



IEMOP
INDEPENDENT ELECTRICITY MARKET OPERATOR
PHILIPPINES

IEMOP Central Ticketing System

USER GUIDE MANUAL



Table of Contents

I. Contents

1. Overview.....	3
2. Public Tickets.....	3
3. Login as Requestor.....	5
4. Dashboard.....	6
4.1 Recent Tickets.....	6
4.2 Dashboard Notices.....	6
4.3 Quick Submit Tickets.....	6
5. Notices.....	7
5.1 Search Notice.....	7
5.2 Read More/Read less.....	8
6. Submit Tickets.....	8
7. Ticket History.....	10
7.1 Ticket List.....	10
7.2 View Ticket.....	12
8. Notifications.....	15
8.1 Mark All As Read.....	16
8.2 View Notification/s.....	16
9. Global Search.....	17



1. Overview

This user guide manual is created to provide the Requestor on how to navigate their account to the new IEMOP Central Ticketing System.

2. Public Tickets

This is where you submit tickets if you do not have an account in the CTS.

- On your web browser's address bar, input <http://cts.iemop.ph/submit-public-ticket> and hit **Enter** on your keyboard.

WELCOME TO IEMOP HELPDESK

CONCERNS ON IEMOP SERVICES?
SUBMIT A TICKET TO RAISE YOUR INQUIRIES.

SUBMIT NOW

SUBMIT TICKET

Name

Company

Position

Email

Mobile Number

Subject

Insert Message Here

Upload Attachment

Choose file(s) to upload

Choose files

I'm not a robot

reCAPTCHA

Privacy Terms

SUBMIT TICKET

Already have an account? Login

- Input Name
- Input Company
- Input Position
- Input Email
- Input Mobile Number
- Input Subject
- Input Message



John Smith

BCS Systems and Technologies Inc.

Web Developer

john.smith@gmail.com

09987654321

Request For Market Information

I completed the form the Market Information Request for NON WESM kindly please advice where to submit the request.

- Upload Attachment/s (Optional, Any file format except .mp4, .mp3, .exe and other executable files with maximum 10MB only).

Upload Attachment

2 file(s) were chosen Choose files

PEMC_PW_User Manual_0311202...
size: 1.70 MB type: pdf

monthly-average-tickets.pdf
size: 123 KB type: pdf

- Check the *I'm not a robot* recaptcha.

I'm not a robot

reCAPTCHA
Privacy - Terms

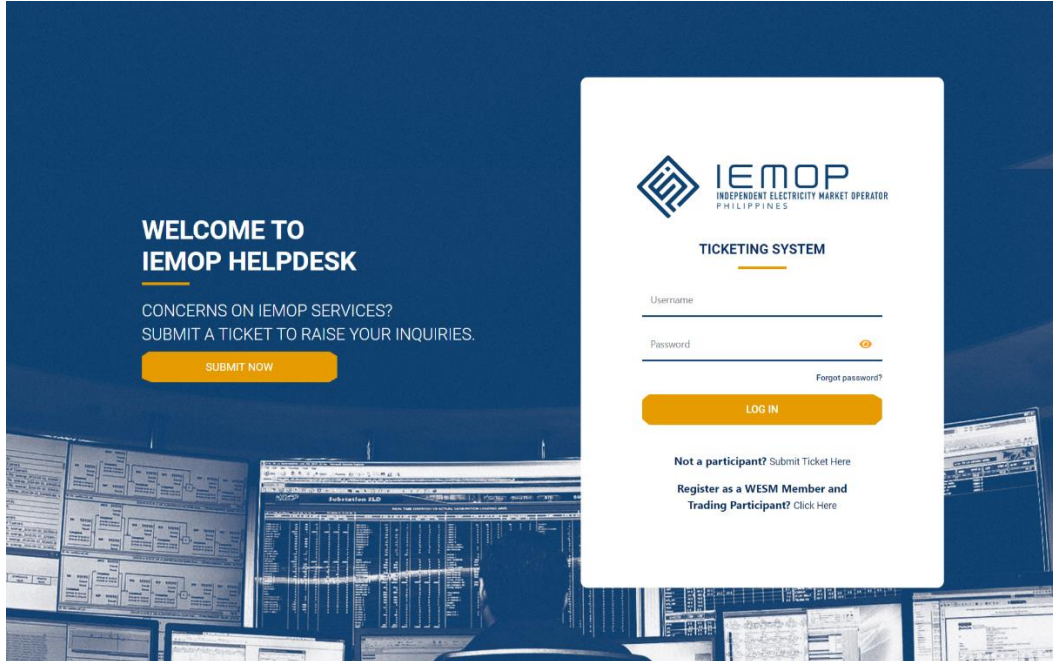
- Click the **Submit Ticket** button and success message will appear.

