Customer Inquiry, Dispute & Information (CIDI) User Guide
Version 2.1
## Revision History

<table>
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<th>Date</th>
<th>Description</th>
<th>By</th>
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<tr>
<td>1.0</td>
<td>04/26/10</td>
<td>CIDI initial user guide</td>
<td>Latisha C.</td>
</tr>
<tr>
<td>1.1</td>
<td>04/27/10</td>
<td>Final Edits</td>
<td>Nathan H.</td>
</tr>
<tr>
<td>1.2</td>
<td>6/12/2017</td>
<td>Update to Settlement dispute section</td>
<td>Meghna K.</td>
</tr>
<tr>
<td>1.3</td>
<td>8/28/2017</td>
<td>Updated with current screenshots and relevant information</td>
<td>Lindsey L.</td>
</tr>
<tr>
<td>1.4</td>
<td>11/08/2017</td>
<td>Updated with current screenshots and relevant information</td>
<td>Mark R.</td>
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<tr>
<td>1.5</td>
<td>11/28/2018</td>
<td>Updated for Communities</td>
<td>Mark R.</td>
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<tr>
<td>1.6</td>
<td>10/19/2020</td>
<td>Updated document to include the new Case Record Type info for ‘Negotiated Rate Application’</td>
<td>Monica M.</td>
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<tr>
<td>1.7</td>
<td>12/04/2020</td>
<td>Added clarification under the Negotiated Rate Application submission section.</td>
<td>Monica M.</td>
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<tr>
<td>1.8</td>
<td>01/06/21</td>
<td>Updated the section for ‘Inquiry Ticket’ to introduce the new Manual Reference Request radio button in the submission window.</td>
<td>Monica M.</td>
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<tr>
<td>1.9</td>
<td>04/20/21</td>
<td>Updated a new Case Record Type, titled ‘Onboarding and Maintenance’. Current and onboarding clients can use this new record type to submit their ongoing obligations (existing clients) and document submissions (upcoming clients).</td>
<td>Monica M.</td>
</tr>
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| 2.0     | 07/30/21   | Updated contents for the following:  
1. CIDI Survey  
2. Provide Client Response button modifications  
3. Disabling comments function when the status is in ‘Resolved-Pending Validation’ or ‘Closed’. | Monica M.   |
| 2.1 | December 2021 | Updated the contents for the following CIDI enhancements:  
1. Changes to the Community Main Page  
2. Predictive Search  
3. Dispute Comments  
4. Generating a dispute ticket from an existing inquiry ticket | Monica M. |
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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 endeavors to resolve or update all cases by the Follow-Up date established in the case. Settlement Disputes are processed according to the process and timeline outlined in the Settlements and Billing BPM.
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 the pertinent information and is aware of the case.

Time Sensitive Cases
If a case requires resolution within a Real Time Market 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 you 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
Communities Home Page

From the Home page, you can submit a new case, view recent cases, view knowledge articles, or search the knowledge and existing cases databases.

You can also view any upcoming scheduled maintenance for CAISO applications by clicking on the **System Operating Messages** link for *Production* maintenances.
**Tabs** across the top of a page take you to the Help Center (home page):

- Knowledge Articles
- Cases
- Submit Inquiries, Access or Maintenance
- Submit Dispute

The ‘Submit Inquiries, Access or Maintenance’ tab contains the following record types:
1. Application Access Request Case (AARC) Submission
2. Inquiry Ticket
3. Negotiated Rate Application
4. Onboarding and Maintenance
5. Reliability Coordinator Inquiry

The ‘Submit Dispute’ option is now a separate tab.

**Resources** links across the bottom of all pages are quick navigation options for other frequently used stakeholder pages. **NOTE:** If you are in need of technical assistance (e.g. xml trouble), please be sure to use the Technical Support link.

