

EMMS SETTLEMENTS DIRECT USER INTERFACE GUIDE

VERSION: 1.03

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PREPARED BY: Information Management and Technology (IMT) – Electricity IT Solutions (EITS)

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Final

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This Document Identification

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Responsible Department: Information Management and Technology (IMT) – Electricity IT Solutions (EITS)

Notes: new in this version is an explanation of private Data Interchange reports and the need to subscribe in Data Subscriptions and Settlements Direct, see § 5.

Documents made obsolete: The release of this document changes only the version of the EMMS Settlements Direct User Interface Guide. No documents are made obsolete by releasing this document.

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1 Introduction

1.1 Purpose

Settlements Direct provides participants with access to information, including settlement statements, published by AEMO.

 **Note:** the primary delivery for your NEM and SRA statements is the EMMS file server—retrieving information from Settlements Direct is an additional resource for your convenience.

1.2 Audience

The intended audience for this guide is participants requiring an understanding of the Settlements Direct web interface in the EMMS Web Portal.

1.3 Scope

1.3.1 What's in this guide

This document provides:

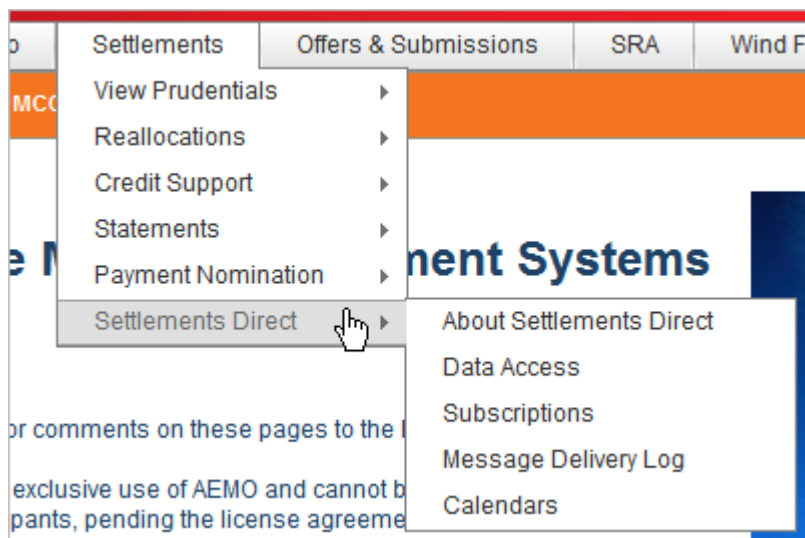
- The context of the Settlements Direct system (see §2).
- A summary of each Settlements Direct menu (see §3-7).
- A glossary of useful abbreviations and terms (see §8).
- Useful related information (see §9).
- A needing help section (see §10).

1.3.2 Related resources

- Further settlement information is available on AEMO's website:
<http://www.aemo.com.au/electricityops/Settlements.html>.

1.4 Organisation

This user interface guide is organised according to the Settlements Direct menus in the EMMS Web Portal.



1.5 Conventions



Important Note: important information is in this style.



Note: additional information is in this style.

Menu item: text formatted in this style refers to a menu item in the MSATS Web Portal.

Button: text formatted in this style refers to a button to click on a screen.

Link: text formatted in this style refers to a link to click on a screen.

Screen: text formatted in this style refers to a field or description on a screen.

“Reference”: text formatted in this style refers to another document or section in this document.

2 Context

2.1 What Settlements Direct is for

Registered participants can use Settlements Direct to perform the following tasks:

- Access key information published by AEMO.
- Replace already subscribed to "Data Subscription" reports, relating to Data Interchange, on the EMMS file server. For further information, see "MMS Data Interchange Guide" (see §9).
- Subscribe, to automatically receive information.
- Automatically notify subscribed contacts when information is available.
- View a history of previously delivered information.
- Access settlement calendars and timetables on AEMO's website.

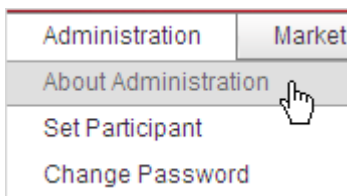
2.2 Who can use Settlements Direct

Your company's participant administrator grants you permission to use Settlements Direct using the "MSATS User Administration" interface. For further information about user administration, see the "Participant Rights Administration User Interface Guide" (see §9.1).

The MSATS entity required for Settlements Direct access is:

- EMMS – Settlements - Settlements Direct

Where a participant user has user rights assigned by more than one participant, they interactively choose the participant they represent, using the **Set Participant** option from the **Administration menu**. To learn more, see **About Administration** in the EMMS Web Portal.



2.3 How do you use Settlements Direct

Settlements Direct is part of AEMO's market software solution. It is a web-based application in the EMMS Web Portal accessed using a web browser.

2.4 Settlements Direct requirements

Settlements Direct runs on both Windows and UNIX-like operating systems and requires:

- Microsoft Internet Explorer 7 is the recommended version. Participants using Microsoft Internet Explorer 8 can enable Compatibility View.
- A monitor capable of 1024 x 768 screen resolution.
- Access to MarketNet, see "Guide to Market Systems – Gaining Access" (see §9).
- The URL of the pre-production (for testing) and production EMMS Web Portals, see "AEMO's IP Addresses for Participants" (see §9).
- A user ID and password, provided by your system administrator, set-up with access to Settlements Direct, see "Participant Rights Administration User Interface Guide" (see §9).

