

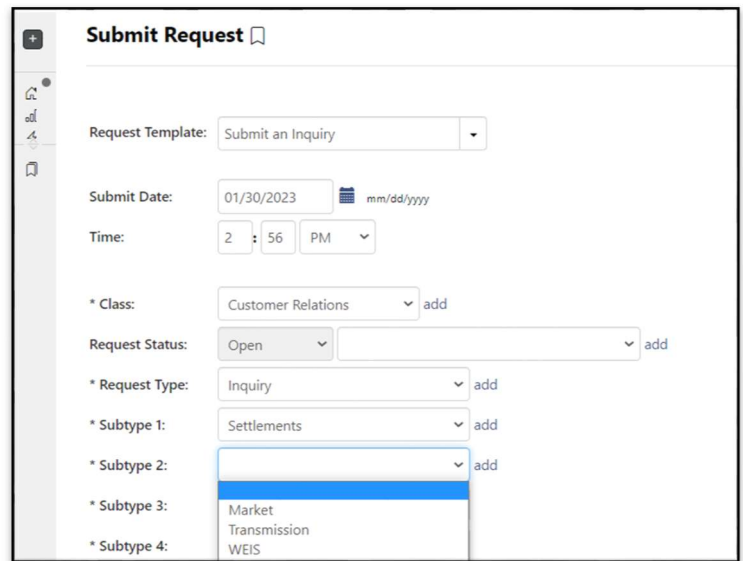
# REQUEST MANAGEMENT SYSTEM (RMS)

<https://spprms.issuetrak.com/TrakHome.asp>

Southwest Power Pool utilizes a **Request Management System (RMS)** to manage stakeholder inquiries. This system facilitates appropriate routing of inquiries and maintains communication and documentation while ensuring accountability. SPP’s goal is to provide a timely and accurate resolution for all stakeholder inquiries. Anyone may submit questions via RMS.

For information on creating an RMS account: <https://www.spp.org/stakeholder-center/customer-relations/request-management-system/>.

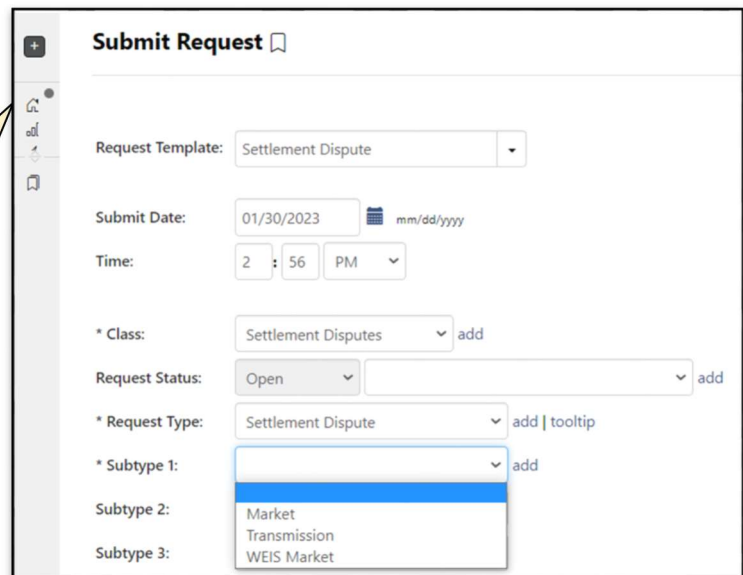
- ✚ For **general settlement questions**, select Request Template **Submit an Inquiry**.
  - Subtype 1 **Settlements**
  - Subtype 2 of **Market, WEIS, or Transmission**



The screenshot shows the 'Submit Request' form with the following fields:

- Request Template: Submit an Inquiry
- Submit Date: 01/30/2023
- Time: 2:56 PM
- \* Class: Customer Relations
- Request Status: Open
- \* Request Type: Inquiry
- \* Subtype 1: Settlements
- \* Subtype 2: (dropdown menu open showing Market, Transmission, WEIS)
- \* Subtype 3: (empty)
- \* Subtype 4: (empty)

- ✚ For **questions about the accuracy of a settlement statement / invoice**, select Request Template **Settlement Dispute**.
  - Subtype 1 **Market, WEIS Market, or Transmission**



The screenshot shows the 'Submit Request' form with the following fields:

- Request Template: Settlement Dispute
- Submit Date: 01/30/2023
- Time: 2:56 PM
- \* Class: Settlement Disputes
- Request Status: Open
- \* Request Type: Settlement Dispute
- \* Subtype 1: (dropdown menu open showing Market, Transmission, WEIS Market)
- Subtype 2: (empty)
- Subtype 3: (empty)

**Important Note:**

- Only RMS users that have been verified by the LSA (Local Security Administrator) can submit disputes on behalf of their organization (MP, TC, TO).
- If you do not see this option in RMS, your LSA needs to submit a ticket requesting that you be access to submit disputes in RMS. (This can only be added by SPP Staff upon verification by the LSA.).