**Predictive Search** allows market participants to search knowledge articles and cases by using keywords to return relevant articles. Simply type a keyword in the search bar, review the list of relevant articles, and select an article for more details.
**More Search Results** are returned by executing a full search. If the predictive search does not provide the article you are looking for, type the keyword and hit enter to execute a full search. The Search Results page allows market participants to filter results further by Knowledge Articles, Cases, etc.

```
<table>
<thead>
<tr>
<th>CASE NUMBER</th>
<th>STATUS</th>
<th>SUBJECT</th>
<th>DATE/TIME OPENED</th>
<th>SID</th>
</tr>
</thead>
<tbody>
<tr>
<td>00161422</td>
<td>Closed</td>
<td>Workflow verification test - please disregard</td>
<td>5/5/2016 2:28 PM</td>
<td>INT</td>
</tr>
<tr>
<td>00175716</td>
<td>Closed</td>
<td>This is a TEST - Renewal</td>
<td>10/15/2015 3:18 PM</td>
<td>INT</td>
</tr>
<tr>
<td>00175475</td>
<td>Closed</td>
<td>Testing ULR email notifications</td>
<td>10/13/2015 8:06 AM</td>
<td>INT</td>
</tr>
<tr>
<td>00193074</td>
<td>Closed</td>
<td>Testing Subject</td>
<td>7/12/2017 1:36 PM</td>
<td>INT</td>
</tr>
<tr>
<td>00161744</td>
<td>Closed</td>
<td>Testing SMC ticket creation for EIM category - please disregard</td>
<td>9/2/2014 4:33 PM</td>
<td>ISO-INT</td>
</tr>
<tr>
<td>00168392</td>
<td>Closed</td>
<td>testing integration - please disregard</td>
<td>11/26/2014 8:44 PM</td>
<td>ISO-INT</td>
</tr>
<tr>
<td>00204271</td>
<td>Closed</td>
<td>Testing Incident submitting fix - please ignore</td>
<td>5/17/2018 10:31 AM</td>
<td>INT</td>
</tr>
<tr>
<td>00169761</td>
<td>Closed</td>
<td>testing email not</td>
<td>3/6/2017 4:32 PM</td>
<td>INT</td>
</tr>
<tr>
<td>00151741</td>
<td>Closed</td>
<td>Testing CIDI Integration for EIM - please disregard</td>
<td>9/2/2014 4:21 PM</td>
<td>ISO-INT</td>
</tr>
<tr>
<td>00167757</td>
<td>Closed</td>
<td>testing cid integration</td>
<td>5/12/2015 11:44 AM</td>
<td></td>
</tr>
<tr>
<td>00167759</td>
<td>Closed</td>
<td>testing cid integration</td>
<td>5/12/2015 11:55 AM</td>
<td></td>
</tr>
</tbody>
</table>
```
Knowledge Articles

On the Knowledge landing page market participants can search articles by keyword, view by category, view featured articles, and view articles that are trending.
Selecting a Category will provide all articles related to that topic.

Selecting an Article allows you to review the content as well as related articles on the topic. Be sure to use the thumbs up or thumbs down feature to let us know if the article was helpful or not.
Case Reports and Views

The Cases page is where market participants are able to view existing inquiry or a settlement disputes via dashboards and views.

**Dashboard Reports** are pre-defined reports grouping case records in a presentable format for quick viewing.

![Dashboard Reports Image]

**View Reports** by selecting the View Report links at the bottom of each chart to review the report details, and edit filters as needed.

![View Reports Image]

**Views** are pre-defined lists of case records. Market participants have the ability to select from different views depending on the result set they are looking for. View results will allow...
market participants to sort (by selecting the column header) and refine displayed records by keyword searches (Search this list….) text box.
Disabling case comment when the status is set to ‘Resolved-Pending Validation’ or ‘Closed’

Previously, CIDI users were able to add case comments regardless of the ticket status. There were no triggers to inform the ISO that a new comment was added after tickets were closed.

Since then, we have corrected the system logic to prevent new comments from being added after the status has been updated to ‘Resolved-Pending Validation’ or ‘Closed’.

Users are recommended to follow these steps if a case comment is necessary after the ticket status has been closed or set to resolved-pending validation.