2.5 Settlements Direct information grouping

Information in Settlements Direct is grouped into categories and types. You can filter the information using the category and type drop-down lists and grids.

Category	(All categories) ▾
Type	(All types) ▾

Figure 1: category and types drop-down lists

Below is an example of an expandable and collapsible categories and types grid.

▾	Category: Miscellaneous	▾	Category: NEM Third Party Data
>	Type: Energy	>	Type: ASX
>	Type: Miscellaneous	>	Type: ESC
>	Type: Public Energy	>	Type: ICRC
>	Type: Public Miscellaneous	>	Type: IPART
▾	Category: NEM Correspondence	>	Type: ORER
>	Type: MCL Reviews	>	Type: QCA
>	Type: NEM Guarantee Expiry	>	Type: SFE
>	Type: NEM Participant Fees	▾	Category: QldGas Statements
>	Type: NEM Settlement Update	>	Type: QldGas Final Statement
▾	Category: NEM Market Reports	>	Type: QldGas Preliminary Statement
>	Type: Market Summary Report	>	Type: QldGas Revision Statement
>	Type: Regional Interconnector Report	▾	Category: SRA Statements
>	Type: Regional Summary Report	>	Type: SRA Proceeds
▾	Category: NEM MMS Data	>	Type: SRA Purchase
>	Type: Confidential Billing	>	Type: SRA Reconciliation
>	Type: Confidential Meter	▾	Category: STTM Statements
>	Type: Confidential Prudential	>	Type: STTM Final Statement
>	Type: Confidential Settlements	>	Type: STTM Preliminary Statement
>	Type: Interconnector Meter	>	Type: STTM Revision Statement
>	Type: NEM Settlements	▾	Category: VicGas Statements
>	Type: Regional Billing	>	Type: VicGas Final Statement
▾	Category: NEM Statements	>	Type: VicGas Preliminary Statement
>	Type: Final Statement	>	Type: VicGas Revision Statement
>	Type: Preliminary Statement		
>	Type: Revision Statement		
▾	Category: NEM Summary Data		
>	Type: Directions Recovery Reconciliation		
>	Type: NMAS Recovery Reconciliation		

Figure 2: category and types grid

2.6 File encryption information

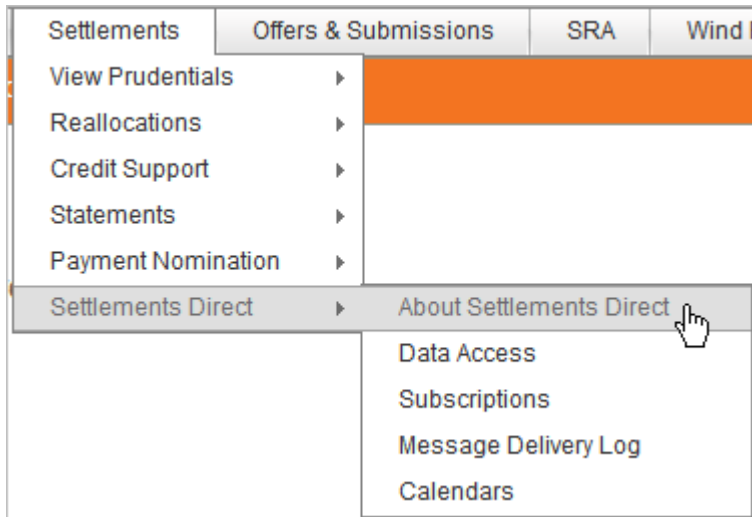
- Files containing private data are compressed and encrypted using 256-bit AES encryption. You need a compression utility like WinZip ® or 7-Zip ® to decompress the file.
- Private data is *always* encrypted for participants with a data sharing agreement. For further information, read "Data Sharing" in "About Data Interchange" in the EMMS Web Portal.
- Participants without a data sharing agreement can accept a waiver on the Subscription interface, allowing delivery of private data by unencrypted e-mail. However, AEMO strongly recommends participants always receive private data in an encrypted e-mail.
- Confidential data must be treated in accordance with "Clause 8.6" of the National Electricity Rules.

3 About Settlements Direct

The **About Settlements Direct** menu contains an online printable user interface guide, similar to this document.

To access **About Settlements Direct**:

1. Place your cursor over **Settlements**, then **Settlements Direct** and then click **About Settlements Direct**.



2. The **About Settlements Direct** displays and looks similar to the example below.

[Print this topic](#)

About Settlements Direct

Contents

- Introduction
- Data Access
- Subscriptions
- Message Delivery Log
- Calendars
- Needing Help
- Useful resources

Introduction

Settlements Direct provides participants with access to information, including settlement statements, published by AEMO. **Note:** the primary delivery for your NEM and SRA statements is the EMMS file server—retrieving information from Settlements Direct is an additional resource for your convenience.

Registered participants can use the Settlements Direct menus to perform the following tasks:

- Access key information published by AEMO.
- Replace already subscribed to "Data Subscription" reports, relating to Data Interchange, on the EMMS file server. For further information, see [About Data Interchange](#).
- Subscribe to automatically receive information.
- Automatically notify subscribed contacts when information is available.
- View a history of previously delivered information.
- Access settlement calendars and timetables on AEMO's website.

