

9 Forms and Documents

9.1 X12 Forms

Typographical and/or printing errors in the ANSI standards and ASCX12 draft standards may be reported using the ASC X12 Standards Errata Report Form. Any changes to the transaction sets, requests for new data elements or data element code values are handled by the OBF liaison to ASC X12. These changes must be approved through the Change Request Procedures - (see Section 9.4.1).

9.2 X12 Documents

The various X12 documents are not included in this section. Copies of documents such as those noted below as well as various stand-alone transaction sets can be ordered from EDI Support Services. The order address for EDI Support Services is P.O. Box 203 Chardon, OH 44024-0203 or contact by phone at 1-800-334-4912.

- **X12 Standards (Draft Standards and Approved Standards)**

The latest and prior version/releases containing all approved or draft standards for EDI use can be found in the Transaction Set Tables plus the Segment Directory (X12.22), Data Element Dictionary (X12.3) and Code Sources Appendix. The X12 standards publication will normally contain the Interchange Control Structure (X12.5) and Application Control Structure (X12.6).

- **X12.5 Interchange Control Structure**

Defines control structures for the electronic interchange of business transactions. Provides the interchange envelope of a header and trailer for the electronic interchange through a data transmission and a structure to acknowledge the receipt and processing of this envelope.

- **X12.6 Application Control Structure**

Defines the basic structure, content, and syntax of business transactions for computer to computer interchange.

9.3 Industry Forms

9.3.1 Change Request Form

A Change Request form is used to request changes to the OBF EDI Service Order Guidelines, as well as to request clarification on the use and/or mapping of transaction sets, segments, data element, or code values. A completed Change Request Form is submitted to the vice-chair of the appropriate EDI Committee. The appropriate committee is defined as the committee which has responsibility of the business area impacted by the Change Request. Mapping examples and related business documents supporting the requested change should accompany the Change Request Form. For the names and addresses of the current EDI Committee vice-chairs, contact the Alliance for Telecommunications Industry Solutions (ATIS) at 202-628-6380 or on the appropriate committee website. For a copy of the OBF EDI Change Request Form Screen Images and instructions, see Exhibit 1 of this section.

9.3.2 Change Request Maintenance & Status Reports

Change Requests are used to request, document, and clarify issues and changes that arise in business requirements and to track changes that impact the OBF EDI Implementation Guidelines. Change Requests are tracked by the individual committees and submitted to the EDI Guideline Consistency Subcommittee (EGCS) for approval. Change Request software has been developed that assists in tracking and also to maintain a seamless database that can be easily updated as a Change Request goes from one level of processing to another.

The tracking of a Change Request is accomplished by a variety of status reports, which are produced by the Change Request software. Exhibit 2 of this section contains a copy of the reports that are produced by the Change Request software.