SUBMIT TICKET Success
Ticket has been submitted.



3. Login as Requestor

- On your web browser's address bar, input <http://cts.iemop.ph/> and hit **Enter** on your keyboard.
- Input the Username and password

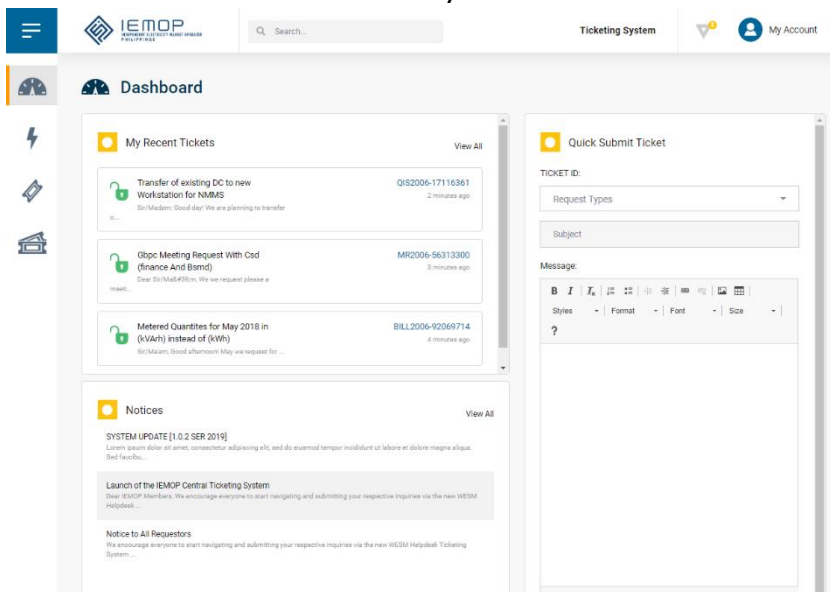


- Click the View Password icon to show your password.

password



- Click the **LOG IN** button and you will be redirected to dashboard.







4. Dashboard

4.1 Recent Tickets

- Click any ticket to redirect to that specific ticket.
- Click **View All** to redirect to Tickets page.


 My Recent Tickets [View All](#)

 **Transfer of existing DC to new Workstation for NMMS** QIS2006-17116361

29 minutes ago

Sir/Madam: Good day! We are planning to transfer

O...


 **Gbpc Meeting Request With Csd (finance And Bsmd)** MR2006-56313300

29 minutes ago

Dear Sir/Ma'm, We we request please a meeti...

4.2 Dashboard Notices

- Click any notice to redirect to Notice Description page

 Notice Description

Back to Notices

Launch of the IEMOP Central Ticketing System
Date: June 02,2020

Dear IEMOP Members,

We encourage everyone to start navigating and submitting your respective inquiries via the new WESM Helpdesk Ticketing System in preparation for its full implementation on 29 January 2016. From that date onwards, all email inquiries will no longer be accommodated.

