

Credit Service Request User Guide:

**Collateral Returns, FTR Auction
Allocations, & Virtual MWh Limits**

September 18, 2014

Market Portal Access

Each of the following items needs to occur to be able to submit a Cash Collateral Return Request, an FTR Auction Allocation, and or a Virtual MWh Limit change through the Market Portal.

1. If you do not already have a digital certificate, please contact your LSA.
2. You will not be able to access the Market Portal until your LSA grants you access.
3. You will not be able to submit Credit Service Requests without the LSA granting specific access to the appropriate user roles. Please contact your LSA to be granted the required access and see Section 6.2.1 in the [MP LSA User Guide](#).

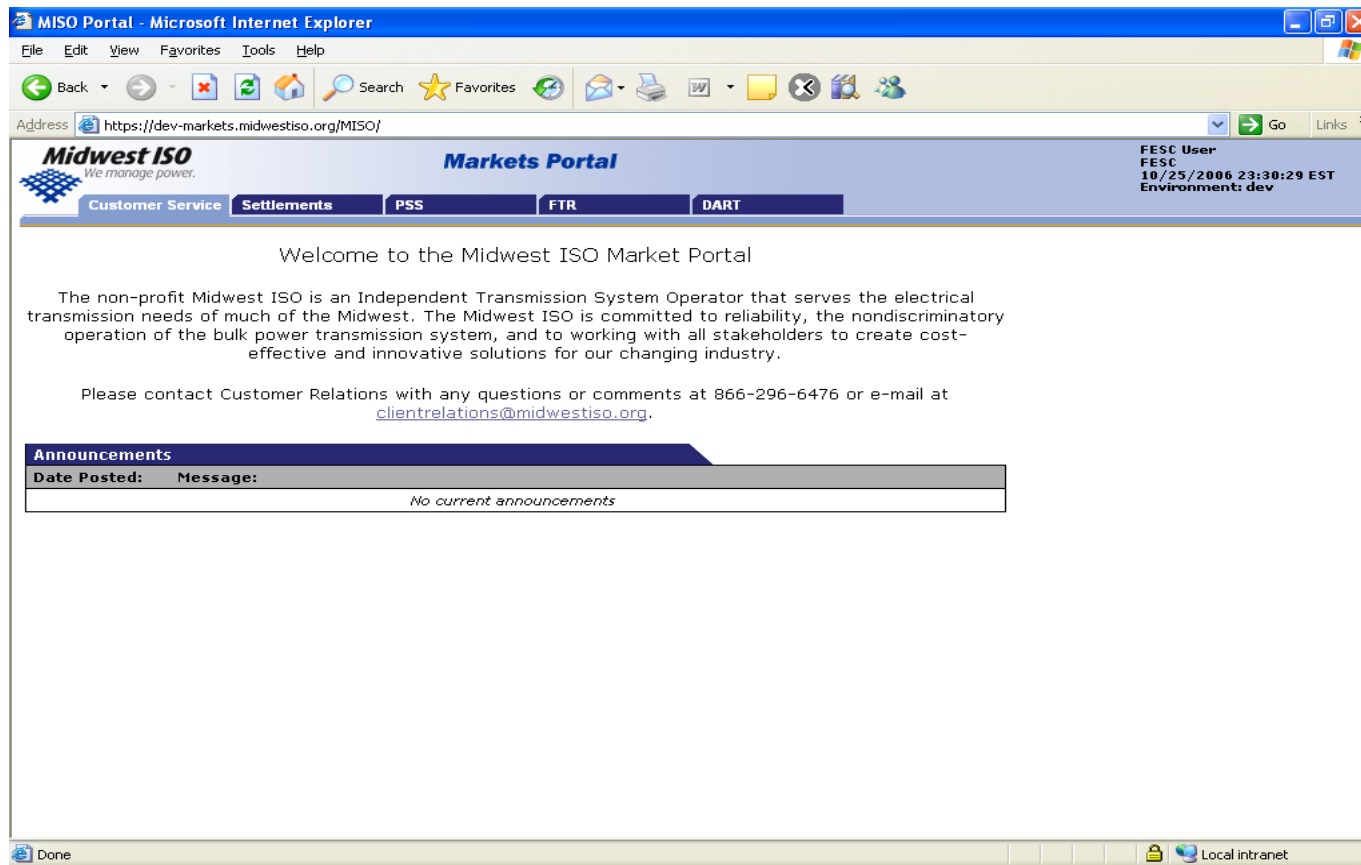
Collateral Returns, FTR Auction Allocations, & Virtual MWh Limits

- **All requests / changes must be submitted through the Market Portal.**
- **Follow the steps in this user guide.**
- **Please contact your MISO Client Relations Representative if you experience any issues.**

Market Portal

Go to the Market Portal to submit Service Requests

<https://markets.midwestiso.org/MISO/>



The screenshot shows a Microsoft Internet Explorer browser window displaying the Midwest ISO Market Portal. The browser's address bar shows the URL <https://dev-markets.midwestiso.org/MISO/>. The website header includes the Midwest ISO logo with the tagline "We manage power." and the title "Markets Portal". A navigation menu contains links for "Customer Service", "Settlements", "PSS", "FTR", and "DART". In the top right corner, the user is identified as "FESC User" with a timestamp of "10/25/2006 23:30:29 EST" and the environment set to "dev".