Note: your company's participant administrator grants you permission to use Settlements Direct using the "MSATS User Administration" interface. For further information, see the [Participant Rights Administration User Interface Guide](#) on AEMO's website.

File Encryption Information

- Files containing private data are compressed and encrypted using 256-bit AES encryption. You need a compression utility like WinZip® or 7-Zip® to decompress the file.
- Private data is **always** encrypted for participants with a data sharing agreement. For further information, see [Data Sharing](#).
- Participants without a data sharing agreement can accept a waiver on the Subscription interface, allowing private data delivered by unencrypted e-mail. However, AEMO strongly recommends participants always receive private data in an encrypted e-mail.
- Confidential data must be treated in accordance with "Clause 8.6" of the National Electricity Rules.

Categories and types

Information in Settlements Direct is grouped into categories and types. You can filter the information using the category and type drop-down lists and grids. Below is an example of the categories and types you may see in the Subscription interface.

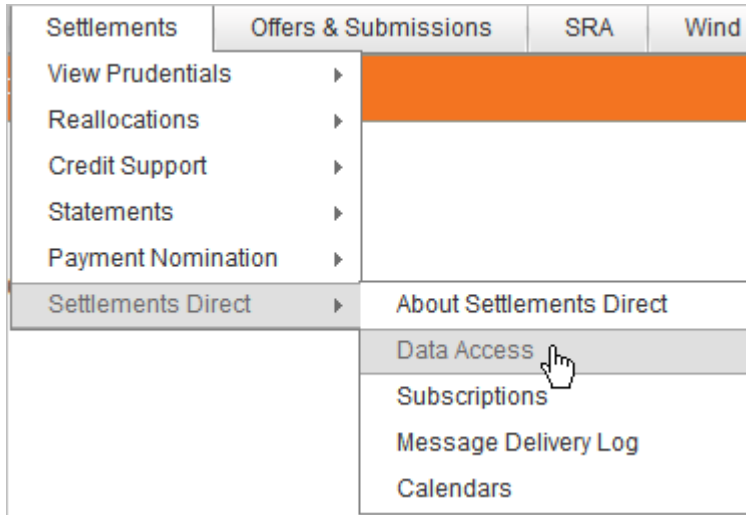
▼ Category: Miscellaneous	▼ Category: NEM Third Party Data
> Type: Energy	> Type: ASX

4 Data Access

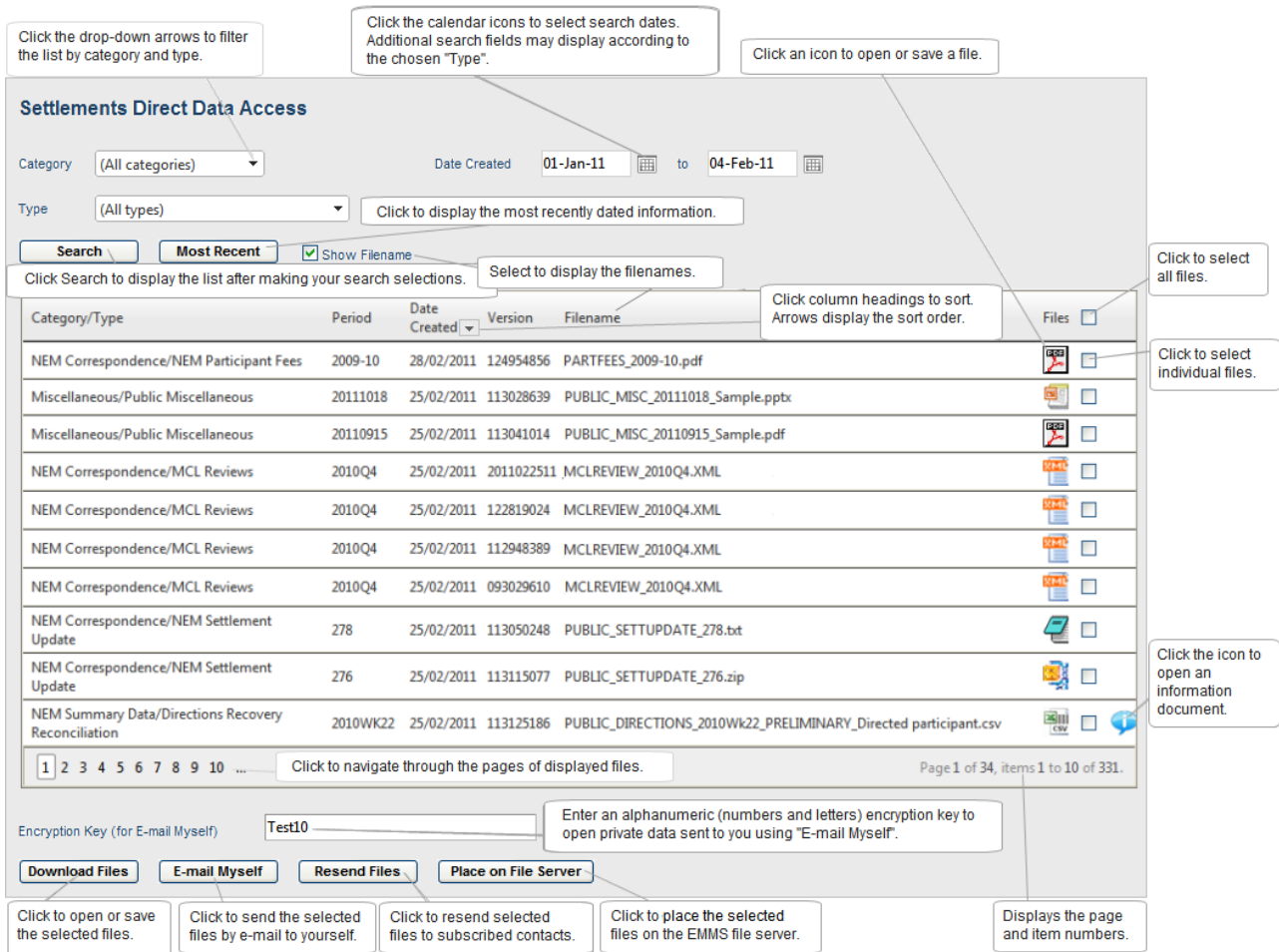
The **Data Access** interface displays available AEMO information allowing you to directly access, or send the information by e-mail. The information is grouped into categories and types, with each column heading sortable.