You may start using our new WESM Helpdesk Ticketing System by clicking this link: <http://www.wesm.ph/wesm-helpdesk/>

(You may access the ticketing system using your My WESM account information. If you can no longer recall your password kindly click on the "Forgot Password" link and follow the instructions for password reset or you may create a new My WESM account at our website <http://www.wesm.ph>)

Should you have any questions please don't hesitate to contact us. Thank you.

Sarah Jane F. Reyes
PARTICIPANT SUPPORT SPECIALIST
PEMAC

- Click **View All** to redirect to Notices page.

4.3 Quick Submit Tickets

- Select **Request Type** from the dropdown.
- Input **Subject** from the text field.

Billings & Settlements ▼

Metered Quantites for May 2018 in (kVArh) instead of (kWh)

- Input **Message** from the text editor field.



B I | *I_x* | | | | | | | | |

Styles | Normal | Font | Size

?

Sir/Ma'am,

Good afternoon!

May we request for Hourly MQ of **SFC** and **SIPC** Plants for May 2018 in **kVArh** unit instead of kWh. Attached is the sample file the **PEMC** sent us, we are requesting for the same files but in **kVArh** unit.

- Click the **Submit Ticket** button



- Success message will appear at the top.



5. Notices

Search Notices [Q] [Reset Filter]

Notice to All Requestors

June 02, 2020

We encourage everyone to start navigating and submitting your respective inquiries via the new WESM Helpdesk Ticketing System in preparation for its full implementation on 29 January 2016. From that date onwards, all email inquiries will no longer be accommodated.

Launch of the IEMOP Central Ticketing System

June 02, 2020

Dear IEMOP Members,

We encourage everyone to start navigating and submitting your respective inquiries via the new WESM Helpdesk Ticketing System in preparation for its full implementation on 29 January 2016. From that date onwards, all email inquiries will no longer be acc...

[Read more](#)

5.1 Search Notice

- Input keyword on the **Search Notice** text field.
- Click the **Search** button.
- Click the **Reset Filter** button to go back to the default list.

iemop [Q] [Reset Filter]

Launch of the IEMOP Central Ticketing System

June 02, 2020

Dear IEMOP Members,

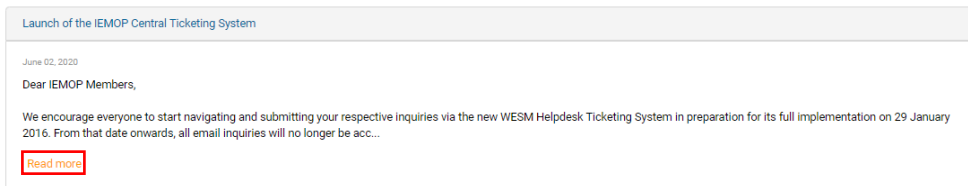
We encourage everyone to start navigating and submitting your respective inquiries via the new WESM Helpdesk Ticketing System in preparation for its full implementation on 29 January 2016. From that date onwards, all email inquiries will no longer be acc...

[Read more](#)