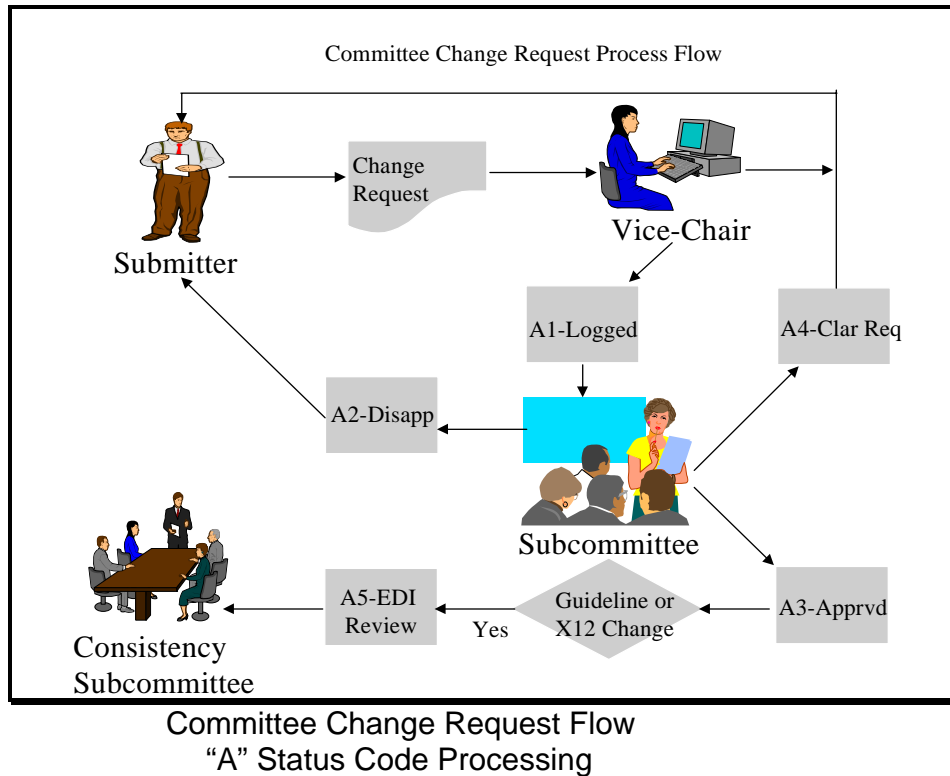
9.3.2.1 Change Request Status Codes

Status codes are assigned to an individual Change Request to track the status and level of approval. As a Change Request goes from one stage of processing to another, the status codes are updated to indicate the action to be taken on the Change Request. There are also three levels of status codes that are used to indicate which entity is processing the Change Request; committee status codes are denoted by an 'A' as the first letter of the status code, Guideline Consistency status codes are denoted by a 'B' in the first letter of the status code, and X12 status codes are denoted by a 'C' in the first letter of the status code. Within each level of processing, the second character denotes what action is being taken. The complete list of status codes by level are listed below along with a diagram, which depicts the process flow a Change Request goes through.

9.3.2.1.1 Committee Change Request Status Codes

- **'A1'** = The Change Request has been received by the appropriate committee vice-chair, logged into the Change Request database, and is to be reviewed at the next EDI Guideline Consistency Subcommittee (EGCS) meeting.
- **'A2'** = The appropriate committee has reviewed the Change Request and has recommended disapproval of the request and/or recommendation.
- **'A3'** = The appropriate committee has reviewed the Change Request and has recommended approval of the request and/or recommendation.
- **'A4'** = The appropriate committee has reviewed the Change Request and has determined that more information or clarification is needed from the submitter.
- **'A5'** = The appropriate committee has determined an impact to the EDI Implementation Guidelines and has forwarded the approved Change Request to EGCS for review.