To access **Data Access**:

- Place your cursor over **Settlements**, then **Settlements Direct** and then click **Data Access**.



4.1 Using Data Access



Click the drop-down arrows to filter the list by category and type.

Click the calendar icons to select search dates. Additional search fields may display according to the chosen "Type".

Click an icon to open or save a file.

Click Search to display the list after making your search selections.

Click to display the most recently dated information.

Select to display the filenames.

Click column headings to sort. Arrows display the sort order.

Click to select all files.

Click to select individual files.

Click the icon to open an information document.

Enter an alphanumeric (numbers and letters) encryption key to open private data sent to you using "E-mail Myself".

Click to open or save the selected files.

Click to send the selected files by e-mail to yourself.

Click to resend selected files to subscribed contacts.

Click to place the selected files on the EMMS file server.

Displays the page and item numbers.

Click to navigate through the pages of displayed files.

Page 1 of 34, items 1 to 10 of 331.

Category/Type	Period	Date Created	Version	Filename	Files
NEM Correspondence/NEM Participant Fees	2009-10	28/02/2011	124954856	PARTFEES_2009-10.pdf	
Miscellaneous/Public Miscellaneous	20111018	25/02/2011	113028639	PUBLIC_MISC_20111018_Sample.pptx	
Miscellaneous/Public Miscellaneous	20110915	25/02/2011	113041014	PUBLIC_MISC_20110915_Sample.pdf	
NEM Correspondence/MCL Reviews	2010Q4	25/02/2011	2011022511	MCLREVIEW_2010Q4.XML	
NEM Correspondence/MCL Reviews	2010Q4	25/02/2011	122819024	MCLREVIEW_2010Q4.XML	
NEM Correspondence/MCL Reviews	2010Q4	25/02/2011	112948389	MCLREVIEW_2010Q4.XML	
NEM Correspondence/MCL Reviews	2010Q4	25/02/2011	093029610	MCLREVIEW_2010Q4.XML	
NEM Correspondence/NEM Settlement Update	278	25/02/2011	113050248	PUBLIC_SETTUPDATE_278.txt	
NEM Correspondence/NEM Settlement Update	276	25/02/2011	113115077	PUBLIC_SETTUPDATE_276.zip	
NEM Summary Data/Directions Recovery Reconciliation	2010WK22	25/02/2011	113125186	PUBLIC_DIRECTIONS_2010Wk22_PRELIMINARY_Directed participant.csv	

4.1.1 Downloading Files

- Use the **Download Files** button to open or save the selected files to your computer. Multiple file selections are compressed into a single .ZIP file.

4.1.2 E-mailing Myself

- Any selected private data is encrypted using the encryption key provided. If an encryption key is not provided, the default encryption key displayed in the field is used. The default encryption key is managed in the "MSATS Participant Information - View" interface. For further information, see the "MSATS User Interface Guide" on AEMO's website (see §9.1).
- Multiple file selections are compressed into a single .ZIP file.
- The **E-mail Myself** button is inactive if you do not have an e-mail address entered in "MSATS Participant Contacts". For further information, see the "MSATS User Interface Guide" on AEMO's website (see §9.1).



4.1.3 Resending Files

- Use the **Resend Files** button to send selected files to currently subscribed contacts. Each selected file is re-sent as one single file per e-mail.

4.1.4 Placing files on the EMMS file server

Use the **Place on File Server** button to:

- Place selected Data Interchange files originally subscribed to in the EMMS Web Portal Data Subscription interface, on the EMMS file server. Only files subscribed to at the time are replaced. For further information, see “MMS Data Interchange Guide” (see §9).
- Place selected files manually generated by the settlements team on the EMMS file server. These files are in categories such as, Miscellaneous, NEM Correspondence, NEM Summary Data, and NEM Third Party Data.