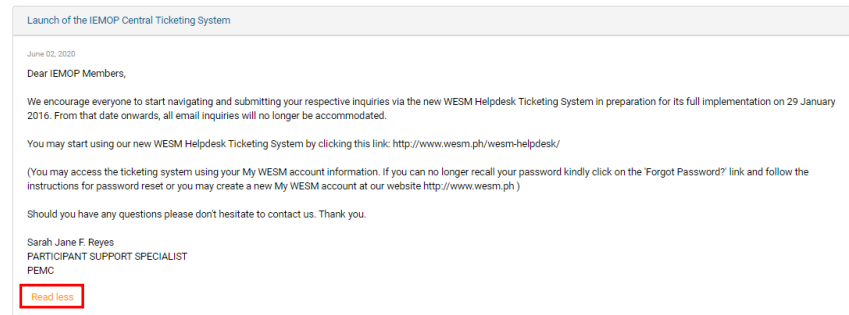


5.2 Read More/Read Less

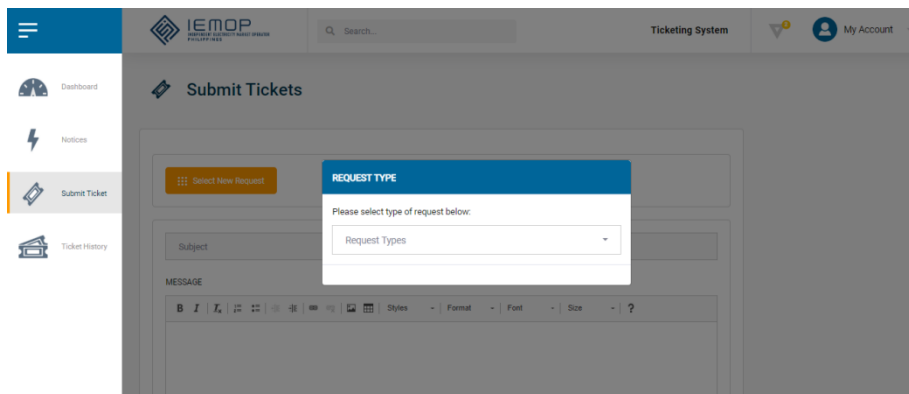
- Click the **Read more** text link to show the whole content of notice.



- Click the **Read less** text link to show the shortened length of content.



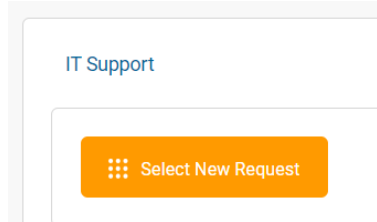
6. Submit Tickets



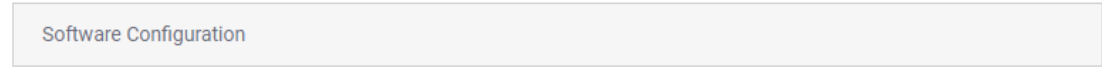
- Click the **Submit Ticket** on the sidebar.
- Select **Request type** from the modal selection and the system will generate ticket ID.

TICKET-ID: QIS2006-64734948

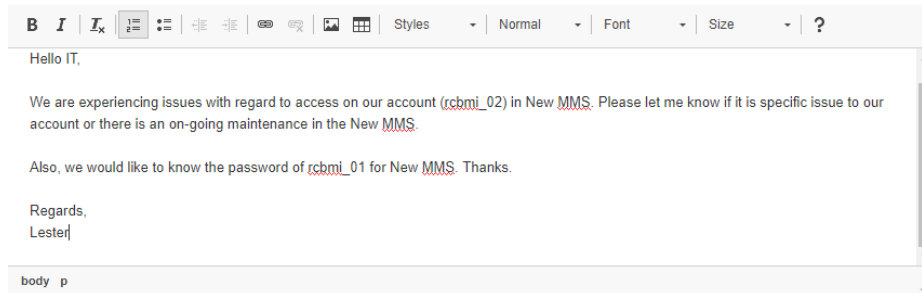
- Click the **Select New Request** to change request type and it will open the request type pop up.



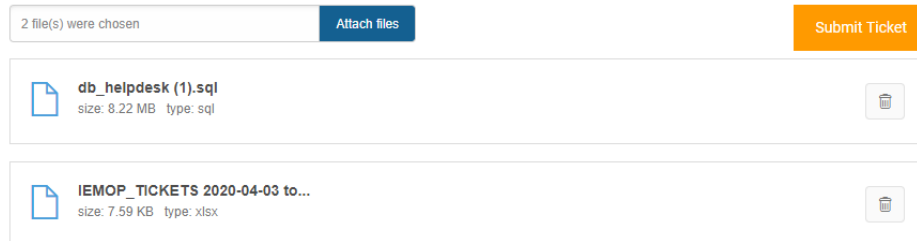
- Input **Subject** on the subject text field



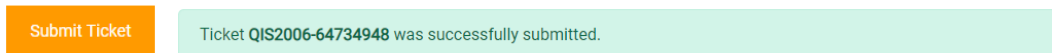
- Input **Message** on the text editor field



- Click **Attach files** to upload optional files (any file format except .mp3, .mp4, .exe and other executable formats).



