Once the regaining transaction (Backdated 814\_16 MVI) has been successfully sent by (Losing/Original CR), Siebel will automatically:
  - Check Regaining Transaction Siebel Status every 30 minutes using the BGN 02 from the new initiating transaction.
  - Update the issue with the current Regaining Transaction Siebel Status.
20. The issue will move to a state of 'Complete' with the Submitting MP as the Responsible Party once the Regaining Transaction Siebel Status is Complete.

**[Ends the 2 business day clock for the Losing CR]**

# Checkpoint Question #1

*Who can submit a Rescission MarkeTrak?*

- a) The Losing REP
- b) The Gaining REP

## Checkpoint Question #2

*In order to efficiently process a Rescission MT, the customer name should be stated in the comments.*

- a) True
- b) False

## Checkpoint Question #3

*A customer who has exercised their 'right of rescission' may receive fees from the Gaining REP.*

- a) True
- b) False



## Checkpoint Question #4

*Once the Losing REP has agreed to the Rescission, they have \_\_\_\_\_ days to submit the BDMVI.*

- a) 10 days
- b) 5 business days
- c) 2 business days
- d) 14 days

# Questions





MarkeTrak Training

# Inadvertent Gain (IAG) MarkeTrak Walkthrough

# Inadvertent Gain

An inadvertent issue begins upon the discovery of an Inadvertent Gain or Move-In transaction submission.

- Upon identification of an Inadvertent Gain, the CR will check the transaction status via the ERCOT MIS.
  - If transaction Status is **“In Review”** or **“Scheduled”** with a ‘key date’ > 1 day and the Inadvertent CR is the submitting CR, then the CR will cancel their submitting transaction by submitting an 814\_08 EDI cancel transaction.
  - For **“Completed”** or **“Scheduled”** status where the ‘key date’ is the same day, or if the CR is not the submitter of the transaction, the CR will log a MarkeTrak Inadvertent issue.

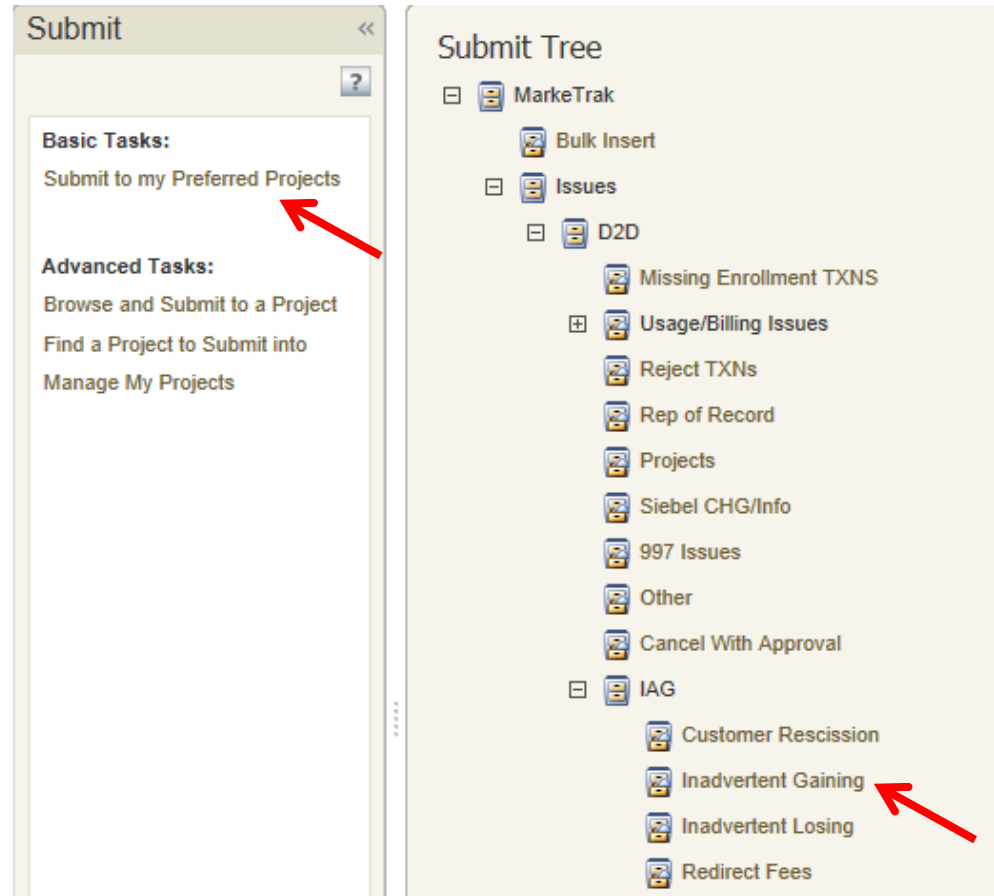
# Inadvertent Gain

- CR's will work together in a manner outlined in Section 7.2 of the Retail Market Guide (RMG) to determine appropriate resolution.
  - CRs, both Losing and Gaining Reps, must investigate the matter and **provide all necessary/relevant information – customer name, service address, meter number**
- If resolution requires a backdated move-in (BDMVI), the regain date should be **Date of Loss + 1 (DOL+1) or at the latest 10 days from the date the MarkeTrak was submitted** to avoid creating transaction business process exceptions at ERCOT and the TDSP.
  - The Losing Rep shall submit the BDMVI 814\_16 no later than 12 days after submittal of the MarkeTrak and shall be dated with the 'proposed regain date' as agreed in the MarkeTrak.

# Inadvertent Gain

Submitting an Inadvertent Gain – CR Submits as the Gaining CR

1. From the Submit Tree, select IAG – Inadvertent Gaining



# Inadvertent Gain

2. CR1 (Gaining/Original CR) will enter all required information.

- ESIID
- Original Tran ID – The original tran id of the other CR's enrollment. (BGN06 of the 814\_06).

Submit into: MarkeTrak : Issues : D2D : IAG : Inadvertent Gaining

OK Cancel


Issue Information

Title: Inadvertent Gaining


\* ESI ID: TESTESIID20170222 ABC ✓

\* Original Tran ID: TESTESIID20170222 ABC ✓

Tran Type: (None) ▼

TXN Date:    
mm/dd/yyyy

Assign To Pending?: ☐

Responsible MP: 799530915, Reliant Energy Retail Services, CR 

Issue Available Date: First Touched:

Comments: Wendy Day was inadvertently gained on (Date). We are asking the previous REP to reinstate this ESID back to their date of loss. ABC ✓

**CRITICAL:** The Comments field is technically optional; however, not providing the required information referenced in RMG Section 7.3.2(1) could result in a delay of issue resolution.

Please include any additional information in this box.

- Customer Name (Always)
- Meter Number (If available)
- Any other pertinent information that will help expedite resolution

3. Select OK to create the IAG – Inadvertent Gaining MarkeTrak Issue. The issue enters the state of New (ERCOT) and is visible only by the Submitting CR and ERCOT.

➤ **The Submitting CR has the option to Withdraw the issue at this point**

- 



# Inadvertent Gain

5. CR2 (Losing CR) will select Begin Working and Issue details and Investigate Market Conditions to determine the appropriate regain date.

Back to Results

**Inadvertent Gaining MarkeTrak Issue - 2650506: Inadvertent Gaining - New (Losing CR)**

Begin Working Withdraw Add Comment Assign Owner Assign To Group Update Siebel Status/Substatus Actions: [dropdown] [print] [email] [share]

State Change History Show All

State Change History				
<b>ng CR)</b> 9530915 3	<b>Send To Losing CR</b> Details... -799530915	<b>New (Losing CR)</b> 1733370281000 02/22/2017 09:24:19	<b>Assign Owner</b> Details... -1733370281000	<b>New (Losing CR)</b> 1733370281000 02/22/2017 10:21:49

Issue Information

Issue ID:	2650506
State:	New (Losing CR)
Title:	Inadvertent Gaining

- A. CR2 (Losing CR) will select Begin Working and Issue details and Investigate Market Conditions to determine the appropriate regain date.

# Inadvertent Gain

If CR2 (Losing/Original CR) determines that an Inadvertent Gain has NOT taken place, they have the option to select “Unexecutable” to stop the Inadvertent Gain process as outlined in Section 7.3.2.4 of the Retail Market Guide.