Figure 1

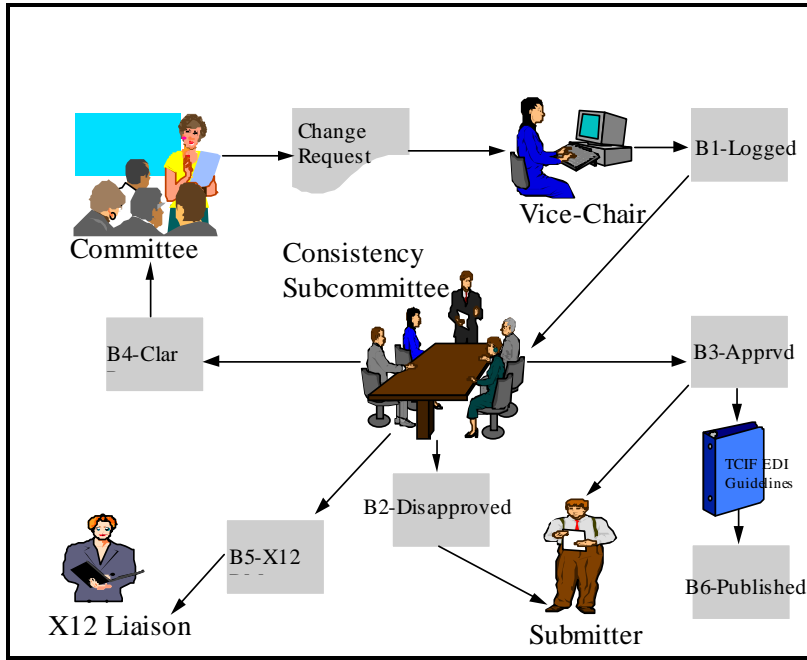


9.3.2.1.2 EGCS Change Request Status Codes

- **'B1'** = The EGCS has received the Change Request, updated the status, and has sent a copy to the other committees for review.
- **'B2'** = The EGCS has reviewed the Change Request and has recommended disapproval of the request and/or recommendation.
- **'B3'** = The EGCS has reviewed the Change Request and has recommended approval of the request and/or recommendation which requires no change in the X12 standard.
- **'B4'** = The EGCS has reviewed the Change Request and has determined that clarification is needed from the appropriate subcommittee or the Change Request impacts another committee's business area and a resolution between the committees needs to be reached on the recommendation.
- **'B5'** = The EGCS has approved the Change Request which requires a change to the X12 standards and has forwarded the Change Request to the OBF liaison for a Data Maintenance Request to be issued.

- **'B6'** = The request and/or recommendation has been incorporated in a OBF EDI Implementation Guideline and has been published.

Figure 2



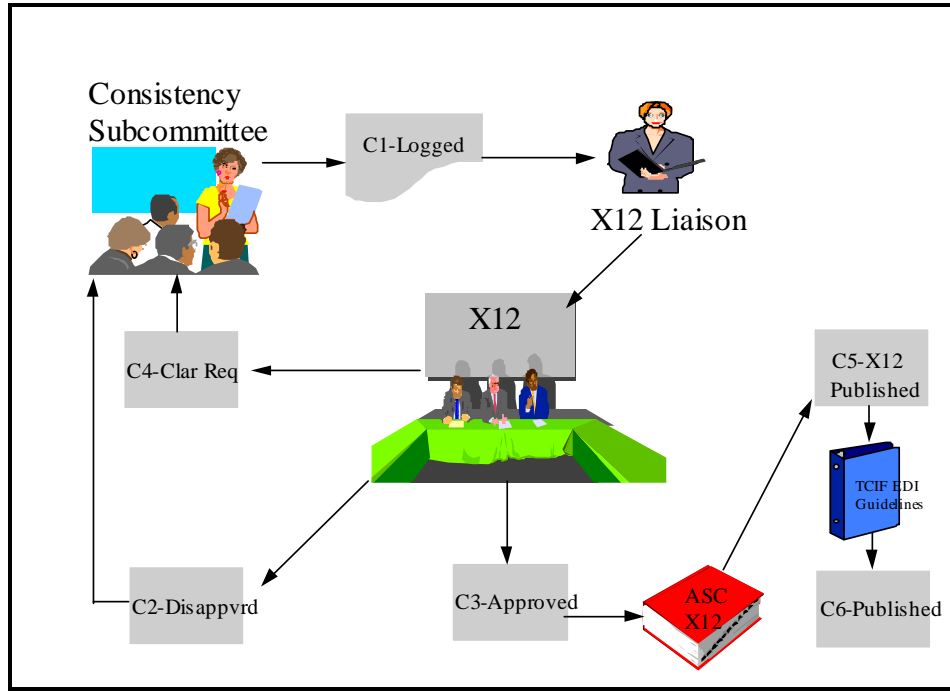
EGCS Change Request Flow
"B" Status Code Processing

9.3.2.1.3 X12 Change Request Status Codes

- **'C1'** = The OBF Liaison has submitted a Data Maintenance Request to X12. The Guidelines section of the Change Request should be updated with the Data Maintenance Request number for tracking purposes.
- **'C2'** = X12 has disapproved the Data Maintenance Request.
- **'C3'** = X12 has approved the Data Maintenance Request for publication in a future X12 standard.
- **'C4'** = X12 has requested clarification from the OBF liaison who will consult with the appropriate subcommittee to obtain the necessary information.
- **'C5'** = X12 has published the modification to the X12 standard in a specific version/release. This change is to be incorporated in a future OBF EDI Implementation

Guideline. The request and/or recommendation has been incorporated in a OBF EDI Implementation Guideline and has been published.