- Click **Submit Ticket** and success message will appear.





7. Ticket History

7.1 Ticket List

Ticket List contains two tabs: *Open* & *Closed*.

- Open tab contains all tickets that is currently **Open** or **In Process**.

TICKET ID	SUBJECT/TITLE	TYPE	DATE SUBMITTED	STATUS
IS2006-05804834	Web Services Guide for XML submission in the Current MMS	IT Support	June 03, 2020 11:46 am	Open
MR2006-56313300	Gbpc Meeting Request With Cad (finance And Bsmrd)	Meeting Request	June 02, 2020 02:33 pm	In Process
BILL2006-92069714	Metered Quantities for May 2018 in (kVarh) instead of (kWh)	Billings & Settlements	June 02, 2020 02:32 pm	Open

- Closed tab contains all tickets that is already **Closed**, **Cancelled** or **Invalid**.

TICKET ID	SUBJECT/TITLE	TYPE	DATE SUBMITTED	DATE CLOSED	STATUS
QIS2006-17116361	Transfer of existing DC to new Workstation for NMMS	IT Support	June 02, 2020 02:34 pm	June 03, 2020 11:47 am	Cancelled
BILL2006-18363458	Request for MQ and EPP Certification	Billings & Settlements	June 03, 2020 11:34 am	June 03, 2020 11:35 am	Invalid
MKOP2006-09007831	Masinloc Besa Operating Reserves (regulation)	Market Operations	June 03, 2020 11:33 am	June 03, 2020 11:33 am	Closed

a. Filter Tickets

- Select **Request Type** in the dropdown.

Meeting Request

- Request Type
- Market Data Request
- Queries
- Market Operations
- Registration
- Billings & Settlements
- IT Support
- Training Enrollment
- Meeting Request**
- IT Support
- Others
- Event Registration

meeting

Reset Filter

SUBJECT/TITLE	TYPE	DATE SUBMITTED
Meeting Request With Cad (finance And Bsmrd)	Meeting Request	June 02, 2020 02:33 pm

- Input **keyword** on the search text field.

- Click the search button.



Meeting Request | meeting | [Search] | Reset Filter

Open | Closed

TICKET ID	SUBJECT/TITLE	TYPE	DATE SUBMITTED	STATUS
MR2006-56313300	Gbpc Meeting Request With Cad (finance And Barnd)	Meeting Request	June 02, 2020 02:33 pm	In Process

Show 10 entries

- Click the **Reset Filter** button to reset all filters and go back to default list.

Note: You can filter search results by *request type* only, by *keyword* only or by both *request type and keyword*.

b. Filter Date

- Click the **date range picker** to display date range.
- Select date range from the date picker.

06/01/2020 - 06/03/2020 | Clear | Apply

- Click **Apply** button to apply date range filter.

Open | Closed | 2020-06-01 - 2020-06-03

TICKET ID	SUBJECT/TITLE	TYPE	DATE SUBMITTED	STATUS
IS2006-05804834	Web Services Guide for XML submission in the Current MMS	IT Support	June 03, 2020 11:46 am	Open
MR2006-56313300	Gbpc Meeting Request With Cad (finance And Barnd)	Meeting Request	June 02, 2020 02:33 pm	In Process
BILL2006-92069714	Metered Quantities for May 2018 in (kVAh) instead of (kWh)	Billings & Settlements	June 02, 2020 02:32 pm	Open

Show 10 entries

- Click the **Reset Filter** button to reset all filters and go back to default list.