## 7.3.2.4 Valid Reject/Unexecutable Reasons

(1) The **Losing CR** may reject the return of an inadvertently gained ESI ID from the **Gaining CR** for one of the following reasons only:

- a) A new transaction has completed in the market, including, but not limited to the following transactions:
  - i. The 814\_16, Move In Request; or
  - ii. The 814\_01, Switch Request.

**Use “3rd Party CR has regained/transaction completed”**

The screenshot shows a web form titled "Issue Information". It contains a red asterisk followed by the text "Unexecutable Reason:". To the right of this text is a dropdown menu currently showing "(None)". Below the dropdown is a "Comments:" label followed by a text area. The dropdown menu is open, showing a list of options: "(None)", "Authorized Enrollment Confirmed", "Duplicate Issue", "3rd party CR has regained/transaction completed" (which is highlighted in blue), and "Other".

# Inadvertent Gain

## 7.3.2.4 Valid Reject/Unexecutable Reasons

(1) The **Losing CR** may reject the return of an inadvertently gained ESI ID from the **Gaining CR** for one of the following reasons only:

b) Duplicate Inadvertent Gaining issue in MarkeTrak for the same Customer on the same ESI ID.

*Use “Duplicate Issue”*

The screenshot shows a form titled 'Issue Information'. It has two main sections: '\* Unexecutable Reason:' and 'Comments:'. The '\* Unexecutable Reason:' dropdown is set to '(None)'. The 'Comments:' dropdown is open, showing a list of options: '(None)', 'Authorized Enrollment Confirmed', 'Duplicate Issue' (which is highlighted in blue), '3rd party CR has regained/transaction completed', and 'Other'.

### NOTE:

*“Authorized Enrollment Confirmed” and “Other” should not be used*

The screenshot shows a form titled 'Issue Information'. It has two main sections: '\* Unexecutable Reason:' and 'Comments:'. The '\* Unexecutable Reason:' dropdown is set to '(None)'. The 'Comments:' dropdown is open, showing a list of options: '(None)', 'Authorized Enrollment Confirmed' (which is highlighted in blue), 'Duplicate Issue', '3rd party CR has regained/transaction completed', and 'Other'.

# Inadvertent Gain

- B. If CR2 (Losing/Original CR) determines they will need more information from CR1 (Gaining CR), then they will need to select Send to Gaining CR. This transition allows both CR's to talk back and forth while transitioning the issue back and forth before a resolution is made.
- C. If CR2 (Losing/Original CR) determines that an Inadvertent Gain has taken place, they will select Send to TDSP, enter the proposed regain date, add comments and select “OK” to move the issue to the TDSP. A validation will occur on the Proposed Regain Date: Validate that the date is less than **“Submit Date” + 10 days**. If not the following error message will be displayed “Proposed Regain Date is greater than 10 Calendar days from the submittal of MarkeTrak Issue, please update with valid Proposed Regain date.”

**Inadvertent Gaining MarkeTrak Issue - 2650577: Inadvertent Gaining - Regaining Transaction Submitted (PC)**

Buttons: Complete, Send To TDSP, Add Comment, Assign Owner, Assign To Group, Update Regaining Transaction Siebel Status, Update Siebel Status/Submit Status

OK Cancel

124769063, CR  
183529049, ERCOT, ERCOT  
799530915, CR

Gaining MP Owner: 124769063, CR  
Losing MP Owner: 799530915, Retail Services, CR  
TDSP Involved Owner: (None)  
ERCOT Owner: Host-Admin-183529049, - 183529049, ERCOT, ERCOT  
Gaining CR ROR: Yes  
Regaining Transaction Submit Date: Gaining CR Start Date: 02/14/2017 00:00:00  
Regaining BGN Requested Date: Regaining BGN 02:  
Regaining Global ID: Regaining BGN Priority Code:  
\* Proposed Regain Date: mm/dd/yyyy hh:mm:ss  
Unexecutable Reason: (None)  
Invalid IAG Reason: (None)  
Issue Available Date: 02/22/2017 11:26:50  
Parent Issue Number:  
Gaining MP Group Number:

Comments: New text added by -Admin4-799530915:

# Inadvertent Gain

6. The TDSP will select Begin Working, investigate the issue details, then select one of the following:
- A. Ready to Receive** – The TDSP would select this transition to send the issue back to CR1 (Losing/Original CR). It is extremely important that CR1 (Losing/Original CR) wait for the TDSP to select Ready to Receive indicating TDSP's systems have been prepared to receive the Original MP's transaction before the EDI is actually sent. If not, the EDI will be rejected at the TDSP.
  - B. Send To Submitting CR** – The TDSP would select this transition if they needed further information from CR1 (Losing/Original CR).
  - C. Request Updated Proposed Regain Date** – The TDSP would select this transition if they do not agree with the proposed regain date that was provided. They would suggest a new date and send the issue back to CR1 (Losing/Original CR).



# Inadvertent Gain

7. CR2 (Losing/Original CR) will select Begin Working then select Provide Regaining BGN 02. CR2 (Losing/Original CR) will provide the Regaining BGN02 and then select “OK”. When the regaining transactions process into ERCOT’s registration system, the Regaining Transaction Submit Date, Regaining BGN Requested Date and Regaining BGN Priority Code will be auto-populated on the MarkeTrak issue.

Gaining CR ROR: No	
* Regaining BGN 02:	<input type="text"/> ABC ✓

8. All parties should continue to monitor MIS and internal systems for the successful delivery and completion of the EDI transaction being sent by CR1 (Losing/Original CR) to the Market to regain a premise and resolve the associated Inadvertent Gain MarkeTrak issue.
  - Once the regaining transaction has been successfully sent to the Market by CR2 (Losing/Original CR), Siebel will update the status automatically.

# Key Points to Remember

Provide as much information when opening Inadvertent Gain/Loss MarkeTrak in order to help facilitate quick resolution to the issue.

## **Suggested Information includes:**

- ✓ Customer Name (Always)
- ✓ Meter Number (If available)
- ✓ Any other pertinent information you may have that is crucial to help resolve issue.

## **Regain date should be:**

- ✓ Date of Loss (DOL) + 1
- ✓ Date of Loss (DOL) less than or equal to 10 days from date MT was submitted when gaining on a prospective basis.

# Valid Reject / Unexecutable Reasons

## 7.3.2.4 Valid Reject / Unexecutable Reasons

1. The **Losing CR** may reject the return of an inadvertently gained ESI ID from the Gaining CR for one of the following reasons only:
  - a) A new transaction has completed in the market, including, but not limited to the following transactions:
    - i. The 814\_16, Move In Request; or
    - ii. The 814\_01, Switch Request.
  - b) Duplicate **Inadvertent Gaining** issue in MarkeTrak for the same Customer on the same ESI ID.



# Valid Reject / Unexecutable Reasons

## 7.3.2.4 Valid Reject / Unexecutable Reasons (Con't)

2. The **Gaining CR** may reject returning an inadvertently gained ESI ID to the Losing CR for one of the following reasons only:
  - a) A new transaction has completed in the market, including, but not limited to the following transactions:
    - i. The 814\_16 transaction; or
    - ii. The 814\_01 transaction.
  - b) Duplicate **Inadvertent Losing** issue in MarkeTrak for the same Customer on the same ESI ID;
  - c) Gaining CR has confirmed with the Customer that the Customer's CR of choice is the Gaining CR:
    - i. Gaining CR has a valid enrollment with the same Customer and provides the Customer name, service address and meter number (if available) in the comments section of the MarkeTrak issue.
  - d) Customer has successfully completed an enrollment regarding the same ESI ID and the Gaining CR has the most recent effective date; or
  - e) In cases of Customer rescission, **Inadvertent Losing** MarkeTrak issue is rejected/unexecuted and a **Rescission** MarkeTrak issue is created

# Key Points to Remember: Invalid Reject Reasons

## 7.3.2.5 Invalid Reject / Unexecutable Reasons

The **Losing CR** shall not reject the return of an inadvertently gained ESI ID due to:

- a) Inability to contact the Customer;
- b) Past due balances or credit history;
- c) Customer no longer occupies the Premise in question;
- d) Contract expiration or termination;
- e) Pending TX SETs; or
- f) Losing CR serving the Premise under a Continuous Service Agreement (CSA).