1) Decline the case resolution when the status is set to ‘Resolved-Pending Validation’, or
2) Submit a new ticket when the status is set to ‘Closed’
# Case Record Types

There are six **Record Types** for you to select from when creating a new case.

<table>
<thead>
<tr>
<th>Record Types</th>
<th>Description</th>
<th>CIDI User Role in AIM</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Application Access Request Case (AARC) Submission Form</strong></td>
<td>Allow market participants to submit and attach the Application Access Request Form (AARF), or Secure File Transfer System (SFTP) AARF. This record type is only available to the User Access Administrator (UAA) for the entity’s organization.</td>
<td>EXTERNAL IMS READ-WRITE POC (for AIM)</td>
</tr>
<tr>
<td><strong>Inquiry Ticket</strong></td>
<td>Allow market participants to submit a request for IMS and Reliability Coordinator inquiries.</td>
<td>EXTERNAL IMS READ-WRITE</td>
</tr>
</tbody>
</table>
| **Negotiated Rate Application**                   | Allow market participants to submit requests for the following application types:  
- Major Maintenance Adder Application  
- NDEB Application  
- O&M Adder Application  
- Other | EXTERNAL IMS READ-WRITE                                   |
| **Reliability Coordinator Inquiry**               | Allow Reliability Coordinator (RC) customers to submit RC related inquiries.                                                                                                                                  | EXTERNAL IMS READ-WRITE                                   |
| **Settlement Dispute**                            | Allow market participants to submit dispute tickets.                                                                                                                                                         | EXTERNAL SDS READ-WRITE                                   |
| **Onboarding and Maintenance**                    | Allow market participants to submit a 'Request Type' and 'Inquiry Type' specific to the SC Onboarding process.                                                                                                                                                      | EXTERNAL IMS READ-WRITE                                   |
| Request (Picklist):                               | - Application  
- Ongoing Obligations / Maintenance                                                                                                                                                                        | EXTERNAL IMS READ-WRITE                                   |
| Inquiry Type (Picklist):                          | - Banking Change  
- Name, Address, Contact Changes  
- Transfers or End Dates  
- Information Sheets  
- Additional SCID Request  
- Termination  
- Other | EXTERNAL IMS READ-WRITE                                   |
How to submit an ‘Application Access Request Case (AARC) Submission Form’ case

All inquiries requiring action must be entered into the CIDI application.

1. Click the ‘Submit Inquiries, Access or Maintenance’ button on the navigation menu.

2. On the ‘New Case’ form, select the record type ‘Application Access Request Case (AARC) Submission Form’.

3. Click the **Next** button.

4. The ‘New Case: Application Access Request Case (AARC) Submission’ form will display the following:
5. Enter the following details:
   - **Subject**: 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.
   - **Email Recipients**: Use this field to enter other market participants email addresses that you wish to receive ticket status updates. You can enter up to 5 email addresses separated by a comma.

6. Click **Next** to submit case.

7. After the case has been submitted, you will need to upload a copy of the Application Access Request Form (AARF) or the Secure File Transfer System (SFTS AARF). The ISO will manually update the applicable fields in the case based on the information that was provided on the form.

8. You can post additional info on the Comments section and/or upload attachments.

9. For the attachments, market participants can upload file sizes up to 4.5 MBs. If the file size is larger than 4.5 MBs, please reach out to your Client Representatives or Service Desk ([servicedesk@caiso.com](mailto:servicedesk@caiso.com)) to attach the file(s) on your behalf. Be sure to provide us with the applicable CIDI case reference number.

**Important**:

This record type should only use for submitting access requests for:
   - TR (Transmission Register)
   - RMR (Reliability Must-Run) Discussion Board
   - SFTP (Secure File Transfer Protocol)
How to submit an ‘Inquiry Ticket’ case

All inquiries requiring action must be entered into the CIDI application.

1. Click the ‘Submit Inquiries, Access or Maintenance’ button on the navigation menu.
2. On the ‘New Case’ form, select the Record Type, ‘Inquiry Ticket’.
3. Select the Next button.

