Customer Inquiry, Dispute & Information (CIDI)
User Guide

Revision History

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Introduction

The Customer Inquiry, Dispute & Information (CIDI) system is used to log and track market inquiries and settlement disputes.

Inquiry and Dispute Process

Resolution Time

The ISO is committed to meeting clients’ expectations regarding the fast resolution of cases. To the extent practical, the ISO will endeavor to resolve all cases within 10 business days or less. Settlement Disputes will continue to be processed as they are today according to the methodology outlined in Settlements and Billing BPM.

If an SC calls or emails their Client Representative to request a case be entered into CIDI, the Client Representative will enter the case into CIDI by the close of business on the day received. If the SC seeks faster attention to their case, they can enter the case directly into CIDI, and follow up with a phone call, thereby ensuring that the ISO team has all of the pertinent information and is aware of the case.

Time Sensitive Cases

If a case requires resolution within a 60-minute time horizon, the ISO strongly recommends that the SC contact their Client Representative by telephone or contact the Customer Service line at 916-608-7320.

Getting Started

You must have a Scheduling Coordinator ID (SCID) and have a CAISO Multi-Application (CMA) digital certificate installed along with access to the Portal before you can use CIDI.

1. Be sure to install the certificate per the instructions provided to you.

2. If you do not have a certificate and/or do not have access to the portal, then request access through your User Access Administrator (UAA). Once you have access provisioned, you can launch CIDI from the Market Participant Portal home page at https://portal.caiso.com.

3. The Market Participant Portal (MPP) Home page will be displayed with a list of all the applications.
Market Participant Portal (MPP)
The Market Participant Portal adds value to Market Participant businesses by streamlining access to secure ISO applications and business-critical information, enabling more efficient participation with the ISO by having:

- Centralized access to ISO applications
- Single log-on to applications using digital certificates
- Centralized access to public information sources of frequent use

MPP has Active Portlets to Issue Management, Settlements Disputes, the ISO Calendar, Market Notices, AWE and System Operating Messages. It also has links to legacy applications - ADS, SLIC, OMAR, SRS (no single sign-on) in addition to single sign-on links to new applications – RR (Resource Requirements).
Customer Inquiry Dispute Page

Home Page

The Home page is where you can create a “New Case”, view system notices or search for existing cases.
Terminology

**Tab** - across the top of a page. Clicking on a tab can take you to the home page, a Case page or to the Articles Page

**Cases page**– The tab used to create a new inquiry or a settlement dispute, each having its own unique identifying number

**Views** – are filters that display only certain records for the view criteria. You can select from pre-defined views.

**Hyperlinks** – can take you to different pages in the application

**Detail Pages** – drill down into the case created with more detailed information/fields
Side Bar – side bar offers a quick link to log a case, view cases, recent cases and search
## Field Definitions

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date/Time Opened</td>
<td>Date and time the case was entered into the system</td>
</tr>
<tr>
<td>SCID</td>
<td>This is the ID that identifies your company. Note: Some companies have many SCIDs. Be sure to select the SCID related to the case. If the SCID is not displayed, contact the Client Representative.</td>
</tr>
<tr>
<td>Subject</td>
<td>Short description of the issue up to 255 characters. Put important information from the issue, something unique that describes issue. Example: Inaccurate OASIS ATC Values (5/25/06 – 5/31/06)</td>
</tr>
<tr>
<td>Follow Up Date</td>
<td>Used to send an email reminder for the case.</td>
</tr>
<tr>
<td>New Case</td>
<td>Used to create a “Case”, either an Inquiry or a Settlement Dispute</td>
</tr>
<tr>
<td>Description</td>
<td>Details relating to the issue. Full explanation of the subject up to 32,000 characters</td>
</tr>
<tr>
<td>Case Comments</td>
<td>Used to provide comments and communication to the ISO.</td>
</tr>
<tr>
<td>Responsible Owner</td>
<td>IMS - The client representative for the account or the ISO employee (AM) responsible for ensuring the case is resolved. SDS – The dispute analyst assigned to the case.</td>
</tr>
<tr>
<td>Client Field 1, 2, 3</td>
<td>This field is a free form text field for the user to enter key words that can be used for searching, filtering and reporting. (IMS only)</td>
</tr>
<tr>
<td>Contact Name</td>
<td>The name of the contact person for whom the issue is recorded</td>
</tr>
<tr>
<td>Contact Phone</td>
<td>The contact phone number for the contact on the case.</td>
</tr>
<tr>
<td>Contact Email Address</td>
<td>The email address for the contact on the case.</td>
</tr>
<tr>
<td>Email Recipients</td>
<td>This field that allows the user to enter multiple emails that will be copied on changes to the case including significant status and case comments.</td>
</tr>
<tr>
<td>Status</td>
<td>Indicates where the case is in the process.</td>
</tr>
<tr>
<td>New</td>
<td>A case will have this status when it is first created.</td>
</tr>
<tr>
<td>Assigned</td>
<td>A case will have this status when an owner has been designated to work the case. This could be the client rep, a SME or a dispute analyst.</td>
</tr>
<tr>
<td>Awaiting Client Response</td>
<td>Used to communicate to customers that there is an action/information required from them.</td>
</tr>
<tr>
<td>Resolved Pending Validation</td>
<td>A case that has had a solution /resolution provided and is waiting for client verification. (IMS only)</td>
</tr>
<tr>
<td>Pending Recalc</td>
<td>An approved dispute case that is pending the dispute analysts' verification of corrections associated with the dispute case on the recalculated Settlement statement.</td>
</tr>
<tr>
<td>Closed</td>
<td>A case that the resolution has been accepted or dispute case where the Dispute Determination has been made and communicated to the Contact.</td>
</tr>
<tr>
<td>Auto-Closed</td>
<td>A case that the resolution was provided, but the client did not accept or decline the response within 14 business days or dispute case where the Dispute Determination has been made and communicated to the Contact.</td>
</tr>
<tr>
<td>On Hold</td>
<td>Used for unique cases that do not follow the normal 10 day target resolution process</td>
</tr>
</tbody>
</table>
How to Create a New Case (Inquiry Ticket)

