

## Service Request Instructions

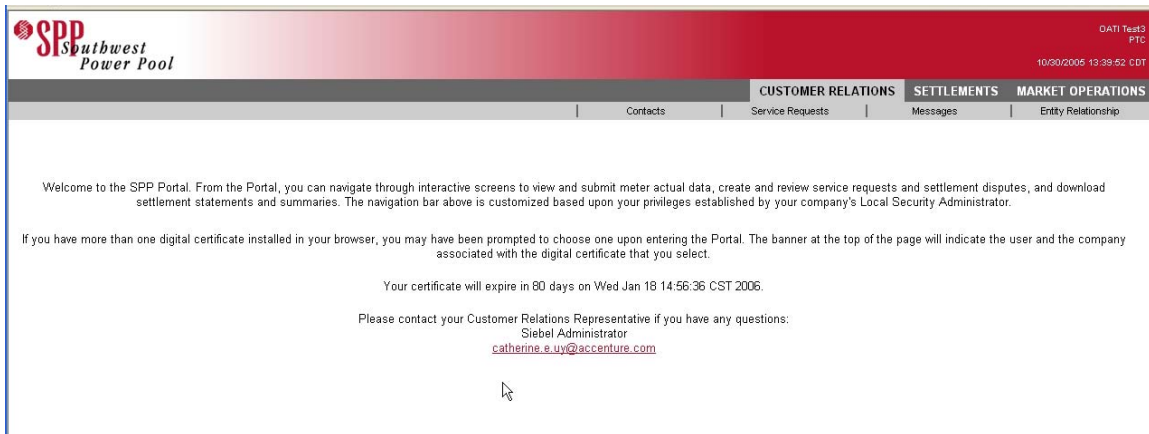
### Overview

This document explains the process for Market Participants to create new service requests and check previously submitted service requests. Service requests will be used to document and track customer initiated issues, questions, and requests that can be specific to the SPP EIS market or general to the customers business. Use service requests every time you need Southwest Power Pool to take some action on your behalf (change information, answer a question, get you some information, etc). Service requests should be submitted through the Portal as it ensures both a record and a tracking mechanism that allows the customer and SPP to constantly monitor the status of the request for prompt resolution.

### Accessing the SPP Portal

Access the SPP Portal using internet explorer or equivalent web browser.

The SPP Portal address is <https://portal.spp.org/SPP/>



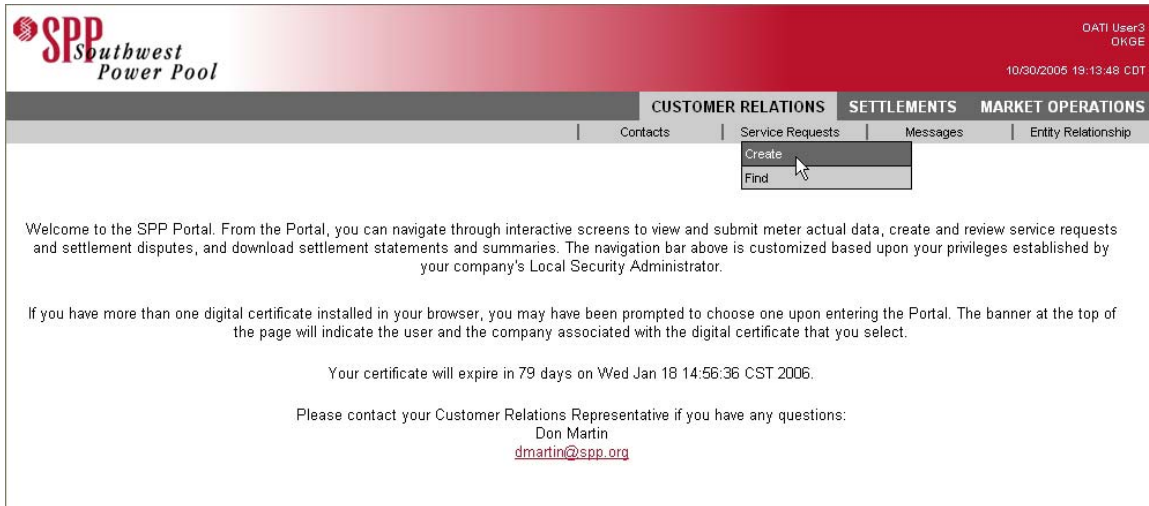
The screenshot shows the SPP Portal homepage. At the top left is the SPP Southwest Power Pool logo. At the top right, it says "OATI Test3 PTC" and "10/30/2005 13:39:52 CDT". Below the logo is a navigation bar with three main sections: "CUSTOMER RELATIONS", "SETTLEMENTS", and "MARKET OPERATIONS". Under "CUSTOMER RELATIONS", there are links for "Contacts", "Service Requests", and "Messages". Under "SETTLEMENTS", there is a link for "Entity Relationship". The main content area contains a welcome message: "Welcome to the SPP Portal. From the Portal, you can navigate through interactive screens to view and submit meter actual data, create and review service requests and settlement disputes, and download settlement statements and summaries. The navigation bar above is customized based upon your privileges established by your company's Local Security Administrator." Below this, it says: "If you have more than one digital certificate installed in your browser, you may have been prompted to choose one upon entering the Portal. The banner at the top of the page will indicate the user and the company associated with the digital certificate that you select." Further down, it states: "Your certificate will expire in 80 days on Wed Jan 18 14:56:36 CST 2006." At the bottom, it asks: "Please contact your Customer Relations Representative if you have any questions: Siebel Administrator" and provides the email address [catherina.e.uy@accenture.com](mailto:catherina.e.uy@accenture.com).