# Checkpoint Question #1

*If a Losing CR receives an IAG MT and their customer does not occupy the premise, the Losing CR should Unexecute the IAG.*

- a) True
- b) False

## Checkpoint Question #2

*If a Losing CR has agreed to regain an ESI ID yet their customer at the time of the IAG no longer occupies the premise, the Losing CR may propose the following regain date:*

- a) DOL + 1
- b) Date of MT submittal + 10
- c) Either

## Checkpoint Question #3

*A back dated MVI (BDMVI) for an IAG must be submitted within \_\_\_\_\_ days.*

- a) 2 days of “ready to receive” status
- b) Date of MT submittal + 10
- c) 12 days of MT submittal
- d) 21 days

## Checkpoint Question #4

***A customer enrolled for service at the wrong apartment number. Their REP of choice should issue a MVO on the incorrect address and issue a MVI on the correct address.***

- a) True
- b) False

# Questions





MarkeTrak Training

# Verification & Reconciliation Process



# Verification & Reconciliation

All parties involved in any Inadvertent Gain related MarkeTrak issue ***should perform some sort of Verification and Reconciliation process.***

# Verification & Reconciliation

## In other words ...

- In addition to verifying that an Inadvertent Gain has actually taken place, also verify the state/status of the MT issue to determine what action needs to take place from either party.
- Verify the current status of the account to determine if there are any transactions that may impact the resolution of the issue.
- Perform a reconciliation of the transactions sent to the Market to ensure that the transactions are being sent, received and processed successfully as agreed upon by all parties.
- Ultimate goal is to return the Customer to their REP of choice **quickly and efficiently** with minimal inconvenience to the Customer.

# CR Verification & Reconciliation

All parties have a role in researching IAGs on their end, however for the Losing CR/Original, the following verification process can assist in making the resolution of an Inadvertent Gain MarkeTrak run smoothly when the following checks are performed:

- ☑ Any Subsequent transactions in the Market?
  - Yes – STOP the transaction if possible by submitting an 814\_08, Cancel Request (or “Cancel w/Approval” MarkeTrak).
  - No – Proceed to the next step
- ☑ Any Holds?
  - Yes – Submit 650\_01 to remove any Holds
  - No – Proceed to the next step
- ☑ Proposed Regain Date  $\leq$  Gaining CR Start Date?  
(Proposed Regain Date: no greater than 10 days from MT submittal date)
  - Yes – Update “Proposed Regain Date”
  - No – Proceed by “Send to TDSP”

# TDSP Verification & Reconciliation

When received by the TDSP, the issue goes through a verification process similar to the CR process. Once those preliminary checks are made, the TDSP will go on to perform the following steps:

- ☑ Check for Permit Requirements and override if any exist
- ☑ Add ESI ID, Original CR and Proposed Regain Date to the TDSP system to allow a backdated MVI and verify loaded correctly
- ☑ Update MarkeTrak issues with comments indicating readiness
- ☑ Press the “Ready to Receive” button which will move the issue to a state of New Losing CR (Submit)
- ☑ Review the Critical Care status of the account

# CR Verification & Reconciliation

Once the TDSP completes their portion of the research, the issue is sent back to the Losing CR/Original who will send an EDI transaction (Backdated MVI) and thus more verification will need to take place:

- ☑ Ensure that the MarkeTrak issue is in a State of “New (Losing CR Submit)”
- ☑ Any Subsequent transactions in the Market?
  - Yes – Cancel W/Approval if possible
  - No – Proceed
- ☑ Send EDI for the Proposed Regain Date that the Original CR entered within the issue
- ☑ Verify the EDI was processed successfully by consulting the ERCOT Market Information System (MIS) as well as any internal systems used for verifying transactions.

# Final CR Verification & Reconciliation

- ☑ The backdated MVI can be verified as successful per the receipt of an 814\_05 Accept
- ☑ Add the Regaining BGN information into the MarkeTrak issue only after verifying that it was successfully received
- ☑ **DO NOT** click the “Send to TDSP” transition as this will prevent the issue from Auto-completion
- ☑ **DO NOT** transition the MarkeTrak back to the TDSP to ask questions or to get updates on an IAG once the TDSP confirms readiness for the BDMVI. Please utilize the e-mail functionality in MarkeTrak to address all questions and concerns after this point.

# Checkpoint Question #1

*Once an IAG situation has been discovered it is the responsibility of both the Gaining and Losing CR to verify if there are any new MVI/Switch or MVO transactions pending for the impacted ESI ID.*

- a) True
- b) False

## Checkpoint Question #2

*Although the RMG officially states a back dated MVI (BDMVI) for an IAG must be submitted within 12 days of MT creation, in order to lessen the possibility of a new transaction being sent to the market, what is considered the best practice for Losing CR's to submit their BDMVI?*

- a) As soon as the TDSP updates the MarkeTrak giving the Losing CR the ok to send the BDMI
- b) Whenever it becomes convenient to do so
- c) 12 days of MT submittal as the RMG states



## Checkpoint Question #3

*If either the Losing CR or the Gaining CR discovers they are unable to communicate with the other party to move the IAG regaining process forward, what resource is available to both CR's to re-engage communication with the other CR?*

- a) Contacting ERCOT to intervene
- b) Contacting the TDSP to intervene
- c) Using the MarkeTrak Rolodex tool to identify escalation contacts within the non communicating CR's organization

# MarkeTrak Training





MarkeTrak Training

# Common IAG Issues, Best Practices, & Quick Tips

# MVO vs IAG

## Issue:

MVO's are incorrectly being submitted for IAG situations

## Solution:

CR's **SHOULD NOT** issue MVOs for ESI IDs when IAG situations occur and/or while the MarkeTrak IAG/IAL process is in progress.

## Best Practices:

Ask probing questions to ensure proper customer action is taken. (i.e. “Do you currently live here?”; “Was the original address given incorrect?”)

# 3rd Party Transactions

## Issue:

3rd party transaction has occurred, nullifying the IAG MarkeTrak therefore causing the Gaining CR to be left with charges they may not be able to recover.

## Solution:

Utilize the applicable market approved process to regain a lost ESI ID via MarkeTrak. Educate the customer as to what the process entails and set proper expectations with the customer.

## Best Practices:

Identify IAGs in progress for ESI IDs by:

- Identifying IAGs on daily basis utilizing ERCOT MarkeTrak reporting or notification
- Flagging within your own system the ESI IDs that have been IAG/IAL to ensure subsequent transactions are not submitted to the market until the IAG is completed.
- Timely resolution of IAG/IAL MarkeTraks

# Non-timely resolution of IAG's

## Issue:

MTs and/or Escalated MTs are not receiving responses or being completed in a timely manner

## Solution:

Market participants should update their “rolodex” with the appropriate escalation contacts

## Best Practices:

- Designate one of the escalation contacts as a departmental mailbox instead of an individual
- Audit the Rolodex list on Quarterly basis

## *Expected level of performance:*

- After 3 calendar days if a MarkeTrak issue remains in “New Status” an automatic escalation email is generated.
- Initial Response – 10 calendar days
- Updating the issue thereafter – 7 calendar days
- Per 7.3.2.3.1 “Reinstatement Date” - The Backdate MVI must be sent No later than 12 days after the submittal of the Inadvertent MarkeTrak

# No Current Occupant

## Issue:

Losing REP responds to an IAG indicating “their customer no longer occupies the premise” and attempts to ‘unexecute’ the IAG MT issue.