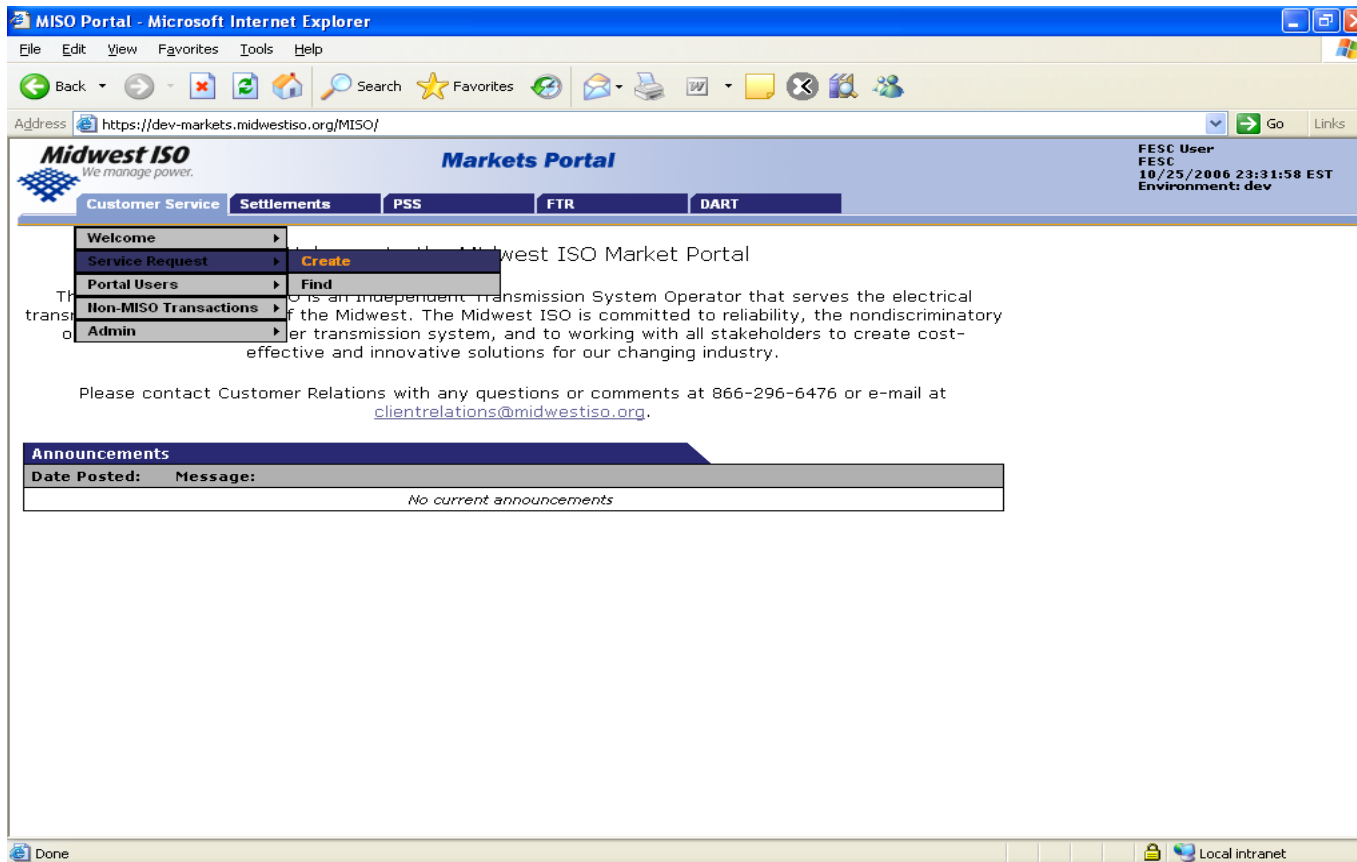
The main content area features a welcome message: "Welcome to the Midwest ISO Market Portal". Below this, a paragraph states: "The non-profit Midwest ISO is an Independent Transmission System Operator that serves the electrical transmission needs of much of the Midwest. The Midwest ISO is committed to reliability, the nondiscriminatory operation of the bulk power transmission system, and to working with all stakeholders to create cost-effective and innovative solutions for our changing industry." A contact instruction follows: "Please contact Customer Relations with any questions or comments at 866-296-6476 or e-mail at clientrelations@midwestiso.org."