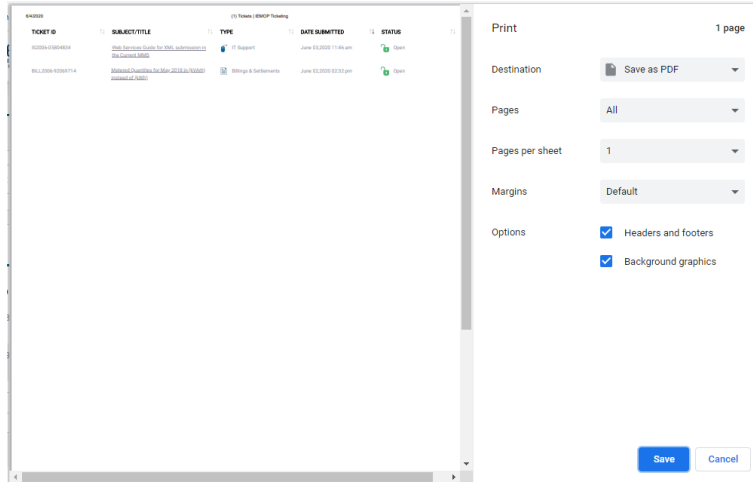
Note: You can mix filters by including request type, keyword or date range only.



c. Download PDF / Print Report

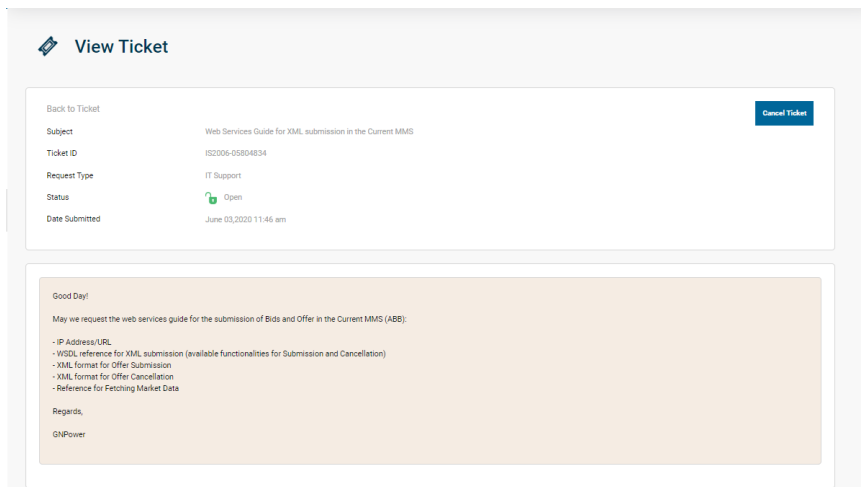


- Click the **download** icon to download PDF list.
- Click the **print** icon to open print options.



7.2 View Ticket

This is where you will see the ticket details of your request.

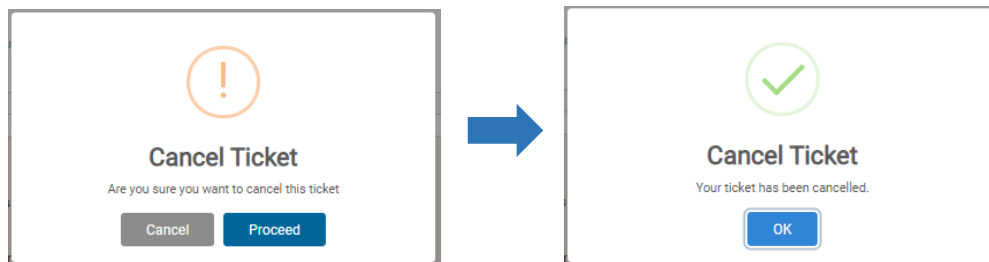




a. Cancel Ticket

Note: You can cancel your request if the status is still open and no moderator have sent reply to your request.

