



Member Support / Distributors

CLIEDIS provides its members with an extensive library of resources to help support implementations of CITS feeds that aid the carrier (creator of the feeds), the vendor and distributor (receiver of the feeds). These are accessed through the CLIEDIS Resource Centre on the CLIEDIS website (www.cliedis.ca). Non-members have access to a limited set of information but can see what else is available by accessing the site.

In addition to the online resources available, member training and webinars, we also provide individual support to our members within the limits of the CLIEDIS resources available.

CLIEDIS will:

- Work one-on-one with companies to provide guidance, education and answer questions relating to specific CITS feeds.
- Assist in understanding what is available and by whom, and who to contact to the degree possible.
- Mediate issues between trading partners to determine the best possible resolution.
- Approve feeds in advance to ensure completeness and accuracy of data in the feed to the best extent possible. Approval is considered a pre-cursor to user acceptance testing.
 - Since CLIEDIS does not know your specific business, run your systems environment nor is privy to confidential client information, approval is considered a pre-cursor to user acceptance testing. End receivers of the data are still encouraged to do their own testing to ensure the data provided is what is expected.
- Work with your member vendor(s) to understand feed requirements and data available.

Limitations:

- CLIEDIS does not offer project management services nor coordinate with carriers on behalf of distributors to obtain feeds.
- CLIEDIS does not offer development or programming resources.
- CLIEDIS does not manage vendor development or scheduling.
- CLIEDIS does not handle end user quality assurance testing.
- CLIEDIS does not get involved in data security assessments.
- CLIEDIS has no enforceability; we are not a policing organization. Compliance and support of the standards is voluntary for all parties involved.