An "Announcements" section is present, with a table header containing "Date Posted:" and "Message:". The table body contains the text "No current announcements".

The browser's status bar at the bottom shows "Done" and "Local intranet".

Create Service Request

Click on **Customer Service** tab. Select **Service Request** → **Create**.



Midwest ISO
We manage power.

Markets Portal

FESC User
FESC
10/25/2006 23:31:58 EST
Environment: dev

Customer Service | Settlements | PSS | FTR | DART

- Welcome
- Service Request → **Create**
- Portal Users → Find
- Non-MISO Transactions
- Admin

Midwest ISO Market Portal

is an independent Transmission System Operator that serves the electrical of the Midwest. The Midwest ISO is committed to reliability, the nondiscriminatory transmission system, and to working with all stakeholders to create cost-effective and innovative solutions for our changing industry.

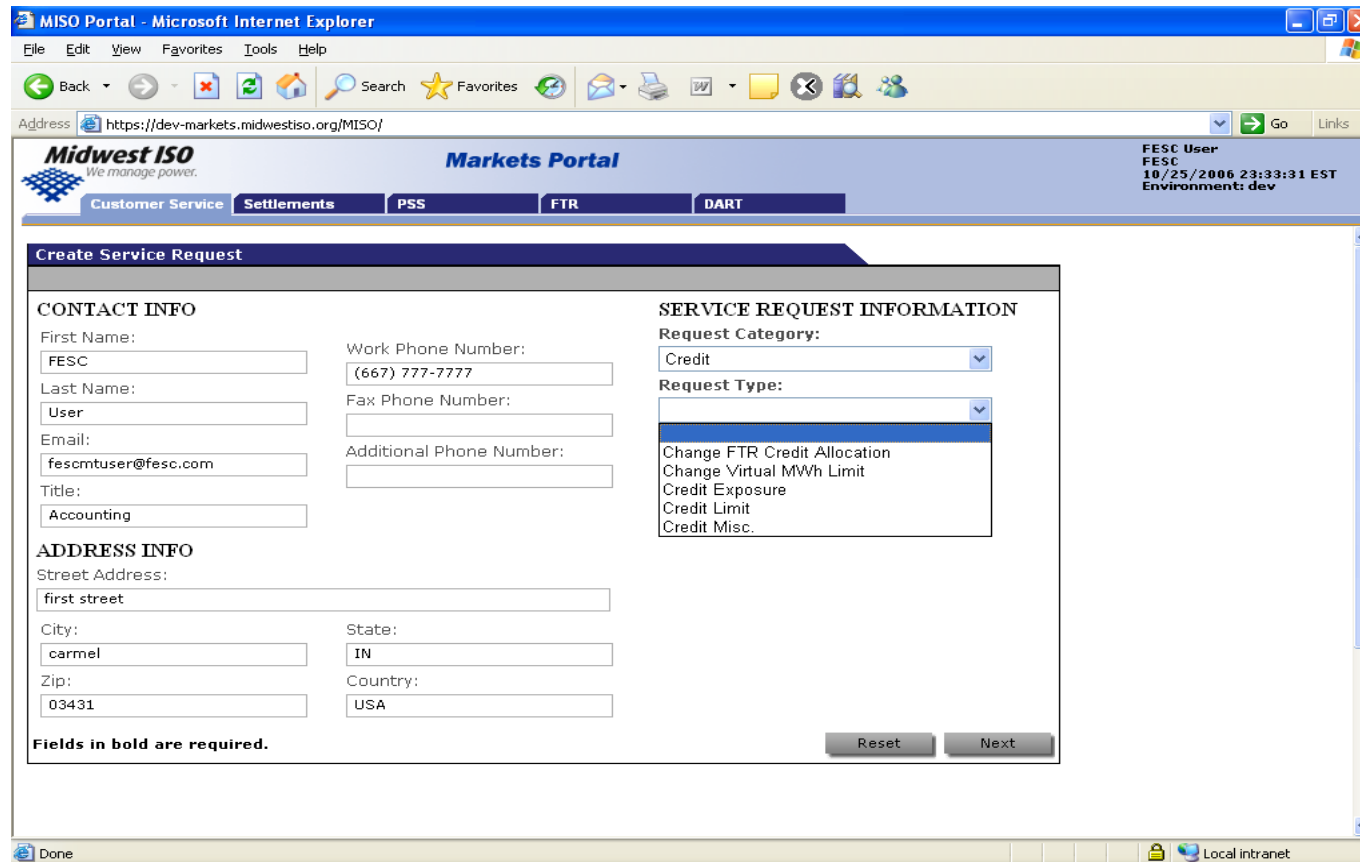
Please contact Client Relations with any questions or comments at 866-296-6476 or e-mail at clientrelations@midwestiso.org.