## Creating a New Service Request

In the portal, navigate to the Customer Relations tab.

↳ Mouse over the Service Request sub-tab

↳ Click Create




OATI User3  
OKGE  
10/30/2005 19:13:48 CDT

CUSTOMER RELATIONS
SETTLEMENTS
MARKET OPERATIONS

Contacts
Service Requests
Messages
Entity Relationship

Create  
Find

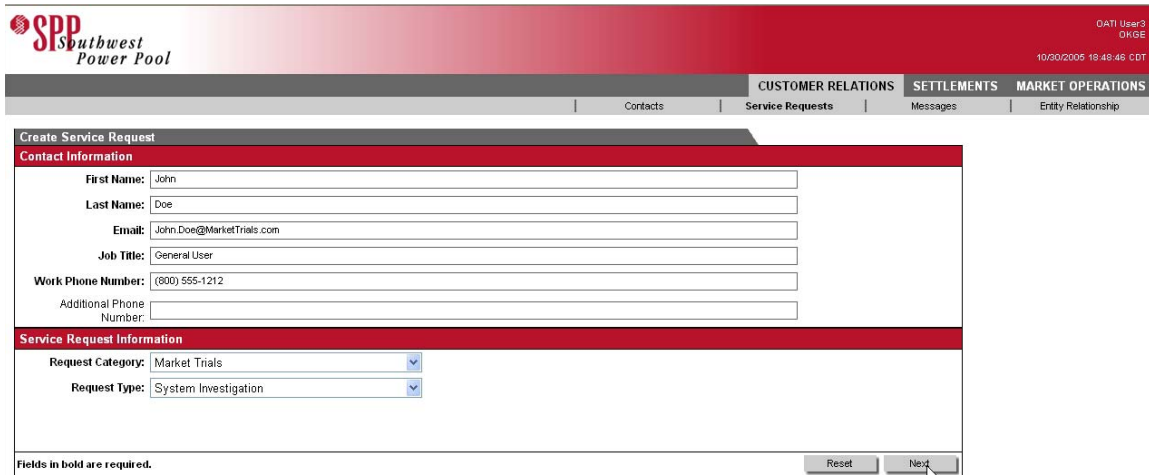
Welcome to the SPP Portal. From the Portal, you can navigate through interactive screens to view and submit meter actual data, create and review service requests and settlement disputes, and download settlement statements and summaries. The navigation bar above is customized based upon your privileges established by your company's Local Security Administrator.