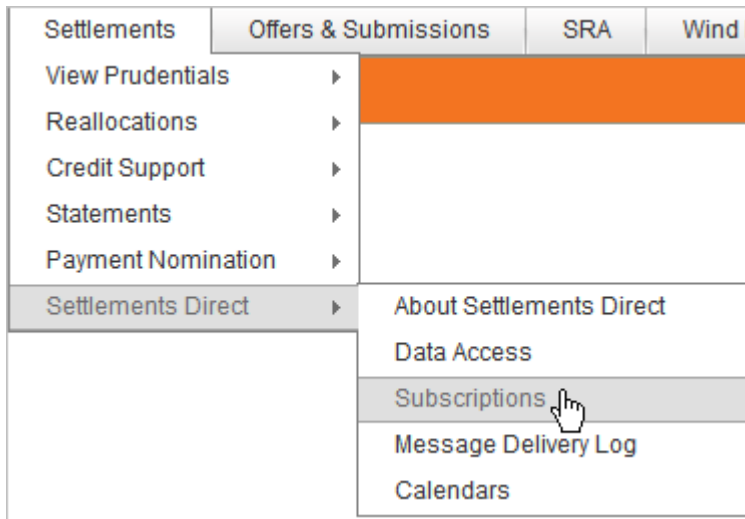
Note: selected files are replaced on the EMMS file server, as per the original request, they are not compressed into a single .ZIP file.

5 Subscriptions

To automatically receive settlement related information when it is available, use the Settlements Direct **Subscriptions** interface to maintain your notification selections.

To access **Subscriptions**:

- Place your cursor over **Settlements**, then **Settlements Direct** and then click **Subscriptions**.



5.1 Using Subscriptions

Files in the secured delivery list are encrypted when sent by automated e-mail.

Click the arrows to move files between the secured and unsecured lists.

Files in the unsecured delivery list are not encrypted when sent by automated e-mail.

Settlements Direct Subscriptions

Secured Attachment Delivery

- Miscellaneous/Energy
- Miscellaneous/Miscellaneous
- NEM Alerts/Early Payment
- NEM Alerts/Expiry of Unauthorised Reallocation

Unsecured Attachment Delivery

Move a single file.

Move all files.

Submit
Expand Grid
Collapse Grid

Select to subscribe a contact to receive automated settlement information.

Name	Contact Details	E-mail	Notify by E-mail	Notify by SMS	Contact Identifier
Category: Miscellaneous					
Type: Energy; secured					
Contact name	Contact details	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	885/REGISTRATION
Contact name	Contact details	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	RM/MSATSUSER
Type: Miscellaneous; secured					

Click to expand a category or type.

Click to save subscription changes.
Warning: changes are not saved until you click Submit.

Click to expand the entire grid.

Click to collapse the entire grid.

A "REGISTRATION" Contact Identifier is set-up by AEMO during registration. Only AEMO can change a "REGISTRATION" Contact Identifier.

5.1.1 Making changes in the Subscription interface



Important Note: when you make changes in the **Subscriptions** interface, the changes are not saved until you click **Submit**.

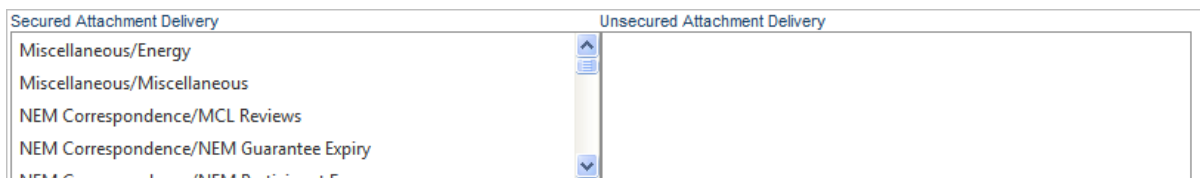
5.1.2 Secured and unsecured delivery lists

- Moving files between the secured and unsecured delivery lists, requires acceptance of a waiver agreeing to the sending of unencrypted information by e-mail.



Note: the files only remain in the unsecured delivery list if you have a subscription for the file. AEMO strongly recommends participants always receive private data in an encrypted e-mail.

- Participants with a data sharing agreement cannot see the arrows to move files between the secure and unsecured delivery lists because files are always encrypted for participants with a data sharing agreement. For further information, read “Data Sharing” in “**About Data Interchange**” in the EMMS Web Portal.



- Confidential data must be treated in accordance with "Clause 8.6" of the National Electricity Rules.

5.1.3 Important subscription information

- Settlements Direct subscriptions are set-up to receive Settlement Direct related information only, they differ from the .CSV reports you subscribe to in the EMMS Web Portal Data Subscription interface, relating to Data Interchange. For further information, see “MMS Data Interchange Guide” (see §9).
- You can subscribe to your confidential Data Interchange reports in Settlements Direct but you must also subscribe to the same report in the Data Subscription interface. Confidential reports in the Data Subscription interface are not created if participants are not subscribed. Examples of confidential Data Interchange reports are *NEM Confidential Billing*, *NEM Confidential Settlements*, *NEM Confidential Prudential* etc.
- Participants with access can set-up contacts to receive Settlements Direct information, using the "MSATS Participant Contact" interface. For further information on creating participant contacts, see the “MSATS User Interface Guide” on AEMO's website (see §9.1).
- Settlements Direct information is created at any time, so notifications are received at all hours. Please keep this in mind when setting-up your SMS notifications.
- Delivery of certain Settlements Direct information, such as NEM Statements is mandatory. Contacts having the "REGISTRATION" Contact Identifier receive mandatory Settlements Direct information. AEMO sets them up during registration—to remove or change a subscription for a "REGISTRATION" Contact Identifier, contact the settlements team. For contact details, see “Needing Help?” on page 20.