## Solution:

“Customer no longer occupies the Premise” is NOT a valid reason for unexecuting MT (RMG 7.3.2.5 Invalid Reject/Unexecutable Reasons)

## Best Practice:

Losing REP must regain ESI ID and initiate a “current occupant” process

➤ **Reference: PUCT Subst. R. 25.489(i)**

# Switch Hold on IAG

## Issue:

A switch hold is active on account which has been identified as having an IAG

## Solution:

When IAG is submitted and accepted, the switch hold should be removed in order prevent BDMVI from being rejected and any delay in completing the MarkeTrak

## Best Practice:

When working IAL/IAG issues identify if your ESI ID currently has a Switch Hold active and remove as needed



# Questions





MarkeTrak Training

## IAG / IAL Reporting

# Monthly IAG/IAL Reporting

## What information is reported?

- Monthly IAG/IAL Statistics
- Top 10 Monthly – IAG/IAL
- Top 10 – 12 Month Average IAG/IAL
  - % of the aggregated totals for the last 12 months
- Explanation of the IAG/IAL Stats
- Top REPs – 12 Month Average Rescission
  - % of the aggregated totals for the last 12 months
- Explanation of Rescission Stats
- 18 Month Running Market Totals

# January 2018 – IAG / IAL Statistics

**Total IAG+IAL % of Total Enrollments: 1.06%**

**IAG/IAL % Greater Than 1% of Enrollments**

**Total IAG+IAL Count: 1,911**

**IAG/IAL % Less Than 1% of Enrollments**

**Total IAG+IAL Count: 1,492**

## Retail Electric Provider Counts

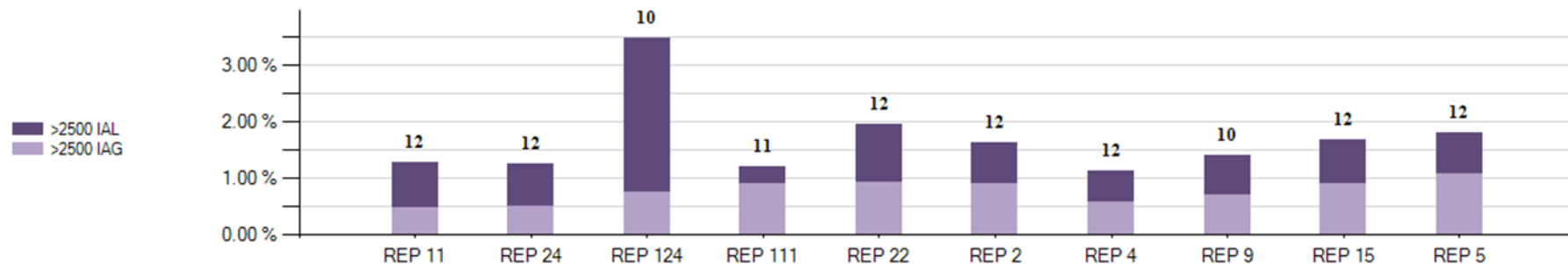
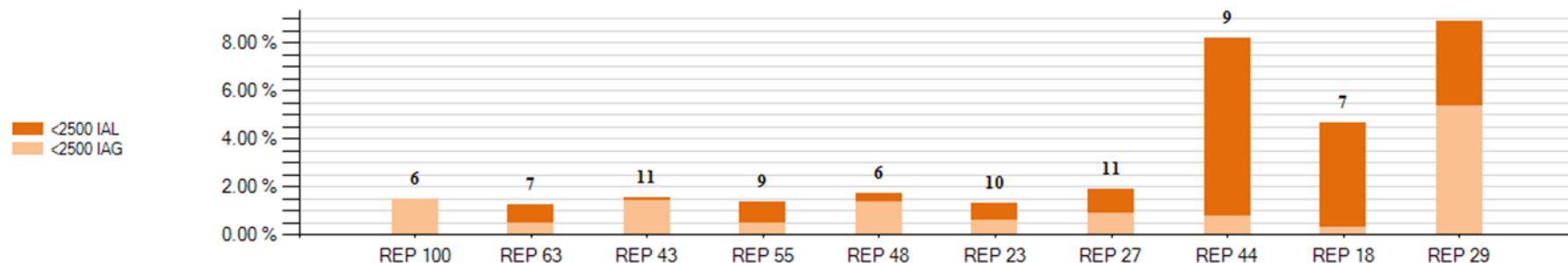
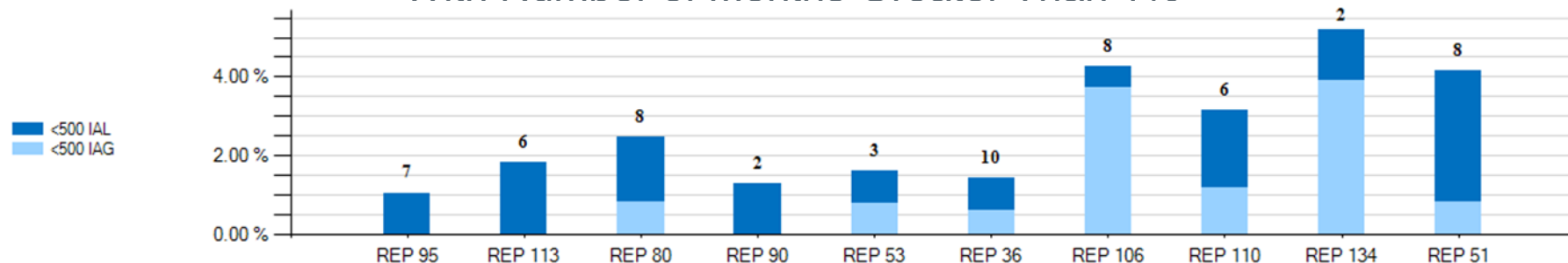
Enrollment Total	Percent of Enrollments Resulting in IAG/IAL			
	.00% to .25%	.26% to .50%	.51% to .75%	.76% to 1.00%
<= 500	1	6	4	0
> 500 and <= 2500	4	4	6	5
> 2500	1	2	6	7

The above chart shows a count of REPs whose IAG/IAL percentage of their total enrollments is below 1%.

- Blue row shows counts of REPs that have less than 500 total enrollments by their % ranges
- Orange row shows counts of REPs that have between 500 and 2500 total enrollments by their % ranges
- Purple row shows counts of REPs that have greater than 2500 total enrollments by their % ranges

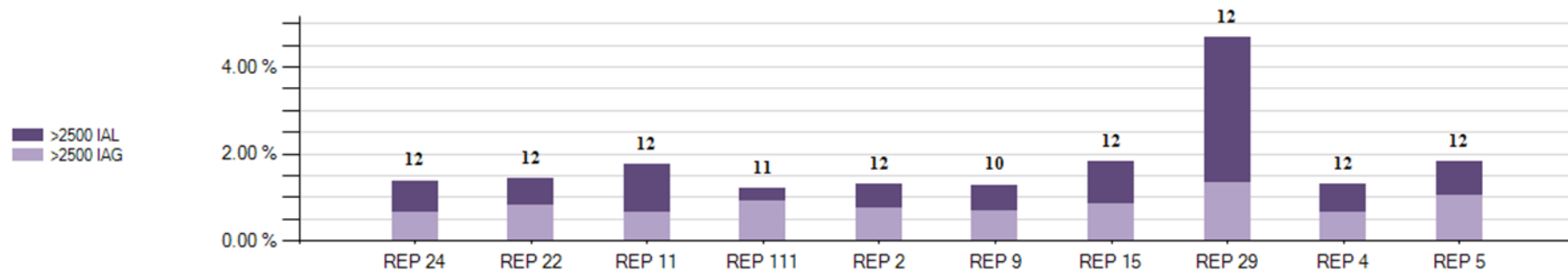
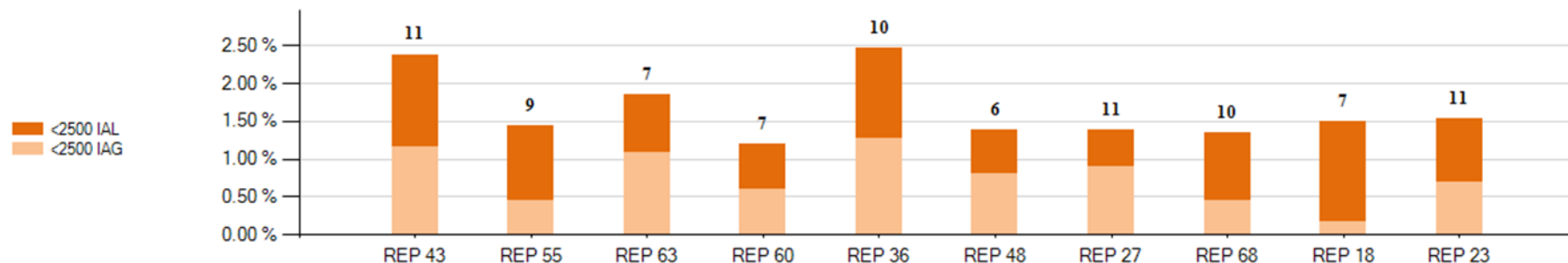
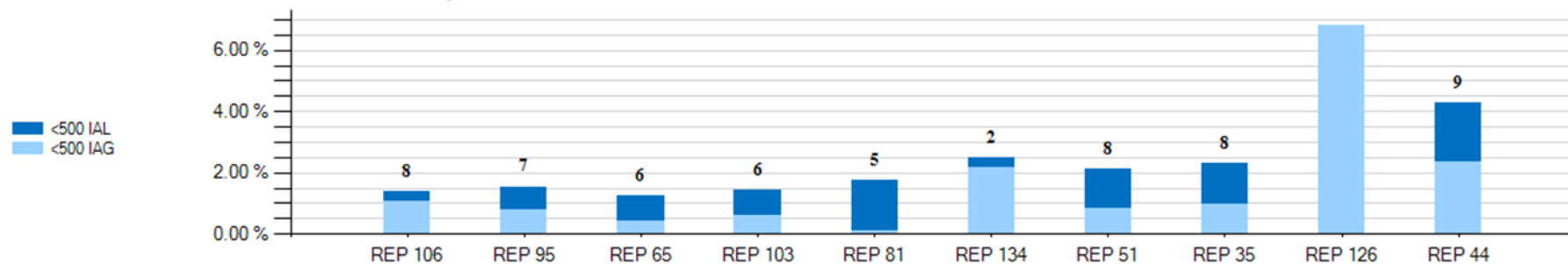
# 2018 January – IAG / IAL Statistics