4. The ‘New Case: Inquiry Ticket’ form will display the following:
5. Enter the following details:
   - **SCID**: Select the applicable Scheduling Coordinator ID.
   - **Functional Environment**: Appropriate environment your issue exists.
   - **Review for Price Correction**: Select this button if your inquiry should go to the price correction team.
   - **Metering Inquiry**: Select this button if your inquiry is meter data related.
   - **Manual Reference Level Change Request**: Select this button if you would like to submit a request to update the gas or fuel-equivalent price used in the Reference Levels as explained in 'Attachment O' of the Market Instruments BPM. Requests must be submitted via CIDI by 08:00 AM Pacific Time on the business date the ISO Market is executed. Requests submitted after 08:00 AM Pacific Time will not be processed. This is related to the Commitment cost default energy enhancements (CCDEBE) initiative. For 'after-market cost recovery requests’, use this phrase in the subject line when submitting a new inquiry. More details will be available in the Market Instrument BPM at [www.caiso.com](http://www.caiso.com).
   - **Subject**: 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.
   - **Trade Date**: If applicable, enter this information if issue is associated to a given unit.
   - **Trade Hour**: Select All Hours or multiple trade hours by Ctrl + Left clicking the applicable hour(s). Your selections will be highlighted.
   - **Resource ID**: If applicable, enter this information if issue is associated to a given unit.
   - **Email Recipients**: Use this field to enter other market participants email addresses that you wish to receive ticket status updates. You can enter up to 5 email addresses separated by a comma.

6. Click **Next** to submit the case.

7. You can post additional information on the **Comments** section and/or upload attachments.

8. For the attachments, market participants can upload file sizes up to 4.5 MBs. If the file size is larger than 4.5 MBs, please reach out to your Client Representatives or Service Desk ([servicedesk@caiso.com](mailto:servicedesk@caiso.com)) to attach the file(s) on your behalf. Be sure to provide us with the applicable CIDI case reference number.
How to submit a ‘Settlement Dispute’ case

All Settlement disputes must be entered into the CIDI application.

1. Click the ‘Submit Dispute’ button on the navigation menu.

2. On the ‘New Case’ form, select the record type ‘Settlement Dispute’.

3. Select the Next button.
4. The ‘New Case: Settlement Dispute’ form will display the following:
5. Enter the details for the Settlement transaction in dispute - hovering over the icon for instructions, where provided.

- SCID
- Charge Code
- Dispute Amount
- Trade Date (pick from calendar rather than typing the date)
- Trade Hours
- Settlement Run #
- Statement Disputed
- Statement Publication Date (pick from calendar)
- Placeholder Request (if applicable)
- Bill Determinant (representing the root cause of the issue)
- Resource IDs
- Case Reason
- Description (32,000 character limit)
- Related IMS Case (if applicable)

6. Select the ‘Next’ button at the bottom of the form to submit the dispute.

NOTE: Settlement Dispute cases are not editable once submitted. If you wish to make a change to a submitted Settlement Dispute case, submit an IMS case, contact your ISO Client Representative, or send an email to ISODispute@caiso.com with your edits. Material edits, such as the Trade Date being disputed, will be evaluated by the Dispute Team to ensure compliance with the ISO Tariff.
How to submit a ‘Negotiated Rate Application’ case

All inquiries requiring action must be entered into the CIDI application.

**Important:** Please note that the ‘Hydro DEB’ inquiries are different from the ‘NDEB Application’ type requests and must be submitted under the ‘Inquiry Ticket’ Record Type.

1. Click the ‘Submit Inquiries, Access or Maintenance’ button on the navigation menu.
2. On the ‘New Case’ form, select the record type ‘Negotiated Rate Application’.
3. Click the Next button.