If you have more than one digital certificate installed in your browser, you may have been prompted to choose one upon entering the Portal. The banner at the top of the page will indicate the user and the company associated with the digital certificate that you select.

Your certificate will expire in 79 days on Wed Jan 18 14:56:36 CST 2006.

Please contact your Customer Relations Representative if you have any questions:  
 Don Martin  
[dmartin@spp.org](mailto:dmartin@spp.org)

1. Fill in the contact information.
2. Fill in the service request information.
  - Select the appropriate category: Asset, LSA Maintenance, Market Participant, Market Trials, Other, Plant, Settlement Dispute, Transmission Customer
  - Select the request type (these vary slightly by category)
3. Click Next.




OATI User3  
OKGE  
10/30/2005 19:48:46 CDT

CUSTOMER RELATIONS
SETTLEMENTS
MARKET OPERATIONS

Contacts
Service Requests
Messages
Entity Relationship

**Create Service Request**

**Contact Information**

**First Name:**   
**Last Name:**   
**Email:**   
**Job Title:**   
**Work Phone Number:**   
 Additional Phone Number:


**Service Request Information**

**Request Category:**   
**Request Type:**

Fields in bold are required.

4. Fill in the Short Description.
  - Enter a one-line summary of the issue
5. Fill in the Long Description.

- Explain the issue with as much detail as possible
6. Attach any documents that might be useful for resolving the issue.
- Click Next



**Request Information**

Request Category: Market Trials  
Request Type: System Investigation

**Description**

**Short Description:** Day in the Life Test Service Request

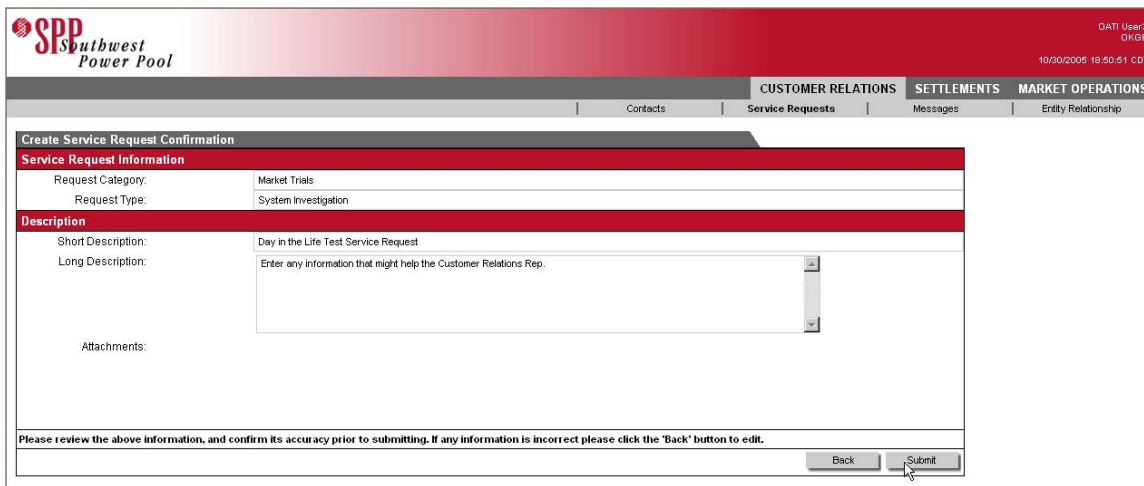
**Long Description:** Enter any information that might help the Customer Relations Rep.  
(800 characters maximum)

Browse To Attach up to 5 Documents

Fields in bold are required.