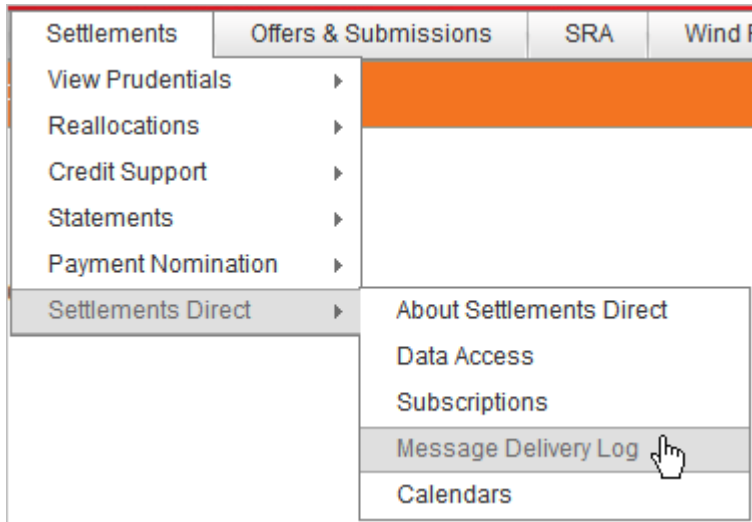
E-mail	Notify by E-mail	Notify by SMS	Contact Identifier
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	964/REGISTRATION
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	MSATS/EF

6 Message Delivery Log

The **Message Delivery Log** displays a history of information, previously sent from Settlements Direct.

To access **Message Delivery Log**:

- Place your cursor over **Settlements**, then **Settlements Direct** and then click **Message Delivery Log**.



6.1 Viewing the message delivery log

Click the drop-down arrows to filter the log by contact, category or type. Click the calendar icons to select search dates.

Settlements Direct Message Delivery Log

Contact: (All contacts)

Category: NEM Summary Data

Date Delivered: 01-Nov-10 to 01-Feb-11

Type: NEMAS Recovery Reconciliation

Click to display the log after making your search selections.
Click to view the message delivery log details.

Date Delivered	Via	To	Category/Type	Filename	
01/02/2011 13:56:00	Notify by SMS	Contact name	NEM Summary Data/NEMAS Recovery Reconciliation	PUBLIC_NMAS_2009Wk47_FINAL.CSV	View
01/02/2011 13:56:00	Notify by Email	Contact name	NEM Summary Data/NEMAS Recovery Reconciliation	PUBLIC_NMAS_2009Wk47_FINAL.CSV	View
01/02/2011 13:56:00	Email	Contact name	NEM Summary Data/NEMAS Recovery Reconciliation	PUBLIC_NMAS_2009Wk47_FINAL.CSV	View
01/02/2011 13:56:00	Notify by SMS	Contact name	NEM Summary Data/NEMAS Recovery Reconciliation	PUBLIC_NMAS_2009Wk47_FINAL.CSV	View
01/02/2011 13:56:00	Email	Contact name	NEM Summary Data/NEMAS Recovery Reconciliation	PUBLIC_NMAS_2009Wk47_FINAL.CSV	View
01/02/2011 13:56:00	Notify by Email	Contact name	NEM Summary Data/NEMAS Recovery Reconciliation	PUBLIC_NMAS_2009Wk47_FINAL.CSV	View
31/01/2011 11:01:26	Notify by SMS	Contact name	NEM Summary Data/NEMAS Recovery Reconciliation	PUBLIC_NMAS_2010Wk34_PRELIM.CSV	View
31/01/2011 11:01:26	Notify by Email	Contact name	NEM Summary Data/NEMAS Recovery Reconciliation	PUBLIC_NMAS_2010Wk34_PRELIM.CSV	View
31/01/2011 11:01:26	Email	Contact name	NEM Summary Data/NEMAS Recovery Reconciliation	PUBLIC_NMAS_2010Wk34_PRELIM.CSV	View
31/01/2011 11:01:26	Notify by SMS	Contact name	NEM Summary Data/NEMAS Recovery Reconciliation	PUBLIC_NMAS_2009Wk47_Revision3.CSV	View

1 2 3
Page 1 of 3, items 1 to 10 of 24.

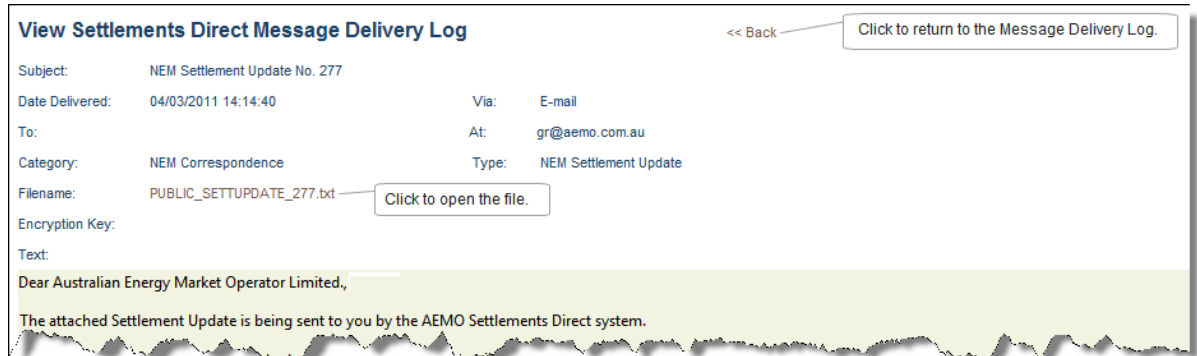
Click to navigate through the pages of displayed files.
Displays the page and item numbers.