4. The ‘New Case: Negotiated Rate Application’ form will display the following:

5. Enter the following details:
   - **SCID:** Select the applicable Scheduling Coordinator ID.
   - **Functional Environment:** Appropriate environment your issue exists.
   - **Application Type:** Applicable application.
     - Major Maintenance Adder Application
     - NDEB Application
     - O&M Adder Application
     - Other
   - **Subject:** 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**: If applicable, enter this information if the issue is associated to a given unit.
- **Config ID List**: May be left blank. This field is used for non-MSG resources
- **Email Recipients**: Use this field to enter other market participants email addresses that you wish to receive ticket status updates. You can enter up to 5 email addresses separated by a comma.

6. Click **Next** to submit the case.

7. You can post additional information on the **Comments** section and/or upload attachments.

8. For the attachments, market participants can upload file sizes up to 4.5 MBs. If the file size is larger than 4.5 MBs, please reach out to your Client Representatives or Service Desk (servicedesk@caiso.com) to attach the file(s) on your behalf. Be sure to provide us with the applicable CIDI case reference number.
How to submit an ‘Onboarding and Maintenance’ case

The CAISO published a new document explaining how to submit Scheduling Coordinator, Congestion Revenue Rights, and Convergence Bidding Application documentation as well as Ongoing Obligations and Maintenance information found in Tariff Section 4.

Effective May 15, 2021, emails are no longer accepted. Onboarding and Maintenance documents will need to be submitted via the CIDI application. It is important to use the new naming convention rules in Appendix B or your documents could be rejected and would need to be re-submitted.

To find this document, please go to http://www.caiso.com/participate/Pages/SchedulingCoordinatorOngoingObligations.aspx.

Look for the document titled ‘How to Submit Documentation for Applications and Ongoing Obligations’.

As a reminder, documentation must be submitted at least 12 business days prior to the effective date to allow for proper processing time. If submitted less than 12 business days prior to the effective date, the document will need to be resubmitted with an updated effective date. Please submit questions CIDI ticket or email SCRequests@caiso.com.

1. Click the ‘Submit Inquiries, Access or Maintenance’ button on the navigation menu.
2. On the ‘New Case’ form, select the record type ‘Onboarding and Maintenance’.
3. Click the Next button.
4. The ‘New Case: Onboarding and Maintenance’ form will display the following:

5. Enter the following details:
   - **SCID**: Select the applicable Scheduling Coordinator ID.
   - **Request Type** (Required): Select ‘Applications’ or ‘Ongoing Obligations / Maintenance’.
   - **Inquiry Type** (Required): There are 5 options. Please select one from the list.

   - **Subject** (Required): Short description of the issue.
   - **Description** (Required): 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 (Optional): If applicable, enter this information if the issue/request is associated to a given unit.

Email Recipient (Optional): Use this field to enter other market participants email addresses that you wish to receive ticket status updates. You can enter up to 5 email addresses separated by a comma.

6. Click Next to submit the case.

7. You can post additional info on the Comments section and/or upload attachments.

8. For the attachments, market participants can upload file sizes up to 4.5 MBs. If the file size is larger than 4.5 MBs, please reach out to your Client Representatives or Service Desk at ServiceDesk@caiso.com to attach the file(s) on your behalf. Be sure to provide the applicable CIDI case reference number.
How to submit a ‘Reliability Coordinator Inquiry’ case

Note: All inquiries requiring action must be entered into the CIDI application.

1. Click the ‘Submit Inquiries, Access or Maintenance’ button on the navigation menu.
2. On the ‘New Case’ form, select the record type ‘Reliability Coordinator Inquiry’.
3. Click the Next button.

4. The ‘New Case: Reliability Coordinator’ form will display the following:
5. Enter the following details:
   - **Reliability Coordinator ID**: Select the applicable Scheduling Coordinator ID.
   - **Functional Environment**: Appropriate environment your issue exists.
   - **RC Category**: Select the applicable category.
   - **Subject**: 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.
   - **Email Recipients**: Use this field to enter other market participants email addresses that you wish to receive ticket status updates. You can enter up to 5 email addresses separated by a comma.