Announcements

Date Posted:	Message:
No current announcements	

Complete Service Request Information

Select **Request Category** of "Credit." Select **Request Type** of "Change FTR Credit Allocation," "Change Virtual MWh Limit," or "Credit Misc." to request a cash collateral return. See slide # 2 if you do not see these drop down box options.



MISO Portal - Microsoft Internet Explorer
 File Edit View Favorites Tools Help
 Address: https://dev-markets.midwestiso.org/MISO/

Midwest ISO We manage power. **Markets Portal**
 FESC User
 FESC
 10/25/2006 23:33:31 EST
 Environment: dev

Customer Service Settlements PSS FTR DART

Create Service Request

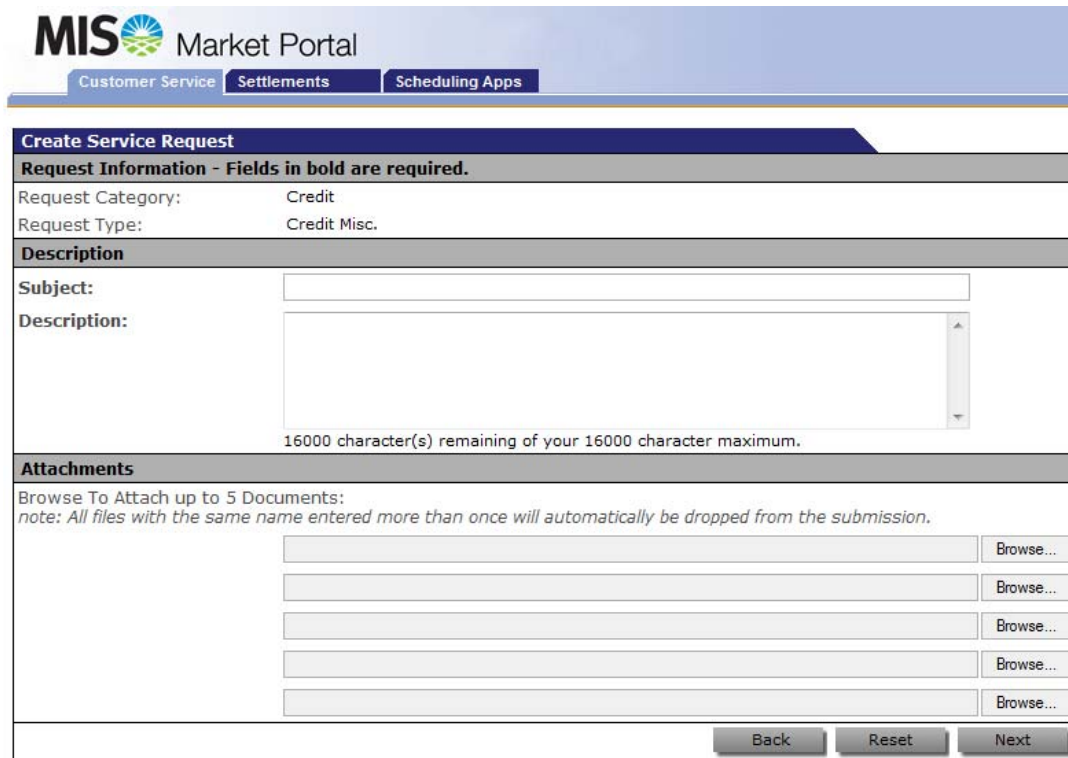
CONTACT INFO		SERVICE REQUEST INFORMATION
First Name: <input type="text" value="FESC"/>	Work Phone Number: <input type="text" value="(667) 777-7777"/>	Request Category: <input type="text" value="Credit"/>
Last Name: <input type="text" value="User"/>	Fax Phone Number: <input type="text"/>	Request Type: <input type="text" value="Change FTR Credit Allocation"/>
Email: <input type="text" value="fescmtuser@fesc.com"/>	Additional Phone Number: <input type="text"/>	Change FTR Credit Allocation Change Virtual MWh Limit Credit Exposure Credit Limit Credit Misc.
Title: <input type="text" value="Accounting"/>		
ADDRESS INFO		
Street Address: <input type="text" value="first street"/>		
City: <input type="text" value="carmel"/>	State: <input type="text" value="IN"/>	
Zip: <input type="text" value="03431"/>	Country: <input type="text" value="USA"/>	

Fields in bold are required.

Done Local intranet

Request Cash Collateral Return

Please enter "\$xxxx cash collateral refund" in the "Subject" line. Please enter "n/a" in the "Description." Click "Next", review, and click "Submit." Collateral returns will be wired to the same bank account as your Market Participant's market credits.