6.2 Important Message Delivery Log information

- Names displayed in the **Contact** drop-down list are active contacts only.
- Under the **To** column in the Message Delivery Log grid, you may see contact names that have since been made inactive, this is because the Message Delivery Log is a history of previously sent information.

6.3 Viewing Message Delivery Log details

- To see further message delivery details, on the Message Delivery Log interface, click **View** next to the required filename. The **View Settlements Direct Message Delivery Log** displays.



The screenshot shows a web interface titled "View Settlements Direct Message Delivery Log". It contains the following details:

- Subject:** NEM Settlement Update No. 277
- Date Delivered:** 04/03/2011 14:14:40
- Via:** E-mail
- To:** gr@aemo.com.au
- Category:** NEM Correspondence
- Type:** NEM Settlement Update
- Filename:** PUBLIC_SETTUPDATE_277.txt (with a callout box: "Click to open the file.")
- Encryption Key:** (blank)
- Text:** Dear Australian Energy Market Operator Limited, The attached Settlement Update is being sent to you by the AEMO Settlements Direct system.

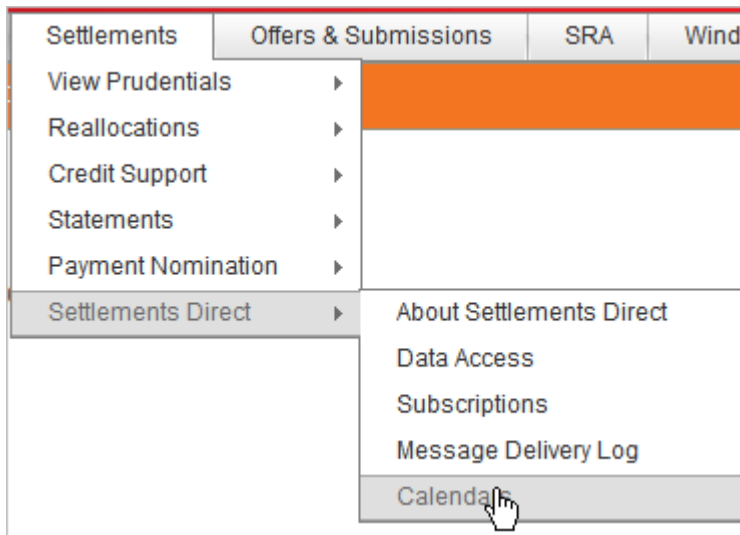
Navigation options include a "<< Back" button and a callout box: "Click to return to the Message Delivery Log."

7 Calendars

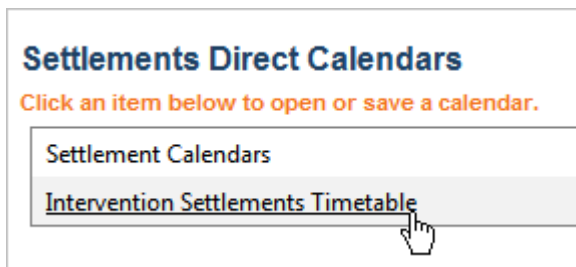
The **Calendars** menu provides links to the current settlement calendars and timetables on AEMO's website; they can be downloaded in various formats such as PDF, CSV, and iCalendar.

To access **Calendars**:

3. Place your cursor over **Settlements**, then **Settlements Direct** and then click **Calendars**.



4. The calendars and timetable links display.































5. Clicking a calendar or timetable link directs you to AEMO's website where you can download or save it to your computer. For example:

AEMO Settlement Calendars

AEMO prepares a settlement calendar for each of the markets being settled, showing the dates for delivery of statements and settlement of trading amounts relating to each billing period. To assist participants in fulfilling their settlement obligations, AEMO has prepared a suite of calendars that utilise a common layout, and also calendars that span across markets (e.g. final statement and payment dates for all markets). The table below presents each of the calendars, based on the market(s) they cover and the layout of the calendar. The calendars are based on the public holiday dates determined by the State Government proclamations. State governments may, from time to time, proclaim additional holidays at short notice. AEMO reserves the right to modify these calendars if necessary to comply with the relevant market rules and provides these calendars subject to this [Disclaimer](#).

For further information on these documents please contact: [Chris Muffett](#) – Metering and Settlements

	Market				
	VicGas	QldGas	STTM	NEM	SRA
List Calendar					
Weekly Planner	2011:  2012: 			2011:  2012: 	
Monthly Planner					
					
Yearly Planner					
	 (Clearing only)				
CSV Data				2010:  2011:  2012: 	
iCalendar Files					
	 (Clearing only)				

8 Glossary

8.1 Abbreviations

Abbreviation	Abbreviation Explanation
AEMC	Australian Energy Market Commission
CSV	Comma-separated values; a file format for exchanging data using commas as delimiters. For help with the CSV format, see the "AEMO CSV Data Format Standard" (see "References" on page 19).
EMMS	Electricity Market Management System (formerly MMS); software, hardware, network and related processes to implement the National Electricity Market (NEM)
MSATS	Market Settlement and Transfer Solution.
NEM	National Electricity Market
NER	National Electricity Rules

Table 1: Abbreviations

8.2 Special terms

Term	Definition
Rules	National Electricity Rules

Table 2: Special terms

9 References

The resources listed in this section contain additional related information that may assist you.



Note: it is important to ensure that you are reading the current version of any document.