Top 10 – January 2018 – IAG / IAL % Greater Than 1% of Enrollments  
With Number of Months Greater Than 1%



# 2018 January – IAG / IAL Statistics

Top 10 - 12 Month Average IAG / IAL % Greater Than 1% of Enrollments  
thru **January 2018** With Number of Months Greater Than 1%

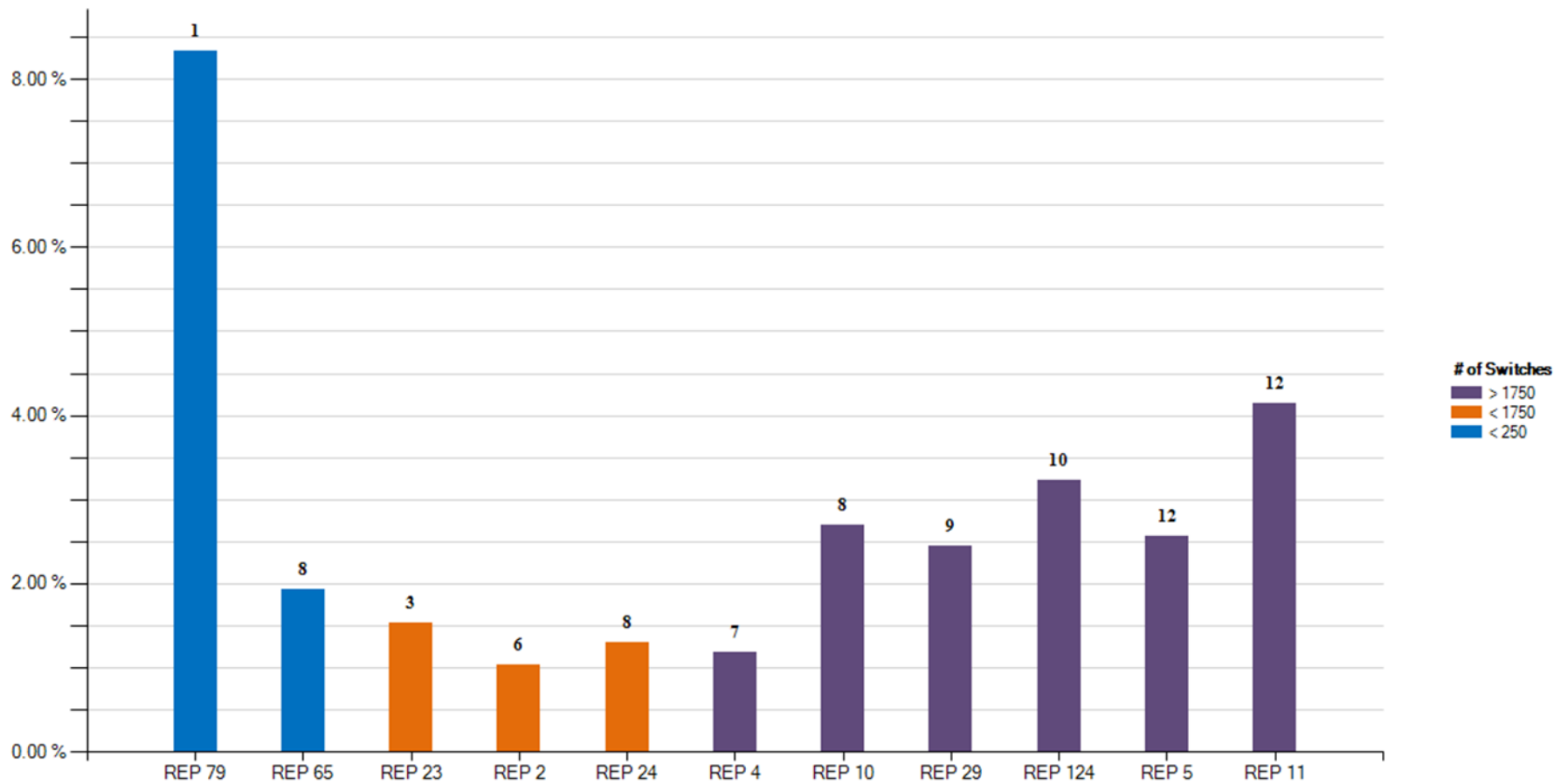


# Explanation of IAG / IAL Slides Data

- ▶ **Slide 88 charts show the top 10 REPs whose IAG/IAL percentage of their total enrollments is above 1%.**
  - The blue chart shows enrollment totals of less than 500 for the month being reported
  - The orange chart shows enrollment totals between 500 and 2500 for the month being reported
  - The purple charts show enrollment totals of over 2500 for the month being reported
  - REPs with the lowest AG/IAL totals start on the left, and move to the highest counts on the right
- ▶ **Slide 89 charts show the top 10 REPs whose 12 month average IAG/IAL percentage of their total enrollments is above 1%.**
  - The blue chart shows enrollment total averages of less than 500 for the month being reported
  - The orange chart shows enrollment total averages between 500 and 2500 for the month being reported
  - The purple charts show enrollment total averages of over 2500 for the month being reported
  - REPs with the lowest IAG/IAL averages start on the left, and move to the highest counts on the right
  - Number labels represent the number of months the REP has been over 1% during the 12 month period

# 2018 January – Rescission Statistics

Top - 12 Month Average Rescission % Greater Than 1% of Switches  
thru **January 2018** With number of months Greater Than 1%





# Explanation of Rescission Slide Data

## NOTE:

A 10% chart range limit has been set. REPs data points that exceed 10% will be bordered in yellow. Please see the spreadsheet for actual percentages of these REPs.