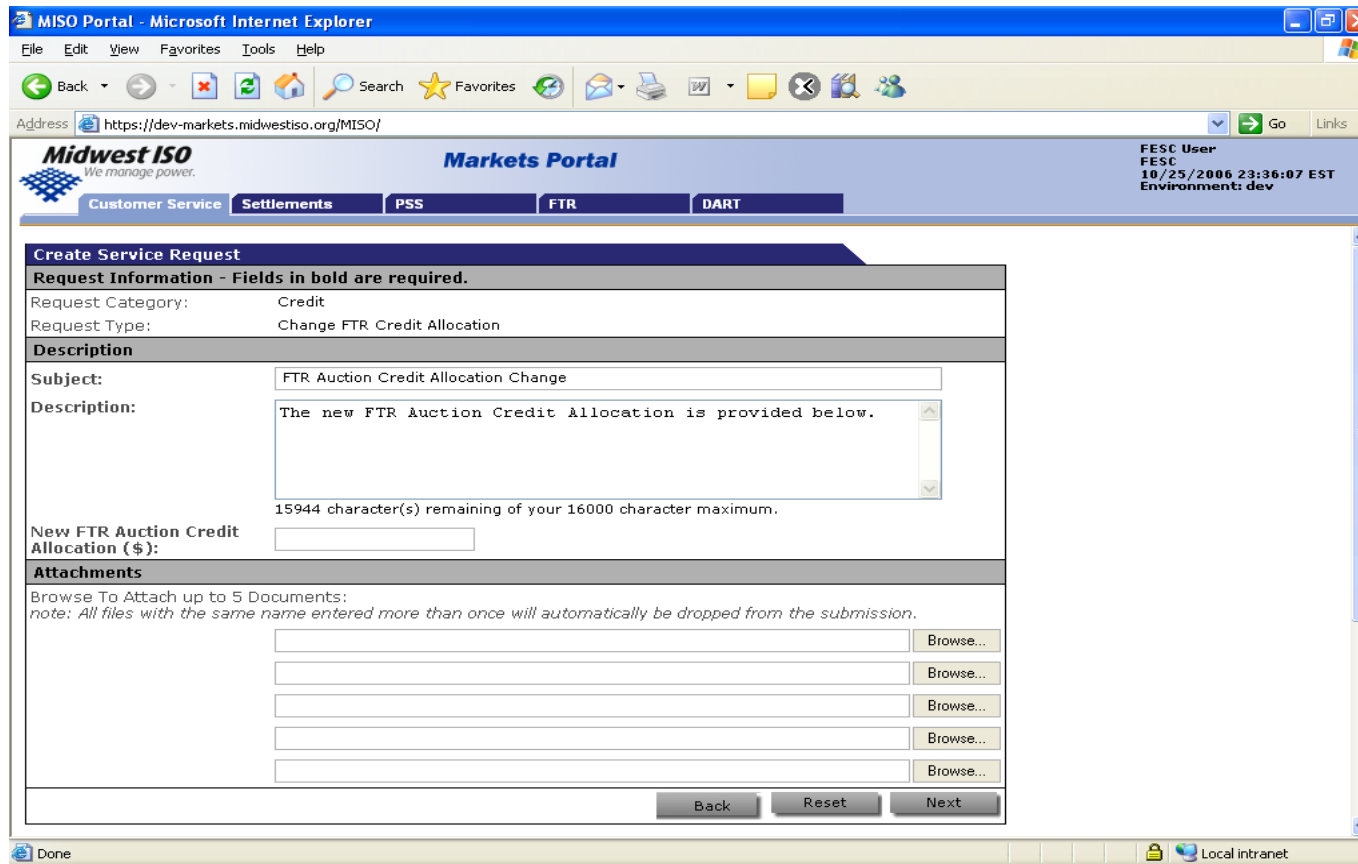


The screenshot shows the 'Create Service Request' form in the MISO Market Portal. The form is divided into several sections:

- Request Information - Fields in bold are required.**
 - Request Category: Credit
 - Request Type: Credit Misc.
- Description**
 - Subject: [Text input field]
 - Description: [Large text area with a vertical scrollbar]
 - 16000 character(s) remaining of your 16000 character maximum.
- Attachments**
 - Browse To Attach up to 5 Documents:
 - note: All files with the same name entered more than once will automatically be dropped from the submission.*
 - Five rows of file upload fields, each with a 'Browse...' button.
- Navigation buttons: Back, Reset, Next.

Change FTR Credit Allocation

Fill out the new desired amount for the FTR auction credit allocation in the indicated box.