Back Reset Next

7. Confirm that all information is entered correctly.
- Click Submit



**Service Request Information**

Request Category: Market Trials  
Request Type: System Investigation

**Description**

**Short Description:** Day in the Life Test Service Request

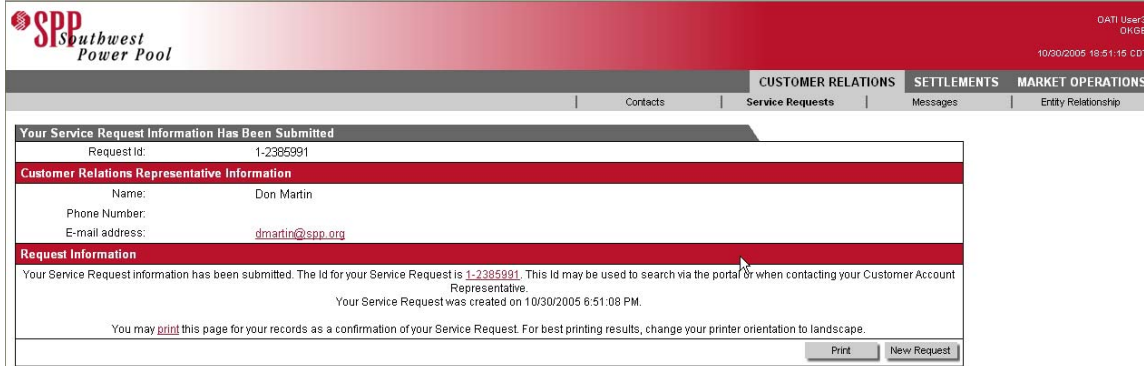
**Long Description:** Enter any information that might help the Customer Relations Rep.

Attachments:

Please review the above information, and confirm its accuracy prior to submitting. If any information is incorrect please click the 'Back' button to edit.

Back Submit

8. Record the Service Request Number for Future reference.
  - Create Service Request process is complete



**SPP Southwest Power Pool** DATI User3  
OKGE  
10/30/2005 18:51:15 CDT

CUSTOMER RELATIONS    SETTLEMENTS    MARKET OPERATIONS

Contacts    **Service Requests**    Messages    Entity Relationship

**Your Service Request Information Has Been Submitted**

Request Id: 1-2385991

**Customer Relations Representative Information**

Name: Don Martin  
Phone Number:  
E-mail address: [dmartin@spp.org](mailto:dmartin@spp.org)

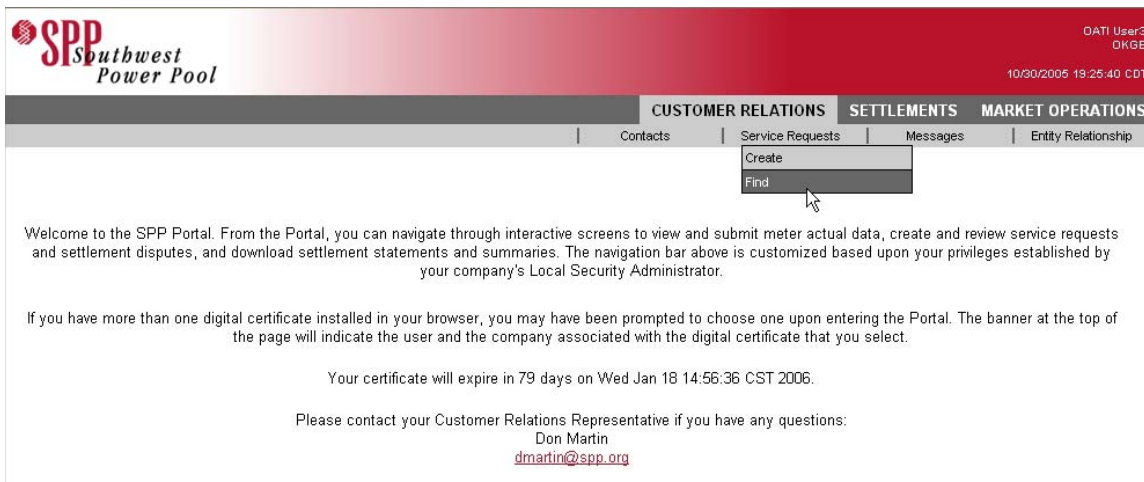
**Request Information**

Your Service Request information has been submitted. The Id for your Service Request is 1-2385991. This Id may be used to search via the portal or when contacting your Customer Account Representative.  
Your Service Request was created on 10/30/2005 6:51:08 PM.