- ▶ **Slide 91 charts show the top REPs whose 12 month average Rescission percentage of their total Switches is above 1%.**
  - The blue shades show switch totals of less than 250 for the month being reported
  - The orange shades show switch totals between 250 and 1750 for the month being reported
  - The purple shades show switch totals of over 1750 for the month being reported
  - The REPs with the lowest count of rescission totals start on the left, and move to the highest counts on the right
  - Number labels represent the number of months the REP has been over 1% during the 12 month period

# 18 Month Running Market Totals

	Enrollments			IAG, IAL, Rescission					Days to Resolution		
Month	SWI	MVI	Total	IAG	IAL	Rescission	IAG, IAL, Res Total	Overall %	IAG	IAL	Rescission
2016-08	86,656	268,781	355,437	2,188	1,389	819	4,396	1.24%	8	12	7
2016-09	67,323	231,999	299,322	1,857	1,229	731	3,817	1.28%	8	12	7
2016-10	64,452	220,958	285,410	1,836	1,160	726	3,722	1.30%	9	12	7
2016-11	56,202	201,714	257,916	1,974	1,147	728	3,849	1.49%	10	13	8
2016-12	66,556	196,236	262,792	1,885	1,211	767	3,863	1.47%	11	14	13
2017-01	87,140	202,612	289,752	1,930	1,350	1,094	4,374	1.51%	9	13	11
2017-02	66,875	201,984	268,859	1,617	1,328	885	3,830	1.42%	10	13	10
2017-03	71,809	229,868	301,677	1,951	1,476	730	4,157	1.38%	10	12	9
2017-04	71,769	197,865	269,634	1,635	1,490	731	3,856	1.43%	10	13	8
2017-05	130,828	237,611	368,439	2,169	1,582	815	4,566	1.24%	10	14	11
2017-06	108,784	257,759	366,543	2,068	1,721	776	4,565	1.25%	12	16	11
2017-07	84,059	252,360	336,419	1,970	1,434	641	4,045	1.20%	11	15	9
2017-08	84,134	258,046	342,180	1,947	1,545	669	4,161	1.22%	13	16	11
2017-09	79,502	244,511	324,013	1,817	1,648	716	4,181	1.29%	11	15	9
2017-10	78,096	236,397	314,493	1,739	1,706	705	4,150	1.32%	12	17	10
2017-11	77,860	207,921	285,781	1,604	1,484	740	3,828	1.34%	12	18	11
2017-12	60,560	238,340	298,900	1,541	1,437	549	3,527	1.18%	12	16	11
2018-01	88,933	230,409	319,342	1,759	1,644	754	4,157	1.30%	11	14	9

# How can we drive efficiency? *Reporting*

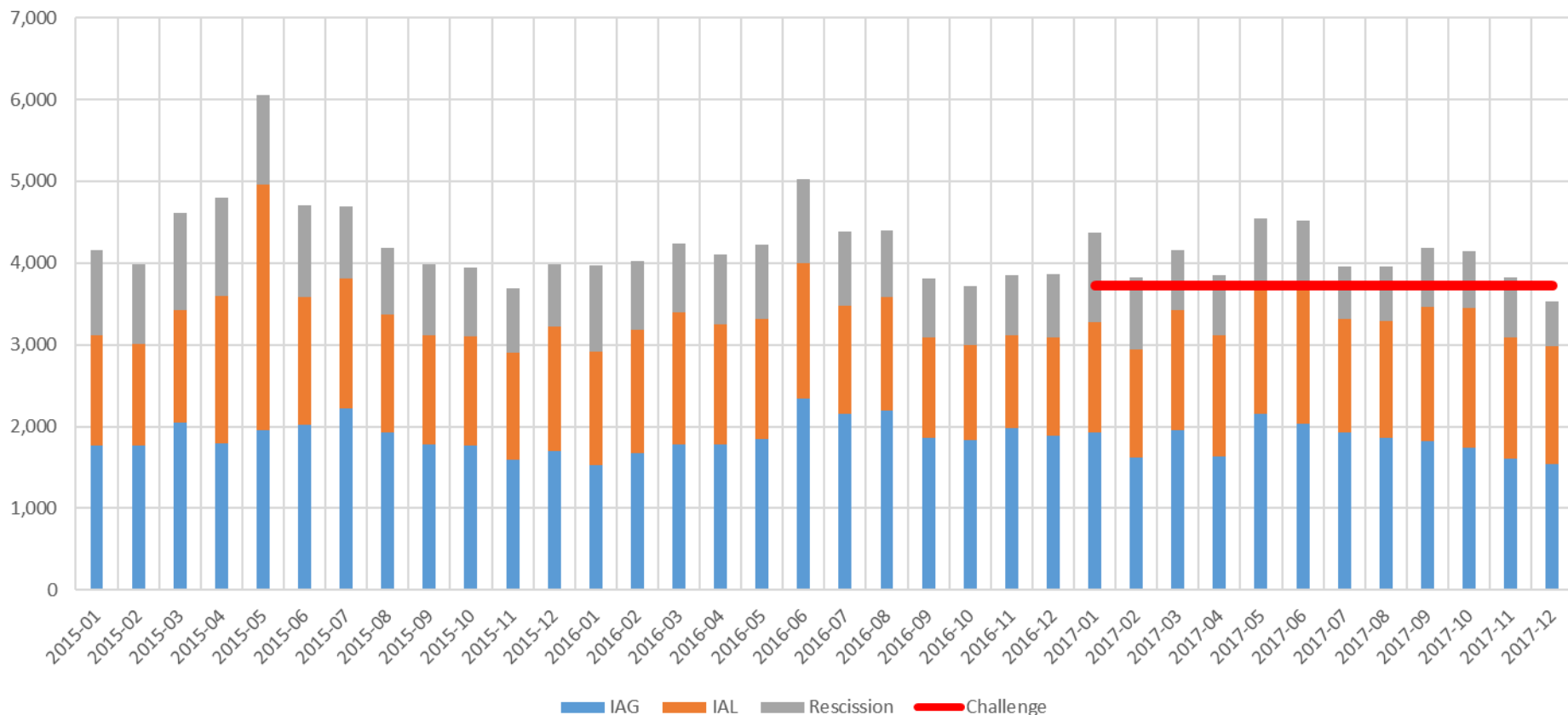
Reporting to measure success ... **New format!!**

## Impact by REP

- ▶ % of IAG/IALs to total enrollments by REP
- ▶ Each REP is assigned a REP # - this # won't change
- ▶ Enrollments are MVIs+SWIs for IAG/IALs
- ▶ For Rescissions, enrollments are SWIs only
- ▶ IAG/IAL totals & % are calculated using the counts of the acknowledged Inadvertent Gaining REP only for both IAG & IAL issues.
  - If the Gaining REP in a submitted IAL issue does not agree they are the Gaining REP, that issue will not be counted
  - The Losing REP is not represented in any of the totals or % in any data
- ▶ Two month lag in reporting to allow for IAG/IALs to be tied to enrollment transaction
  - MVI sent in November that resulted in an IAG MT submitted in December, will be reported on the % IAG/IAL total for November

# Market Challenge

Issue Counts - Valid Inadvertent Issues by Month of Enrollment - **MARKET CHALLENGE**



## CHALLENGE:

- ✓ **Reduce issue count by 10% !!**
- ✓ **Drive % of enrollment volume to below 1.5% !!**

# Market Challenge

Together we can make it a ...

# Great Customer Experience



# Checkpoint Question #1

*An Inadvertent Loss MT submitted by the Losing REP will count toward which REP's % total?*

- a) The Losing REP
- b) The Gaining REP

## Checkpoint Question #2

*The assigned REP's # on the IAG report will change each month.*

- a) True
- b) False

## Checkpoint Question #3

***Driving down the number IAGs / IALs / Rescissions in the market will result in which of the following:***

- a) Fewer customer complaints
- b) Improved customer experience
- c) Addressing customer issues faster
- d) Fewer back-off resources
- e) All of the above



# Questions





MarkeTrak Training

# GUI and Background Reporting

# MarkeTrak GUI Reporting

- MarkeTrak contains a vast amount of reporting options. Report types include Distribution, Trend, Duration, Change History, Multi-View, Summary and most commonly Listing Reports. A thorough explanation of each of these report types is available via the Help option.
- To access help information regarding reporting in MarkeTrak:
  - Select the Help link from the toolbar
  - Click in the Search text box in the upper right corner of the screen
  - In the text box type Creating Report
  - Select the Title hyperlink for the report you want to create

**Search**

Enter one or more keywords to search. Note that '\*' and '?' wildcards are supported.