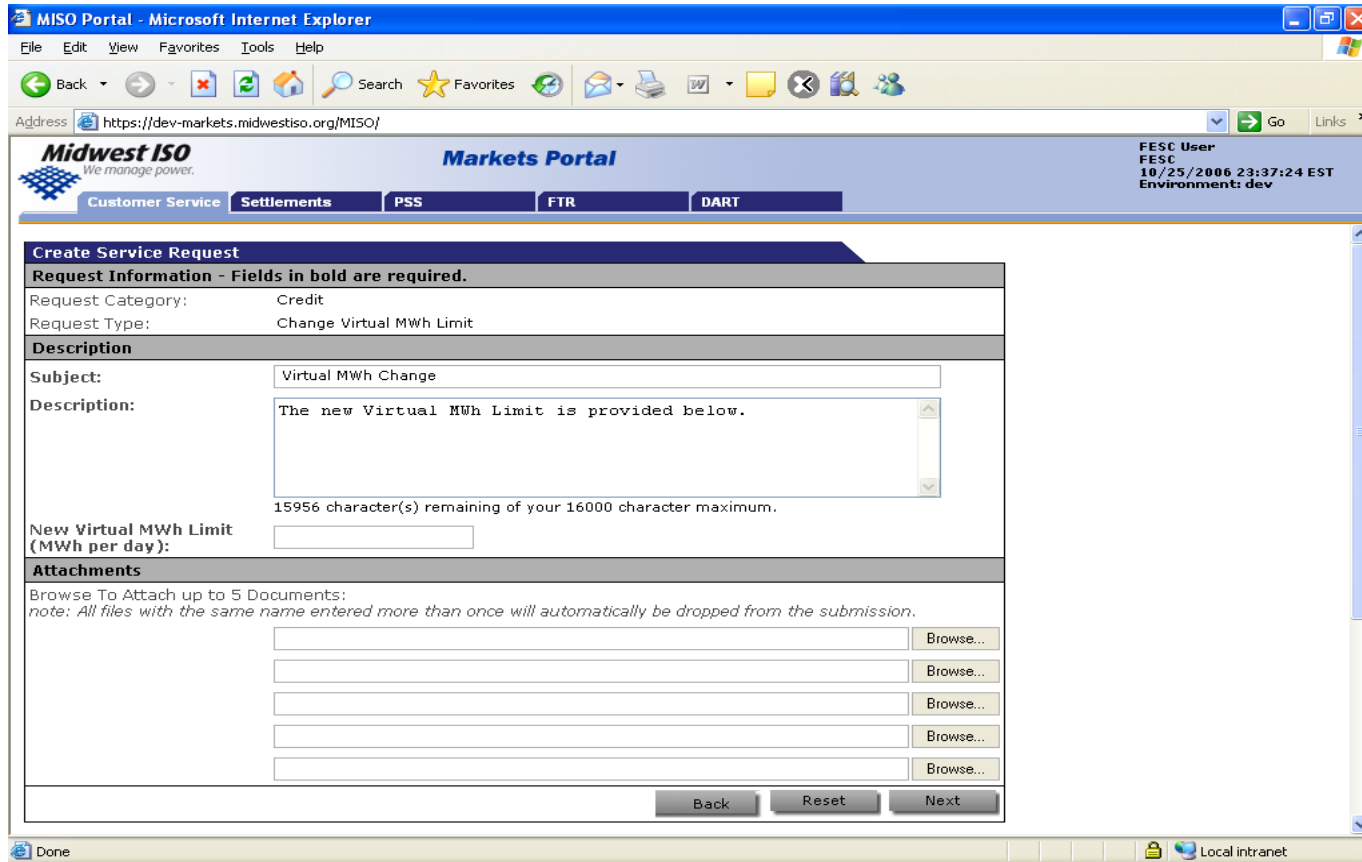
The screenshot shows a web browser window titled "MISO Portal - Microsoft Internet Explorer" displaying the "Midwest ISO Markets Portal". The page is for creating a service request under the "FTR" tab. The form includes the following sections:

- Request Information - Fields in bold are required.**
 - Request Category: Credit
 - Request Type: Change FTR Credit Allocation
- Description**
 - Subject: FTR Auction Credit Allocation Change
 - Description: The new FTR Auction Credit Allocation is provided below. (A text area with a character count of 15944 out of 16000.)
 - New FTR Auction Credit Allocation (\$): [Empty input box]
- Attachments**
 - Instruction: Browse To Attach up to 5 Documents: note: All files with the same name entered more than once will automatically be dropped from the submission.
 - Five "Browse..." buttons for file selection.

Navigation buttons at the bottom include "Back", "Reset", and "Next". The browser's status bar shows "Done" and "Local intranet".

Change Virtual MWh Limit

Fill out the new desired amount for the Virtual MWh Limit in the indicated box.



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Markets Portal

FESC User
FESC
10/25/2006 23:37:24 EST
Environment: dev

Customer Service Settlements PSS FTR DART

Create Service Request

Request Information - Fields in bold are required.

Request Category: Credit
Request Type: Change Virtual MWh Limit

Description

Subject: Virtual MWh Change

Description: The new Virtual MWh Limit is provided below.

15956 character(s) remaining of your 16000 character maximum.