6. Click **Next** to submit the case.

7. You can post additional info on the Comments section and/or upload attachments.

8. For the attachments, market participants can upload file sizes up to 4.5 MBs. If the file size is larger than 4.5 MBs, please reach out to your Client Representatives or Service Desk at ServiceDesk@caiso.com to attach the file(s) on your behalf. Be sure to provide the applicable CIDI case reference number.
Case Functionalities

How to add case comments

When reviewing an existing case, market participants can add comments or view any previously submitted comments.

1. Scroll down to the Case Comments section near the bottom of the page.
2. To add a comment, click ‘Add Comment’ button in top right corner.

3. Type in your comment and click Save.
How to add attachments

When reviewing an existing case, market participants can add attachments or view any previous attachments that were submitted.

1. Scroll down to the Attachments section at the bottom of the page.

2. Market participants can upload attachments by selecting the Upload Files button or simply dragging and dropping a file onto the Upload Files box. NOTE: Only 1 file can be attached at a time.

3. To attach your file, select the Attach to Case button. The below confirmation will display upon successful upload; click Ok.

4. Successfully uploaded files will display below the ‘Attach to Case’ button with the ‘View’ button displayed next to each attachment.
How to use the ‘Provide Client Responses’ button

There are three (3) ways for market participants to provide a response/comment to an inquiry case when the ticket status in the following state:

1. **Awaiting Client Response**
   - CIDI users can click on the ‘Provide Client Response’ button. Note: Some recent changes were made to improve this function.
     - The color of the ‘Provide Client Response’ button was changed from white to blue to make it stand out.
     - The ‘Provide a Client Response’ button was moved to the ‘Comments’ section at the bottom of the page.
     - Disabled CIDI user from adding a comment until they click on the ‘Provide Client Response’ button.
     - After CIDI user clicks on the ‘Provide Client Response’ button, the following actions shall occur:
       - Case status will be updated to ‘Assigned’.
       - Internally, the Case Owner will be assigned to the respective Customer Experience team.
     - Once the CIDI user has triggered the ‘Provide Client Response’ button, it will change the button back to ‘Add Comment’. The CIDI users will then be able to insert additional comments thereafter.

2. **Resolved-Pending Resolution**
   - CIDI user can provide a response/comment after they click on the ‘Accept/Decline Resolution’ button.

3. **Assigned**
   - CIDI user can provide a comment when the status is in an ‘Assigned’ state.

The ‘Response’ section under the Accept/Decline Resolution window is a freeform text field with a 255-character limitation. The comments section is a freeform text field with a 4000-character limitation.
How to complete a CIDI survey

CIDI users can complete a survey in the CIDI application when the ticket status has been set to ‘Resolved-Pending Validation’.

To complete the survey, CIDI users will need to select the ‘Accept Resolution’ option once they click on the ‘Accept/Decline Resolution’ button. Note: If you select ‘Decline Resolution’, the survey window will not be available.

After the CIDI user accepts the resolution, the user will be prompted with two (2) questionnaires.

**Question 1:** Did the resolution answer your inquiry?

Note: You can rate the resolution on a scale of 1-5. ‘5’ being the Most Satisfied.

**Question 2:** Was the resolution provided in a timely manner?

Note: You can select ‘Yes’ or ‘No’ to indicate if the resolution was provided in a timely manner.
Reminders:

- The survey questionnaire option is available for the following case record types:
  - Inquiry Tickets
  - Reliability Coordinator Inquiry
  - Onboarding and Maintenance
  - Negotiated Rate Application
- The CIDI status must be in a ‘Resolved-Pending Validation’ state and you have to accept the resolution in order to be given the option to complete a survey.
- The survey option is not available if the ticket status is in a ‘Closed’ state.
- The survey responses are only visible for internal tracking. This will help us improve our process.
- The CIDI survey is optional.
How to use predictive search

The predictive search enhancement allows CIDI users to view a list of related knowledge articles based on the information entered into the ‘Subject’ or ‘Description’ field for new tickets. The system will enable the results of the knowledge articles to be displayed in real-time on the same screen. The feature is only available for the following record types under the ‘Submit Inquiries, Access or Maintenance’ tab.