All inquiries requiring action must be entered into the CIDI application. Each Scheduling Coordinator has an assigned Client Representative.

1. Click “Log a case for customer support” link on the Cases tab

2. The screen will indicate New Case, Select Case Record Type
   a. Select Inquiry Ticket

3. Click the Continue button
4. The “Case Edit” screen displays:
   a. This is the Case Edit screen for Inquiry cases

5. Enter:
   - Select SCID: (Do not be concerned that the text “SCID-00xxxx” appears. This is a system value that will not remain in the SCID field once the case is saved)
   - Subject: This is a required field. This should be a short description of the issue
- **Description**: This is a longer description of the case, up to 32,000 characters, and can be used to cut and paste text into the case. Pasting graphics is currently not supported and all graphics should be submitted as attachments.
- **Resource ID**: Enter this information if applicable
- **Trade Date**: If applicable type this information or select from a calendar by clicking on the field: Trade Hour: Select, all, or multiple trade hours by double clicking the available hour. Your selection will be added to the right hand chosen column

**Selecting SCID**
- Click the search icon and the Lookup window is displayed
- Click on the SCID User link for the appropriate SCID

6. Click Submit or Submit and Add Attachment
7. To add an “attachment”:
   a. In this example, the Submit and Add an Attachment button was selected
   b. Follow the instructions on the page to add an attachment
8. Click Attach File to add the file. It will appear in the window below.

9. Click Done to move to the next screen

10. Completed Case with attachment and case number
** bottom of case page

- Original attachment
- Click Attach File to attach any Additional documents
Add Comments

On the completed case page you can add any additional comments or view any comments added.

1. Click Add Comment
2. Enter new comment
3. Click Save
View Comments

You can view fewer or more comments by clicking the up and down arrows as indicated below.

![Case Comments Table]

Settlement Dispute cases are non-editable once submitted. If you wish to make a change to a submitted Settlements Dispute case, please contact your Client Representative, or send an email to ISODisputes@caiso.com.
Searching

The search area on the left column of the page allows you to search my case, task, notes or charge code. You can also enter a specific case #

Clicking the back arrow in the browser will take you back to the exact previous view where you were before. The "Back to List: Cases " link takes you back to the default screen before you searched. Remember to click the “Go” Button to return to the view you had previously selected.
Advanced Search

Use the Search area in the sidebar to globally search across multiple fields of all objects in the system.

Use the Advanced Search Options link to limit the scope of your search and to use enhanced searching features.

NOTE:
To find all records that start with a certain phrase, you must add an asterisk (*) at the end of the word. For EXAMPLE: To find all records with the word “Test” in them, you must type “tes*”. NOT simply “tes”.

Advanced Search allows you to search by phrase, attachment, case number or any combination.
How to Create a New Case (Settlement Dispute)

All Settlement disputes must be entered into the CiDI application.