New Virtual MWh Limit (MWh per day):

Attachments

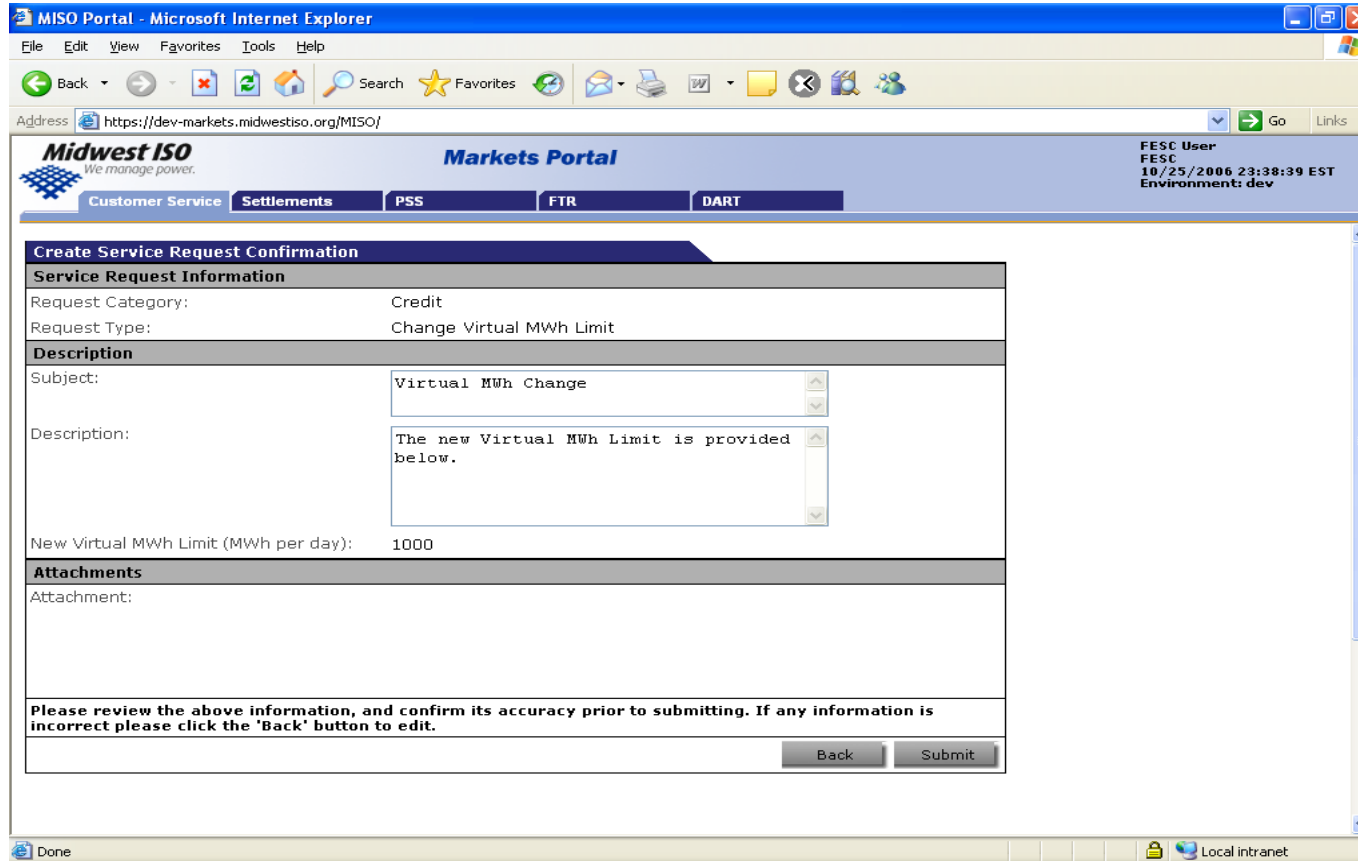
Browse To Attach up to 5 Documents:
note: All files with the same name entered more than once will automatically be dropped from the submission.

Browse...
Browse...
Browse...
Browse...
Browse...

Back Reset Next

Review Changes

Review the Credit Service Request with the changes before submitting the request.



MISO Portal - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://dev-markets.midwestiso.org/MISO/> Go Links >>

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Markets Portal

FESC User
FESC
10/25/2006 23:38:39 EST
Environment: dev

Customer Service Settlements PSS FTR DART

Create Service Request Confirmation

Service Request Information

Request Category: Credit
Request Type: Change Virtual MWh Limit

Description

Subject: Virtual MWh Change

Description: The new Virtual MWh Limit is provided below.