- **About Administration:** for information about using **Set Participant** (e.g. for agents), see the “About Administration” menu, when logged into the EMMS Web Portal.
- AEMO Help Desk: phone: 1300 300 295, option 2; e-mail: helpdesk@aemo.com.au.
- National Electricity Rules: see the AEMC website <http://www.aemc.gov.au>.

9.1 AEMO’s website

The following documents are found on AEMO’s website:

- *Guide to Market Systems – Gaining Access*, for information on access to AEMO’s Web Portals. Participants wishing to use AEMO’s Web Portals are required to have access to the AEMO Market Systems using the MarketNet Private Network. MarketNet provides information using web interfaces to participants, available from <http://www.aemo.com.au/registration/infosystems.html>.
- *MMS Data Interchange Guide*, provides an overview of the components for managing, monitoring and replicating data between AEMO’s Wholesale Market Management Systems (MMS) and registered participant’s wholesale market data stores conforming to the MMS Data Model (participant’s MMS database). It is available from <http://www.aemo.com.au/registration/nemnet.html>.
- *MSATS User Interface Guide*, provides information on using the participant menus in the MSATS Web Portal. All MSATS user interface guides are available from <http://www.aemo.com.au/electricityops/userguide.html>.
- *Participant Rights Administration User Interface Guide*, provides information on participant administration for managing an AEMO Web Portal account (accounts are created in MSATS), see the available from <http://www.aemo.com.au/electricityops/userguide.html>.

9.2 EITS publications

Participant users with the credentials can find the following documents in the secure [EITS Publications](#) area on AEMO’s website (application to AEMO’s Help Desk or see “**About Administration**” in the EMMS Web Portal). Documents in “EITS Publications” are available to registered participants only.

- *AEMO CSV Data Format Standard*, describes the CSV standard used within flat files provided to participants. Its primary function is to provide sufficient information to allow participants to understand the AEMO CSV data format standard.
- *AEMO’s IP Addresses for Participants*, provides information about URLs for accessing AEMO’s IT systems.
- *Electricity Market Management Systems (EMMS) Web Portal Applications*, provides a summary of EMMS Web Portal applications, to assist participants with decisions about AEMO’s IT systems.
- *Guide to Market Systems – Maintaining and extending Access*, provides high-level, summary information about AEMO’s IT systems, to assist participants with decisions about usage of the data interfaces to AEMO’s systems.
- *Web Portal Login User Guide*: for information on how to log on to AEMO’s Web Portals.

10 Needing Help?

10.1 Why can't I...

- Change certain subscriptions?

Delivery of certain Settlements Direct information, such as NEM Statements is mandatory. Contacts having the "REGISTRATION" Contact Identifier receive mandatory Settlements Direct information. AEMO sets them up during registration—to remove or change a subscription for a "REGISTRATION" Contact Identifier, contact the settlements team. For contact details, see Support on page 21.

- Receive some subscriptions by e-mail after I've subscribed?

Confidential Data Interchange reports are only received from Settlements Direct if you have also subscribed in the Data Subscription interface. Confidential reports in the Data Subscription interface are not created if participants are not subscribed. Examples of confidential Data Interchange reports are *NEM Confidential Billing*, *NEM Confidential Settlements*, *NEM Confidential Prudential* etc.

- Save my subscription changes?

After making any changes in the **Subscription** interface, you must click **Submit** to save your changes.

- Save my changes to the secured and unsecured delivery lists in the **Subscriptions** interface?

Changes to the secured and unsecured delivery lists are not saved if you do not have a subscription for the file type.

- See the navigation buttons for changing between secured and unsecured lists in the **Subscriptions** interface?

File encryption is compulsory for participants with a data sharing agreement. For further information, read "Data Sharing" in "**About Data Interchange**" in the EMMS Web Portal.

- See the Settlements Direct menus?

Your company's participant administrator must grant you access to the Settlements Direct menus. For information about the MSATS entity required for access to Settlements Direct, see Who can use Settlements Direct on page 3. For further information about granting access, see "Participant Rights Administration User Interface Guide" on AEMO's website (see §9.1).

- See my name in the recipients list on the Subscriptions screen?

If you have access to Settlements Direct but you do not appear in the recipients list, ask your company's participant administrator to check if you have an e-mail address defined in your MSATS account. For further information about user administration, see "Participant Rights Administration User Interface Guide" on AEMO's website (see §9.1).

- Place any type of file on the EMMS file server?

Only Data Interchange .CSV reports subscribed to at the time in the "Data Subscription" interface, and manually generated files placed on the EMMS file server by the settlements team (these files are in categories such as, Miscellaneous, NEM Correspondence, NEM Summary Data, and NEM Third Party Data), can be placed on the EMMS file server. If one of your selected files is not one of these files and you receive a message, please make your selections again. For further information, see "MMS Data Interchange Guide" (see §9).

10.2 Support

- To request technical support, please contact AEMO's Help Desk - telephone: 1300 300 295 (option 2), e-mail: helpdesk@aemo.com.au. Provide details of the actions you were performing, and any error messages you received.
- To request support for settlement related information, call the AEMO Help Desk and ask them to direct your call to the settlements team, or e-mail details of your enquiry to nem.settlements@aemo.com.au.

10.3 Feedback

- To suggest corrections to this document, please contact AEMO's Help Desk - Telephone: 1300 300 295 (option 2), E-mail: helpdesk@aemo.com.au.