Create Report  Results per page: 10 ▾

Match: ☐ any search words ☒ all search words

**Search results for: Create Report**

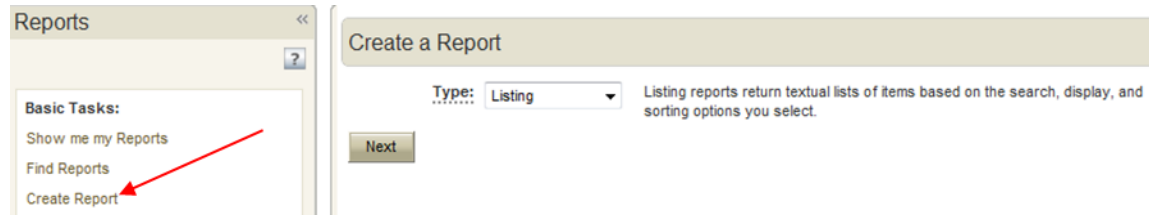
66 results found containing all search terms.

7 pages of results.

- 1. [Drill Through Reports](#)**  
Drill Through Reports Drill Through reports are a collection of a driver report and sub-reports that are tied together based on defined rules. The...  
Terms matched: 2
- 2. [Multi-Table Reports](#)**  
Multi-Table Reports Multi-Table System Fields reports enable you to query system fields to list items from multiple primary and auxiliary tables. ...  
Terms matched: 2
- 3. [Summary Reports](#)**  
Summary Reports Summary reports provide a summarization of data in selected fields. For example, you can create a Summary report that returns the ...  
Terms matched: 2
- 4. [Advanced Distribution Reports](#)**  
Advanced Distribution Reports Distribution reports summarize categories of items. For example, you can create a report totaling the type of primar...  
Terms matched: 2
- 5. [Multi-View Reports](#)**

# MarkeTrak GUI Reporting

- Creating a Report
  - Users can create and save ad hoc reports through the Create a Report option accessed from the Reports tab.



- The screen below will appear after selection of Create a Report, Type: Listing as indicated above. Select Columns to Display: is a complete population of fields available to the user based on privileges and functions like the 'Select' statement of an SQL statement. Multiple fields can be selected to return in the result set and moved into the request via the left and right arrows.



# MarkeTrak GUI Reporting

- Sample Report: 'Issues Over 5 Days Not Touched'
  - Select Columns to Display:

The screenshot shows the 'Content' section of the MarkeTrak GUI. It includes a 'Report Project:' dropdown menu set to 'MarkeTrak', with links for 'Show My Projects' and 'Manage My Projects'. Below this is a 'Joins:' section with an 'Add' button. The 'Select Columns to Display:' section features two lists of fields. The left list contains: 'Usage for Time Period', 'Usage Loaded for Date Requested', 'Usage Matches Date Requested', 'Validate Evaluation Window', 'Weather Zone', 'ZIP', '( Calculated Field 1 ) (Selected)', and '( Calculated Field 2 )'. The right list contains: 'Issue ID', 'State', 'Owner', 'Sub-Type', 'Last Modified Date', and '( Calculated Field 1 )'. Arrows between the lists indicate the ability to move fields between the two sets.

- Select Filter Criteria:

The screenshot shows the 'Search Filter' section of the MarkeTrak GUI. It includes three checkboxes: 'Include Items from Sub-projects' (checked), 'Show Search Filter In Results' (unchecked), and 'Limit selections using field dependencies and project selections' (unchecked). Below these is the 'Field Specification' section, which has a 'Fields' dropdown menu set to 'Last Modified Date', an 'Operator' dropdown menu set to '<', and a 'Field Values' input field set to 'Minus 5'. A 'Date/Time Keywords' button is visible next to the input field. A tooltip for the button shows '(Enter Criteria)' and '(Query At Runtime)'. To the right, a separate window titled 'Date/Time Keywords - ...' is open, displaying a list of keywords: 'Startof\_nextyear', 'Endof\_nextyear', 'Plus 7', 'Minus 7', 'Plus 30', 'Minus 30', 'Plus 365', and 'Minus 365'.

# MarkeTrak GUI Reporting

- Sample Report – ‘Issues Over 5 Days Not Touched’
  - Filter Criteria Cont.:

The screenshot displays the 'Search Filter' window in the MarkeTrak GUI. The window is titled 'Search Filter' and contains several sections:

- Include Items from Sub-projects:** A checked checkbox.
- Show Search Filter In Results:** An unchecked checkbox.
- Limit selections using field dependencies and project selections:** An unchecked checkbox.
- Last Modified Date < 'Minus 5':** A text input field.
- and**
- Active/Inactive = Active:** A text input field.
- Field Specification:** A section with a 'Fields' dropdown menu set to 'State', an 'Operator' dropdown menu set to 'not in', and a 'Field Values' text input field containing 'Enter value to find here'. A 'Find' button is next to the input field.
- OK** and **Cancel** buttons.
- Add**, **Remove**, and **Modify** buttons, followed by the word 'Advanced'.
- Sorting:** A section with a dropdown menu.

Below the 'Search Filter' window, the main report area displays the following criteria:

- Responsible MP in 111111111, Retail TestLSE, CR
- and
- Last Modified Date < 'Minus 5'
- and
- Active/Inactive = Active
- and
- State not in Agreement Reached (PC), Cancelled (PC), Invalid IAG, Pending Complete, Regaining Transaction Submitted (PC), Return to Losing CR (PC), Unable To Cancel (PC), Unexecutable (PC)

At the bottom of the main report area, there are **Add**, **Remove**, and **Modify** buttons, followed by the word 'Advanced'.

# MarkeTrak GUI Reporting

- Sample Report – ‘Issues Over 5 Days Not Touched’
  - Additional Options: Calculated Field

The screenshot displays the 'Additional Options' panel in the MarkeTrak GUI Reporting interface. The panel is titled 'Additional Options' and contains several sections for configuring report options.

**Add Column of Linked Data:**

- ☐ Include Linked Files from Attachments
- ☐ Include Linked Notes
- ☐ Include Linked URLs from Attachments
- ☐ Include Linked Items

**Add Columns of Calculations:**

Column: Days over 5 = Now - Last Modified Date

Column: = +

**Display:**

- ☐ Hide Project Titles
- ☐ Remove line breaks from memo/text fields

Footer:

Font Size: Small (Default)

Optional HTML Template: (default)

**Report Item Type:** MarkeTrak Issues

# MarkeTrak GUI Reporting

- Sample Report – ‘Issues Over 5 Days Not Touched’
  - Results:

10/20/2014 14:26:07

Now showing MarkeTrak Issues 1 - 7 of 7      Sorted by: Sub Types (Hierarchy)

MarkeTrak > Issues > D2D > Missing Enrollment TXNS						
	Issue ID ◇	State ◇	Owner ◇	Sub-Type ◇	Last Modified Date ◇	Days over 5 ◇
<input type="checkbox"/>	1996097	New	Unknown Unknown	Missing Enrollment TXNS	06/05/2013 19:57:29	501 18:28:38

MarkeTrak > Issues > D2D > Cancel With Approval						
	Issue ID	State	Owner	Sub-Type	Last Modified Date	Days over 5
<input type="checkbox"/>	1974057	In Progress	RCC1 LSE-Admin-111111111	Cancel with Approval - TDSP	10/05/2014 10:59:14	15 3:26:53

MarkeTrak > Issues > D2D > IAG > Customer Rescission						
	Issue ID	State	Owner	Sub-Type	Last Modified Date	Days over 5
<input type="checkbox"/>	2227722	New (Losing CR Re-Submit)	Prod VerTest1-111111111	Customer Rescission	08/17/2014 15:12:55	63 23:13:12

MarkeTrak > Issues > D2D > Safety Net Order						
	Issue ID	State	Owner	Sub-Type	Last Modified Date	Days over 5
<input type="checkbox"/>	1878653	In Progress (Assignee)	RCC1 LSE-Admin-111111111	Safety Net Order	12/19/2012 15:47:54	669 21:38:13

MarkeTrak > Issues > D2D > Market Rule						
	Issue ID	State	Owner	Sub-Type	Last Modified Date	Days over 5
<input type="checkbox"/>	2190044	In Progress (Assignee)	Prod VerTest1-111111111	Market Rule	06/11/2014 09:34:15	131 4:51:52
<input type="checkbox"/>	2211176	In Progress (Assignee)	RCC1 LSE-Admin-111111111	Market Rule	07/17/2014 13:00:11	95 1:25:56



# MarkeTrak GUI Reporting


- Sample Report – Multi-View
  - From the Reports pane select 'Other Reports' from the Type drop down field

The screenshot displays the ERCOT MarkeTrak web application interface. At the top, the ERCOT logo and 'MarkeTrak' title are visible, along with navigation links for 'Home' and 'Applications'. Below this is a header bar with tabs for 'MarkeTrak', 'Defect Tracking', and 'MarkeTrak Admin'. A welcome message for 'Tammy Stewart-Admin-183529049' and an 'ID Search...' field are present. The main content area is divided into two panes. The left pane, titled 'Reports', contains a list of tasks under 'Basic Tasks' (Show me my Reports, Find Reports, Create Report) and 'Advanced Tasks' (Browse Application Reports, Browse Multi-View Reports, External reports). The right pane, titled 'Create a Report', features a 'Type:' dropdown menu with options: 'Other reports...', 'Distribution', 'Duration', 'Listing', 'Trend', and 'Other reports...'. A mouse cursor is pointing at the bottom 'Other reports...' option. To the left of the dropdown is a 'Next' button. To the right of the dropdown, a text box explains: 'Listing reports return textual lists of items based on the search, display, and sort options you select.'