1. Inquiry Ticket
2. Negotiated Rate Application
3. Onboarding and Maintenance
4. Reliability Coordinator Inquiry

Important: The ‘Application Access Request Case (AARC) Submission’ record type should not be used for submitting inquiry tickets.

The ‘New Case Inquiry Ticket’ window has been expanded to include the related knowledge articles on the same interface.
To use this feature, you will need to type in a keyword or phrase into the **Subject** field. This will populate list of related knowledge articles.

As you continue to input information in the **Description** field, additional related knowledge articles will continue to populate.
To view a knowledge article result, you can click on the name of the article. This will open a new window will populate with the article information.

If you find the answer to your inquiry from the list of knowledge articles, select ‘Yes’ option located at the bottom of the knowledge article. This action will cancel your search and redirect you to the CIDI community home page.
If you did not find an answer to your inquiry from the list of knowledge articles, select ‘No’ at the bottom of the knowledge article. You will receive a pop-up asking you to complete and submit the ticket.

Things to note:

- There are 400+ knowledge articles in CIDI.
- The knowledge articles will populate based on keywords or phrases entered from the active subject or description field.
- All other fields will not populate different responses.
- The knowledge article list on the right panel will populate up to a maximum of 20 knowledge articles.
- There is no scrollbar option for scrolling additional articles.
How to submit dispute comments after the ticket is closed

Previously, market participants were unable to submit additional dispute comments in CIDI after the dispute submission window deadline had closed. Participant had to communicate with the Dispute team and or ISO Customer Experience team via email or submit an inquiry ticket referencing the closed dispute ticket.

Today, a new functionality was implemented to give market participants the opportunity to reach out to the Dispute Analyst with their follow-up question after the dispute ticket is closed.

Once the Dispute ticket is closed, a new button will appear on the dispute ticket screen labeled, ‘Additional Questions for Call from the Dispute Analyst’. Participants can click on this button to complete a list question along with their contact info and proposed available dates and times. This request will be submitted to the respective ISO Dispute Analyst for that processed that specific ticket. In response, the ISO Dispute Analyst will notify the participant via the case comments in the respective dispute ticket with the agreed upon call date and time.

Requirements:
- Market participant be provisioned for CIDI ‘EXTERNAL SDS READ-WRITE’ role.
- If you do have the appropriate role, please coordinate with your colleagues who do have access or work your User Access Administrator (UAA) to provision you access.

Process:
1. The market participant submits a dispute ticket.
2. The ISO Dispute Analyst processes the dispute ticket and sets the status to “Closed”.

![CIDI Cases](image)
3. The **Additional Questions for Call from the Dispute Analyst** button will appear on the dispute screen after the case is closed. The **market participant** opens the dispute ticket, sees the button, and clicks on it.

4. The **Additional Questions for Call from the Dispute Analyst** window will appear and all four fields in the window will need to be completed before clicking the **Save** button.

5. An email notification will be sent to both the Case Owner and the Responsible Owner of the dispute.

6. The **ISO Dispute Analyst** will notify the **market participant** via case comment of the agreed upon call time.

**Note:** The **market participant** will receive an email that a new comment was added to the dispute ticket.
7. Once the **Additional Questions for Call from the Dispute Analyst** button is clicked, it will remain active for **10 business days** after the dispute case is closed. After 10 business days, this button will be grayed out to indicate the expired status.

8. Any further clicking of the button will display the following message:

9. If a **market participant** provides incorrect contact info/dates or is not available at the agreed call time, the **ISO Dispute Analyst** will update an internal checkbox that states that the request had ‘Invalid/Incorrect Information provided for call request’. In addition, the **ISO Dispute Analyst** will update the case comments in the dispute ticket with the details stating that the call was not successfully made due to ‘such and such’ reason. The **market participant** will have to find an alternate arrangement to get in contact with the **ISO Dispute Analyst** (i.e. inquiry ticket or Client Representative).
How to turn existing inquiry tickets into dispute tickets

In the past, external CIDI participants had to submit a dispute ticket once their original inquiry ticket was reviewed and later determined that a dispute ticket was recommended. As a result, it created redundant entries for the participants. Furthermore, the historical case comments and/or attachments would not be transferred over to the new dispute ticket. The ISO Dispute Analyst would not have known about all the historical information that was exchanged with in the inquiry ticket.