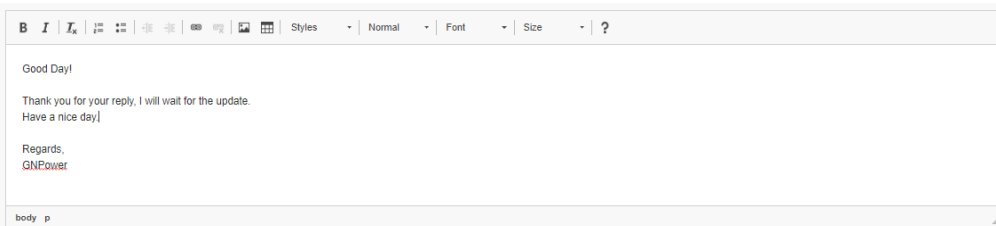
- Click **Cancel Ticket** in the View ticket's page.
- Confirmation message will pop up and click **Proceed** button and success message will pop up.



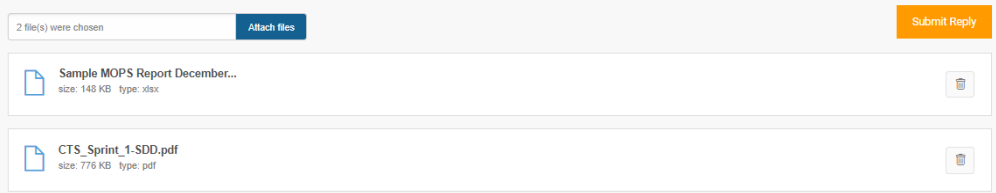
b. Submit Reply

Note: You can only submit reply if a moderator has sent reply to you.

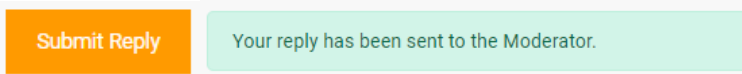
- Input **message** on the text editor.



- Click **Attach files** to optionally upload attachment/s (Any file format except .mp4, .mp3, .exe and other executable files with maximum 10MB only).



- Click the **Submit Reply** button and success message will appear.





c. Rate Service

Note: You can only rate moderator service if he/she has already sent final reply to you to close your ticket request.

Back to Ticket

Subject: Gbpc Meeting Request With Cad (finance And Bernd)

Ticket ID: MR2006-56313300

Request Type: Meeting Request

Status: Closed

Date Submitted: June 02,2020 02:33 pm

Dear Sir/Mam,

We request please a meeting with group of Ms. Vicky Carino and Ms. Lee Centeno re GBPC Plants Additional Claims, preferred schedule is on 17 Sept 2017 at 1:30PM.

Thanks and regards.

Bernhard Riemann
01:34 pm June 04,2020

Good day,

I will forward this to the department that will handle this meeting.

Regards,
Riemman

Please rate our services

☆☆☆☆☆

Submit Rating

- Select rating represented by stars.

Please rate our services



Submit Rating

- Click the minus (-) sign to reset the rating.

Please rate our services



Submit Rating

- Click **Submit Rating** button and confirmation message will appear.
- Click **Proceed** button and success message will pop up.

Submit Rating

Are you sure you want to rate this service with 4 star(s)?

Cancel Proceed

Submit Rating

You have rated the reply with 4 star(s)

OK


- It will display the rating you submitted.

You have rated the answer





d. Message Thread


 **Bernhard Riemann - 02:49 pm June 03,2020**

Dear GNPowder,

I have forwarded your inquiry to the department that handles this concern.

We will give you an update as soon as we have the information that you need.

Regards,
Aina Corazon C. Reduta | Participant Support Specialist
PEMCO | 9F Robinsons Equitable Tower, ADB Ave. Ortigas Center, Pasig City 1600
T 63.2.318.WESM (9376) local 239 | F 63.2.634.0985 | W www.wesm.ph

 **Isaac Newton - 03:59 pm June 03,2020**

Good Day!