New Virtual MWh Limit (MWh per day): 1000

Attachments

Attachment:

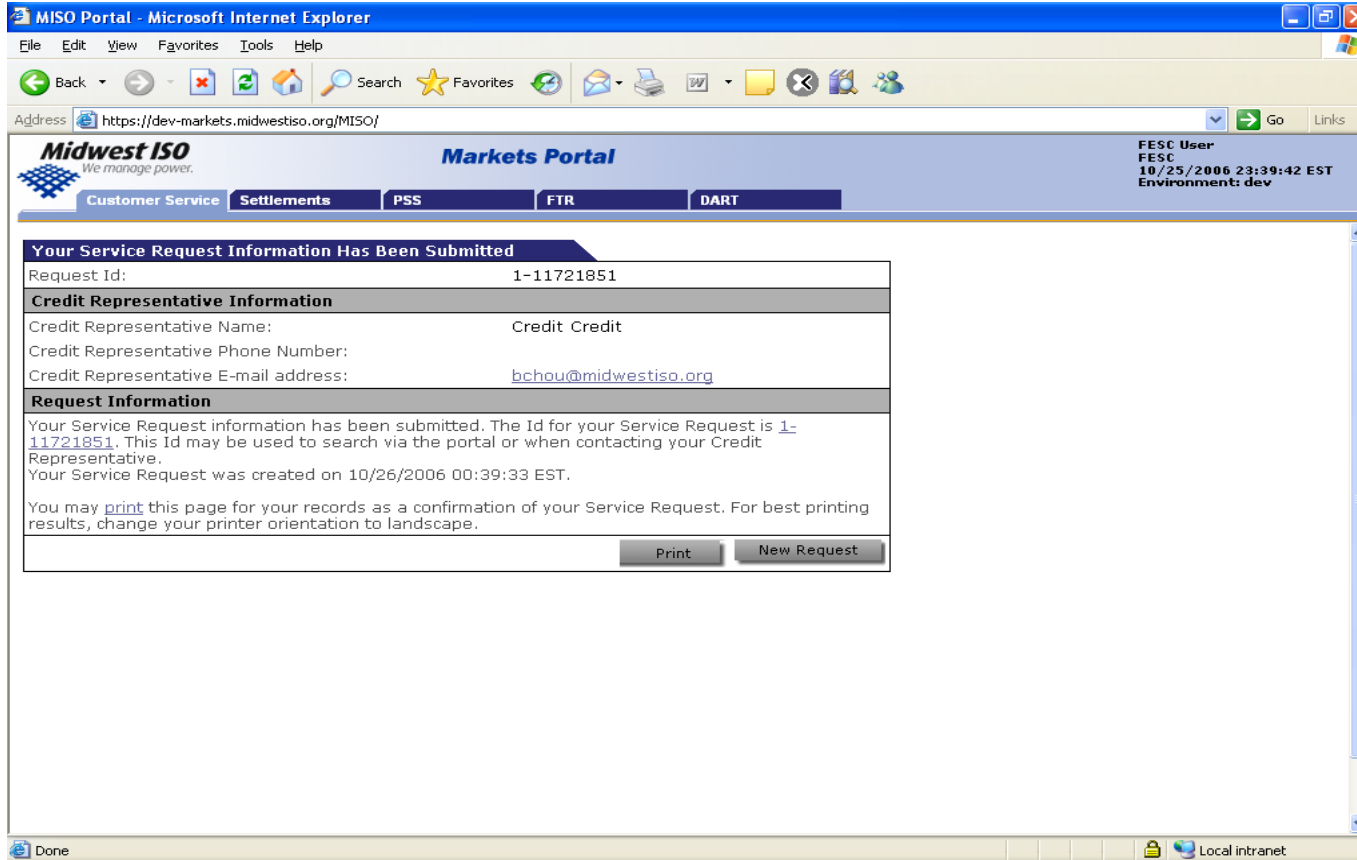
Please review the above information, and confirm its accuracy prior to submitting. If any information is incorrect please click the 'Back' button to edit.

Back Submit

Done Local intranet

Service Request Submitted

The confirmation page will show that the Credit Service Request has been successfully submitted.



The screenshot shows a Microsoft Internet Explorer browser window titled "MISO Portal - Microsoft Internet Explorer". The address bar displays "https://dev-markets.midwestiso.org/MISO/". The page content includes the Midwest ISO logo and "Markets Portal" header. A navigation menu contains "Customer Service", "Settlements", "PSS", "FTR", and "DART". The main content area features a confirmation message: "Your Service Request Information Has Been Submitted". Below this, a table lists the request details:

Request Id:	1-11721851
Credit Representative Information	
Credit Representative Name:	Credit Credit
Credit Representative Phone Number:	
Credit Representative E-mail address:	bchou@midwestiso.org
Request Information	
Your Service Request information has been submitted. The Id for your Service Request is 1-11721851 . This Id may be used to search via the portal or when contacting your Credit Representative.	
Your Service Request was created on 10/26/2006 00:39:33 EST.	
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.	
<input type="button" value="Print"/> <input type="button" value="New Request"/>	

The browser's status bar at the bottom shows "Done" and "Local intranet".

Email Confirmation

An email will be sent confirming whether or not the change request has been approved.