1. Click "Log a case for customer support" link on the Cases tab
2. The screen will indicate New Case, Select Case Record Type
3. Select Settlement Dispute
4. Click the Continue button

- The red bar indicates a required field.
  This defaults to Inquiry Ticket
- The choice is Inquiry Ticket or Settlement Dispute
This is the Case Edit screen for SDS cases:

5. Enter all required fields:

- SCID User
- Charge Code
- Trade Date
- Trade Hours
- Dispute Amount
- Settlement Run #
- Statement Disputed
- Statement Publication Date
- Bill Determinant name (looking for the root cause bill determinant of the issue)
  - Use ; if providing more than one root cause bill determinant
- Resource
  - Use N/A if charge code is not resource specific
  - Use ; if the providing more than one resource for the same dispute
- Case Reason

- You must select the appropriate SCID from search icon. All the SCIDs assigned to your digital certificate will appear here.
- Case type indicates SbdS
- Select the appropriate Charge Code
- Enter the root cause bill determinant of the issue and the affected resource(s).
- Fields with red bar are required fields.
6. Click Submit or Submit and Add Attachment at the top or bottom of the page
   a. Follow the same method to add attachments as described above for Inquiry cases.

NOTE: Settlement Dispute cases are non-editable once the dispute window closes. If you wish to make a change to a submitted Settlements Dispute case, please contact your Client Representative or send an email to ISODispute@caiso.com.
Reports (printing cases)

CIDI offers you the ability to print an individual case detail or a view/list of cases. Below is the printable view from an individual case.

1. Click the Printable View on a case

2. Print View window is displayed

3. Click Print this page

You can save the printable version to a folder by clicking File > Save As in the print window.

You can also print from a list view.

4. Click the Printable View utility while viewing a list

5. Print View window is displayed

6. Click Print this page
• You can save the printable version to a folder by clicking File > Save As in the print window.

• You can also copy the page, by selecting all, ctrl A, and ctrl C to copy and then ctrl V to paste into MS Excel worksheet.
Special Tips

Entry ID

Entry ID indicates OLD IMS tickets brought over to the new CIDI system.

Back Arrow, Go, Back to List

If you use the back button on your browser it will take you back to the exact same view as you were in before you opened the case. If you use the “Back to List: Cases” link, you move back to the default screen and must push the Go button to return to the same (view in the drop down window) screen as you were at before you opened the case.
Cloning a Case

CIDI offers you an ability to clone an existing Inquiry case using the data and information already entered into the system.

1. Select an existing open case, a case not in the “closed” status.
2. Click the Clone button

A second record is created and the required fields to be updated are highlighted with a red bar.

- Status is in Resolved and pending validation - does not equal Closed
Tracking Case Details

The Case Detail screen contains all fields specifically used for tracking case information.

- A Case Number has been assigned.
- Status is Pending Recalc and Status Reason is blank for the case. Type indicates if the case is an inquiry (IMS) or a dispute (SDS).

### Case Information

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case Number</td>
<td>00023989</td>
</tr>
<tr>
<td>Status</td>
<td>Pending Recalc</td>
</tr>
<tr>
<td>Status Reason</td>
<td>BA_10</td>
</tr>
<tr>
<td>Type</td>
<td>SDS</td>
</tr>
<tr>
<td>SID</td>
<td>X000X</td>
</tr>
</tbody>
</table>

### Dispute Information

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charge Code</td>
<td>E470</td>
</tr>
<tr>
<td>Charge Code Name</td>
<td>Real Time Instructed Issue/Energy Settlement</td>
</tr>
<tr>
<td>Dispute Amount</td>
<td>$15,998.56</td>
</tr>
<tr>
<td>Settlement Run #</td>
<td>0000012013</td>
</tr>
<tr>
<td>Trade Date</td>
<td>01/01/2009</td>
</tr>
<tr>
<td>Trade Hours</td>
<td>All Hours</td>
</tr>
<tr>
<td>Statement Disputed</td>
<td>Daily</td>
</tr>
<tr>
<td>Statement Publication Date</td>
<td>26/05/2009</td>
</tr>
</tbody>
</table>

### Description Information

- The various fields can be used for tracking purposes.
  - Charge Code
  - Charge Code Name

### Response Information

- Dispute Determination: Approved
- Determination Reason: Estimated Adjustment Amount
- Placeholder Approved: No
- Adjustment Publication Date: [Blank]

### Contact Information

- Contact Name: [Name]
- Contact Email: [email@email.com]
- Contact Phone: [Phone]

### System Information

- Created By: [User Name], 27/05/2009 1:00 AM
- Last Modified By: [User Name], 28/05/2009 1:00 AM
- Subject: Settlement Dispute

### Comments

No records to display.
The fields are slightly different from the IMS cases to the SDS cases

- Be sure to take note of the case type: IMS or SDS

Client/Customer Responses

There are three kinds of client responses to an inquiry case, providing a generic response, accepting a resolution or declining a resolution:

- Case status – Awaiting Client Response – case is needing more information to assist ISO in finding a response
  - Press the Provide Client Response Button

- Case status – Pending Validation – case needs validation
  - Accept or Decline (with comments) the Resolution

In this example the status is Pending Validation
Click the Accept/Decline Resolution button. Select Accept Resolution or Decline Resolution and enter a response.