You may [print](#) this page for your records as a confirmation of your Service Request. For best printing results, change your printer orientation to landscape.

## Find Service Request

9. In the portal, navigate to the Customer Relations tab.
10. Mouse over the Service Request sub-tab.
11. Click Find.



**SPP Southwest Power Pool** DATI User3  
OKGE  
10/30/2005 19:25:40 CDT

CUSTOMER RELATIONS    SETTLEMENTS    MARKET OPERATIONS

Contacts    **Service Requests**    Messages    Entity Relationship

Create  
Find


Welcome to the SPP Portal. From the Portal, you can navigate through interactive screens to view and submit meter actual data, create and review service requests and settlement disputes, and download settlement statements and summaries. The navigation bar above is customized based upon your privileges established by your company's Local Security Administrator.

If you have more than one digital certificate installed in your browser, you may have been prompted to choose one upon entering the Portal. The banner at the top of the page will indicate the user and the company associated with the digital certificate that you select.

Your certificate will expire in 79 days on Wed Jan 18 14:56:36 CST 2006.

Please contact your Customer Relations Representative if you have any questions:  
Don Martin  
[dmartin@spp.org](mailto:dmartin@spp.org)

The easiest way to locate a service request is to enter the Service Request ID number. You can also locate a service request by entering the request category and request type. Click "Find" to retrieve the service request.



OATI User3  
OKGE  
10/30/2005 19:28:17 CDT

CUSTOMER RELATIONS
SETTLEMENTS
MARKET OPERATIONS

Contacts
**Service Requests**
Messages
Entity Relationship

**Find Service Request**

**Search By Request Id**

Request Id:

**Search By Other Criteria**

Request Category:

Request Type:

Request Status:

Charge Type:

Statement Type:

Statement Id:

Invoice Id:

From Create Date:  (MMDD/YYYY)

To Create Date:  (MMDD/YYYY)

Operational Date:  (MMDD/YYYY)

Only return the disputes I created



OATI User3  
OKGE  
10/30/2005 19:32:43 CDT

CUSTOMER RELATIONS
SETTLEMENTS
MARKET OPERATIONS

Contacts
**Service Requests**
Messages
Entity Relationship

**Service Request Detail**

**Request Information**

Request Id: 1-2385991

Request Category: Market Trials

Request Type: System Investigation

Request Status: New

Date Created: 10/30/2005 19:47:22

Contact Name: OATI User3

Contact Phone Number: (800) 555-1212

Contact E-mail Address: [oatiuser3@test.com](mailto:oatiuser3@test.com)

**Description**

Short Description: Day in the Life Test Service Request

Long Description:

**Customer Relations Representative Information**

Name: Don Martin

Phone Number:

E-mail address: [dmartin@spp.org](mailto:dmartin@spp.org)

Click Add Activity if there is more information that the CRR needs to help with the issue.



The screenshot shows the SPP web application interface. At the top left is the SPP Southwest Power Pool logo. At the top right, it displays 'OATI User3 DKGE' and the date '10/30/2005 19:44:09 CDT'. Below the header is a navigation bar with tabs for 'CUSTOMER RELATIONS', 'SETTLEMENTS', and 'MARKET OPERATIONS'. Under 'CUSTOMER RELATIONS', there are sub-tabs for 'Contacts', 'Service Requests', 'Messages', and 'Entity Relationship'. The main content area is titled 'Add Service Request Activity' and contains a form with the following fields:

Request Id:	1-2385991
Request Category:	Market Trials
Request Type:	System Investigation
Request Status:	Open
Comments will be forwarded to your Customer Account Representative (1500 characters maximum)	<input type="text"/>
Attachment:	<input type="text"/> <input type="button" value="Browse..."/>

At the bottom of the form are two buttons: 'Back' and 'Submit'.

Market Participants will be notified when the service request is completed by your Customer Relations Representative.