Thank you for your reply, I will wait for the update.
I attach additional files below

Regards,
GNPower

Attached File(s):
[CTS_Sprint_1-SDD.pdf \(757.33 KB\)](#)
[Sample MOPS Report December 2019_with comments.xlsx \(144.05 KB\)](#)

[Save All](#)

This will be the conversation between the requestor and moderator.

- The green highlight represents the moderator reply.
- The blue highlight represents the moderator reply

e. Download Attachment/s

Note: If a conversation has file attachment/s, you can optionally download each file or download as a zip.

- Click any file attachment to download.

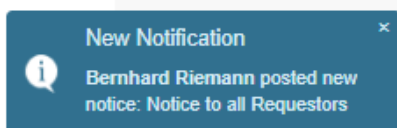
Attached File(s):

[CTS_Sprint_1-SDD.pdf \(757.33 KB\)](#)

[Sample MOPS Report December 2019_with comments.xlsx \(144.05 KB\)](#)

- Click **Save All** to download all attachments as zip.

8. Notifications



Note: Whenever there's a new notification, it will pop up on the bottom left of the screen.

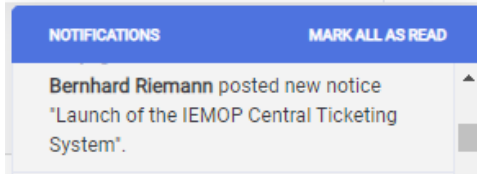


8.1 Mark All as Read

- Click the notification icon near **My Account** to open notifications.



- Click **Mark all as read** to change the read status of notification.

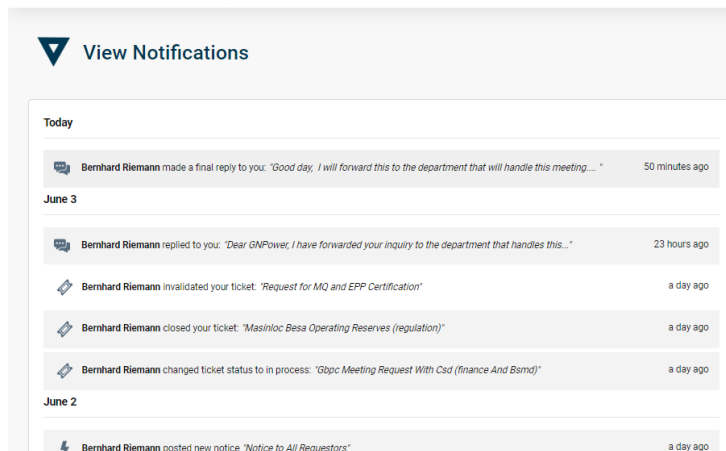


8.2 View Notification/s

- Click from the list of notification to redirect to specific one.



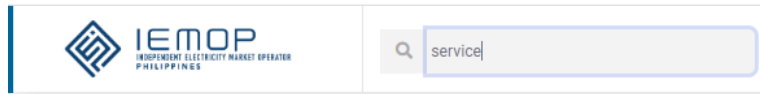
- Click **Show all notifications** to redirect to view notifications page.





9. Global Search

- Input **keyword** on the search text field and hit **Enter**.



- The filtered results with matched data shall display.

Search Results

Search Result(s) for: "service"

Ticket:	Web service s Guide for XML submission in the Current MMS
Ticket ID: (IS2006-05804834)	By: Isaac Newton
Status:	Open
Request Type:	IT Support
Moderator:	Bernhard Riemann

Good Day!

May we request the web **service**s guide for the submission of Bids and Offer in the Current MMS (ABB):

- IP Address/URL
- WSDL reference for XML submission (available functionalities for Submission and Cancellation)
- XML format for Offer Submission
- XML format for Offer Cancellation

Description: