

## **STR – Return to System**

### Definition

A return to system (RTS) transaction is the opposite of an enroll transaction. It is used to terminate an enrollment between a Consumer and Vendor at the next scheduled contract amendment.

### Action

An RTS transaction can occur as a result of a Consumer request to the Vendor, where the Vendor submits the RTS to the Distributor; or a request from the Consumer directly to the Distributor, or where the Vendor submits directly to the Distributor as a result of a terminating, non-renewing contract; or as a result of a move by the Consumer outside of the Distributor's territory.

### Rules

Scenario: Consumer requests RTS directly to Vendor

A Consumer can request a Distributor to remove the Consumer's account from a contract with a Vendor by phone, IVR, letter/fax or through the Distributor website. The RTS will be made effective on the 1<sup>st</sup> of the nearest month outside the rescind window recognizing the Distributor's processing lead-time. The Distributor will automatically move the Consumer to system sales service. The Consumer will be invoiced up to the effective date per the Vendor contract and at the Distributor system sales rate post effective the date until the Consumer enrolls with a new Vendor.

Scenario: Vendor requests Consumer RTS to Distributor

A Vendor, after complying with any applicable notification period, notifies the Distributor to discontinue direct purchase service for a Consumer. The RTS will be made effective on the 1<sup>st</sup> of the nearest month outside the rescind window recognizing the Distributor's processing lead-time. The Distributor will automatically move the Consumer to system sales service. The Consumer will be invoiced up to the effective date per the Vendor contract and at the Distributor system sales rate until the Consumer enrolls with a new Vendor.

## **RTS STR – 1**

The Consumer contacts the Distributor to return to Commodity Sales Service.

### **Flow:**

Consumer notifies Distributor of request to go to Commodity Sales Service.

1. Distributor processes request, effective next possible processing window (closest date that allows for a rescind (14 days)) and recognizing the Distributor's processing lead-time.
2. Distributor sends notification of RTS request to Vendor through XML. With no rescind, RTS will become implemented.

Consumer returns to Commodity Sales Service.

**Rules:** None

**Exceptions:** None

## **RTS STR – 2**

The Vendor requests that a Consumer be returned to Commodity Sales Service

### **Flow:**

Consumer notifies Distributor of request to go to Commodity Sales Service.

1. Distributor processes request, effective next possible processing window (closest date that allows for a rescind (30 days)) and recognizing the Distributor's processing lead-time.
2. Distributor sends notification of RTS request to the Consumer via a letter. With no rescind, RTS will become effective.

Consumer returns to Commodity Sales Service.

**Rules:** None

**Exceptions:** None

## **RTS STR – 3**

The Consumer requests to move to Commodity Sales Service by contacting the Distributor, and then cancels the request.

### **Flow:**

Consumer notifies Distributor of request to return to Commodity Sales Service.

1. Distributor processes request, effective next possible processing window (closest date that allows for a rescind (14 days)) and recognizing the Distributor's processing lead-time.
2. Distributor sends notification of request to Vendor through XML.
3. Drop can be rescinded by Vendor using an XML transaction, or by Consumer via written authorization.
4. Distributor receives and validates the rescind request.
5. Distributor deletes original request.
6. Distributor sends notification to Consumer that request has been rescinded via letter.
7. Distributor notifies Vendor that STR has been successfully rescinded via XML

Consumer remains with Vendor.

**Rules:** None

**Exceptions:** None