# MarkeTrak GUI Reporting

- Sample Report – Multi-View
  - Select 'Multi-View' from the Type drop down field

MarkeTrak Admin

ID Search... 

Quick I


Create Advanced Report

**Report Item Type:**

**Report Project:**   
[Show My Projects](#) | [Manage My Projects](#)

**Type:**  Change History reports can search for changes to fields and items, or changes made by specific users, and provide a list of changes made to items.

- Change History
- Deleted Items
- Details
- External
- Multi-Table
- Multi-View**
- State Change
- Version Control Actions
- Drill Through



# MarkeTrak GUI Reporting

- Sample Report – Multi-View
  - Browse for and select the reports to be displayed in your multi-view report in the search box next to Select Reports. Up to four reports can be selected. Click the Add button to select each report.

g MarkeTrak Admin

ID Search...

Issues

Show My Projects | Manage My Projects

Select Layout:

1

2

⋮

( \*Best used for graphic and tabular reports )

Select reports:

EI Next Type (if Built-in)

ERCOT Projects: EI Pending Complete (Private)

Add Remove Reports ( \*Graphic and tabular )

IAG: All New Issues-All IAG (Private)  
Issues: All New Issues-Non IAG (User)

Note: Permissions are checked for each user and report prior to execution.

# MarkeTrak GUI Reporting

- Sample Report – Multi-View
  - Use the up or down arrows to select the layout of your multi-view report. Up to four reports can be displayed.
  - Select the Preview button at the top of the GUI screen to view the report.

The screenshot shows the MarkeTrak Admin interface. At the top, there's a navigation bar with 'Home | Application Settings | MIS | MarkeTrak Documentati'. Below this is a search bar labeled 'ID Search...'. The main content area is titled 'Issues' and has two tabs: 'Show My Projects' and 'Manage My Projects'. Under 'Select Layout:', there are four layout options: '1\*', '2\*', '3\*', and '4'. A red circle highlights the 'Prev Layout' button next to these options. Below the layout selection, there's a note: '(\*Best used for graphic and tabular reports)'. The 'Select reports:' section has a 'Count' field, a 'Next' button, and a 'Type (if Built-in)' dropdown. Below this is a list of reports: '\*MarkeTrak: Count of Issues by Sub-Type (Private)', 'Add', 'Remove', 'IAG: All New Issues-All IAG (Private)', 'Issues: All New Issues-Non IAG (User)', 'ERCOT Projects: EI Pending Complete (Private)', and '\*MarkeTrak: Count of Issues by Sub-Type (Private)'. There are up and down arrows next to the last two reports.

# MarkeTrak GUI Reporting

- Sample Report – Multi-View
  - View Results
  - To save the report, select the Save button and name your new multi-view report.

The screenshot displays the MarkeTrak Admin interface for configuring a Multi-View report. The top navigation bar includes 'MarkeTrak', 'Defect Tracking', and 'MarkeTrak Admin'. The user is logged in as 'Tammy Stewart-Admin-183529049'. The main area is titled 'Modify Multi-View report' and includes buttons for 'Back', 'Save', 'Save As', and 'Cancel'. The report is authored by 'Tammy Stewart-Admin-183529049' and was created on '03/16/2010'. The report is named 'All New Issues-Multi View' and was last modified on '10/23/2014 10:22:02'. The report is divided into three panels: 'All New Issues-All IAG' (showing 22 issues), 'All New Issues-Non IAG' (showing 50 issues), and 'EI Pending Complete' (showing 0 issues). The 'All New Issues-All IAG' panel is expanded, showing a table of issues with columns for Issue ID, Title, Last State Change Date, and Responsible MP. The table contains one row: Issue ID 2006890, Title 'Customer Rescission', Last State Change Date '06/25/2013 16:50:32', and Responsible MP '008613791, First Choice Power, CR'. The 'All New Issues-Non IAG' panel is also expanded, showing a table of issues with columns for Issue ID, Title, Last State Change Date, Responsible MP, and Status. The table contains one row: Issue ID 1974540, Title 'Other', Last State Change Date '04/24/2013 15:54:19', Responsible MP '008613791, First Choice Power, CR', and Status 'Next'. The 'EI Pending Complete' panel shows a message: 'Sorry, no data was found meeting conditions of this report.' The bottom panel, 'Count of Issues by Sub-Type', also shows a message: 'Sorry, no data was found meeting conditions of this report.'

MarkeTrak > Issues > D2D > IAG > Customer Rescission

Issue ID	Title	Last State Change Date	Responsible MP
2006890	Customer Rescission	06/25/2013 16:50:32	008613791, First Choice Power, CR

MarkeTrak > Issues > D2D > Other

Issue ID	Title	Last State Change Date	Responsible MP	Status
1974540	Other	04/24/2013 15:54:19	008613791, First Choice Power, CR	Next

EI Pending Complete

Sorry, no data was found meeting conditions of this report.

Count of Issues by Sub-Type

Sorry, no data was found meeting conditions of this report.

# MarkeTrak Background Reporting

- MarkeTrak Background Reports provide the following functionality:
  - Allow users to run a report and work in the GUI at the same time
  - Allow users to search multiple inputs, for example:
    - Multiple Issue IDs
    - Multiple ESI IDs
  - Allow users to access archived information that is not available in GUI reports
  - API users have the ability to execute and retrieve background reports

# MarkeTrak Background Reporting

- Available Background Reports

Report Name	Report Description
Average Days Open	Report to Provide average days open by subtype for the time frame specified.
Count of Active and Inactive Issues	Report to provide a count of Active and Inactive issues for the time frame specified.
Count of Issues Resolved Outside Benchmark	Returns a count of issues closed outside of the specified benchmark number of days for a particular time frame.
Count of Issues Resolved Within Benchmark	Returns a count of issues resolved within the specified benchmark number of days for a particular time frame.
Count of Issues in State	Report to provide the total number of issues in each state for the selected subtype(s) for the time frame specified.
Count of Issues by Sub-Type by Submit MP DUNS	Report to provide the count of issues by sub-type for a given submitting MP DUNS for the sub-type(s) selected.
Count of Issues by Submitting MP DUNS	Report to provide the total number of issues identifying the submitting MP type of CR or TDSP.
Count of Issues by Sub-Type	Report to provide the total number of issues submitted for the selected sub-type(s).

# MarkeTrak Background Reporting

- Available Background Reports

Report Name	Report Description
Details for Issues Resolved Outside of Benchmark	Returns details for issues closed outside of the selected benchmark number of days within the time frame specified.
Issue Details by ESIID	Issue Details for a select group of ESIIDs for the subtype(s) selected.
Issue Details by Issue ID	Issue Details for a select group of Issue IDs for the subtype(s) selected.
Time in State	Report to provide the days an issue spent in each distinct state both the first time it moves into the state as well as the last time if applicable.
Total No. Closed	Report to provide a count by subtype of all issues closed within the specified time frame.
Issues Open Outside Benchmark	Report to Provide the active issues that have been open outside of the selected benchmark number of days.
Issue Transition Details	Report to Provide by subtype the issue transition details. This report will also help with tracking the transition details for the Meter Tampering Switch Hold Issues.





MarkeTrak Training

## ERCOT Live Demo

# MarkeTrak Training