Presently, the CIDI application now offers external CIDI users the ability to turn an existing inquiry ticket into a dispute ticket. Coordination would take place between the Client Reps and the external participants.

Important:
- ISO Client reps are responsible for enabling the dispute creation button for the market participant based on the need as this functionality is not available on a global scale.
- It is recommended for the market participants to have the following roles:
  - EXTERNAL IMS READ-WRITE
  - EXTERNAL SDS READ-WRITE
- If the market participant does not have the required ‘EXTERNAL SDS READ-WRITE’ role to initiate on the ‘Create a Dispute Case from this Inquiry Case’ button, they can do the following.
  - Coordinate with their User Access Administrator (UAA) to provision access for the ‘EXTERNAL SDS READ-WRITE’ role, or
  - Coordinate with one of their colleagues who has the appropriate SDS role to generate the dispute ticket on their behalf through the Inquiry ticket.
- If the participant does not have the appropriate roles and clicks on the button, the system will display the following error message, ‘Dispute Case Creation Not Allowed’.
**Process:**

1. The **market participant** submits an inquiry ticket.
2. The **ISO Client Rep** reviews the ticket and determines that it should be re-submitted as a dispute ticket.
3. The **ISO Client Rep** will (1) update the ticket resolution with the instructions to create a dispute ticket, (2) change the status to ‘Resolved-Pending Resolution’ and (3) select the ‘Enable dispute creation’ button *(this is a required action)*.
   
   Note: This check box is only visible in the internal CIDI screen. Participants who are provisioned with the appropriate roles will be able to perform this function.
4. The **market participant** will receive a resolution comment via email containing the instructions to submit a dispute ticket after the status has been set to ‘Resolved-Pending Resolution’.
   
   Note: Please be sure to follow the dispute submission window timeline for the impacted trade date(s). Information can be found on the California ISO Payment calendar document at [www.caiso.com > Market Operations > Settlements](http://www.caiso.com).
5. The **market participant** will go into CIDI and open the inquiry ticket. The ‘Create a dispute Case from this Inquiry Case’ blue button will be displayed. The **market participant** can click on the button as long as they have the appropriate dispute role (EXTERNAL SDS READ-WRITE).
   
   Note: If the market participant is not provisioned for the dispute role, the participant will need to either (1) coordinate with their UAA to gain access or (2) have one of their colleagues that does have the appropriate role to provision on their behalf.
6. All the comments and attachments prior to trigger the button will be copied over to the new dispute ticket. Anything after the button is triggered will not be include and will need to be manually add through the dispute ticket.
7. Once the market participant triggers the button, a pop-up window to enter additional information about your dispute ticket will appear.
8. The market participant must enter all required information and then click Save.

9. If you skip any required fields when submitting the dispute ticket, you will receive an error.
10. The dispute case has now been created and all information from the original inquiry ticket has been copied over.

11. The associated inquiry ticket (IMS case) number will be listed in the “Description Information” section of the dispute ticket in the new Related IMS Case field.
Important:

- The “Create a Dispute Case from this Inquiry Case” button will **NOT** show unless a Customer Representative initiates the process.
  - Customers will not be able to see the button until then.
- Anything that is included in the original inquiry ticket is transferred over to the new dispute ticket. This includes:
  - Comments
  - Attachments
  - Other data on the ticket
- Anything added after the inquiry ticket is closed is **NOT** transferred over to the dispute ticket.
- Customers have **10 business days** to create the dispute ticket.
- After 10 days, the “Create a Dispute Case from this Inquiry Case” button will no longer be able to be selected.
- Please follow the dispute submission window deadline located on the California ISO Payments Calendar.
- Customers will still need to complete the current process of closing out the inquiry ticket. (i.e. accepting the resolution of the case)