Figure 3



X12 Change Request Flow
“C” Status Code Processing

9.4 Industry Procedures

9.4.1 Change Request Procedures

The intent of the Change Request procedures for the EDI Committees is to provide an orderly process for changes to the OBF EDI Implementation Guidelines provided the requested capability exists in the comparable ASC X12 version/release. Changes to the Guidelines must be documented on a OBF EDI Change Request Form that has been approved by EGCS. Change Requests are tracked by the use of status codes that are assigned to the Change Request during its review and processing stages. There are three levels of status codes reflecting the levels of hierarchy that a Change Request may be required to go through. The three levels are: 1) the committee level where the Change Request is evaluated on the impact to a specific business function, 2) the EGCS level where the Change Request is evaluated on the impact to multiple business functions, and 3) the ASC X12 level where a Change Request is evaluated on the impact to the standards area. Committee level approved Change Requests are forwarded to the EDI Consistency Guideline Subcommittee to determine whether the requested change impacts

another committee business functions. EGCS level approved Changed Requests are included in the appropriate issue of the OBF EDI Implementation Guideline or are forwarded to the X12 liaison for Data Maintenance Request submission to ASC X12. ASC X12 level approved Change Requests are incorporated in the appropriate issue of the OBF EDI Implementation Guidelines.

9.4.1.1 Submitting Change Requests

The completed Change Request form is submitted to the vice chair of an appropriate EDI committee. An "appropriate" committee is defined as the EDI committee which has responsibility for the business area impacted by the Change Request and having responsibility for resolving the Change Request. The OBF Secretariat can be called for committee contact information (see Section 9.3). Change Requests can be submitted at any time and are to be reviewed at the next scheduled committee meeting. Change Requests must be completely filled out and be accompanied by mapping examples and sample business forms. The appropriate committee is responsible for tracking, processing, and coming to a consensus on the resolution on the Change Request.

9.4.1.2 Change Request Administration

Change Requests are administered by the appropriate committee vice-chair or a designated person within the committee. They serve as the focal point for receiving and updating the status of Change Requests into the Change Request data base for tracking and auditing purposes. Each committee will maintain their own Change Request data base through the use of the Change Request software provided to them. The EDI Guideline Consistency Subcommittee maintains the Change Request data base for both committees and the OBF liaison.

9.4.1.3 Review of Change Requests

The appropriate committee vice-chair reviews the Change Request received for clarity, completeness and status information. If necessary the originator is contacted for more information or is requested to completely fill out the Change Request Form. Change Requests received two weeks prior to a scheduled meeting of the appropriate committee are distributed to the attendees at the meeting by the committee vice-chair. Change Requests received within two weeks of a committee meeting may or may not be reviewed at that meeting depending upon the work load of the committee. Change Requests submitted or created during a committee meeting are dated with the meeting date and forwarded to the appropriate committee vice chair for review at that meeting or at the next subsequent meeting depending on that committees' work load. Review of Change Requests should be recognized as a priority within the committee and the timeframes stated above are provided to encourage a submitter to provide adequate notification so that review time can be allocated by the committee.

9.4.1.4 Committee Processing of Change Requests

Change Requests are considered a high priority and are handled expeditiously by each committee. Change Requests should be submitted in a text file format as defined by the Change Request software. New Change Requests are assigned an 'A1' status and a 'PENDING' requested status and entered into the Change Request data base by the committee vice-chair for review by the committee. If upon receipt, the Change Request does not contain all required information, the committee vice-chair notifies the submitter that more information is required on the Change Request form before it can be accepted. The submitter either supplies the needed information or withdraws the Change Request. If the submitter withdraws the Change Request, the status is changed to 'A2' and the requested status is changed to 'WITHDRAWN'. Change Request are reviewed by the committee and a decision is made to approve the submitter's

recommendation, provide an alternate recommendation, or disapprove the Change Request altogether. The status of the Change Request is updated using the appropriate status code and published in the committee meeting minutes for review. At the next committee meeting, the Change Request is reviewed again to obtain input. If a consensus on the Change Request recommendation and status is achieved, the requested status is updated as 'RESOLVED'. If the Change Request requires an implementation guideline update or a change in the X12 standard, the status is updated to 'A5' and forwarded to EGCS for further action. Some Change Requests may require additional information from the submitter to clarify issues relating to the change before the committee can reach a decision. If this occurs, the status is updated to 'A4' and the submitter is requested to provide additional information. Change Requests held by a committee in 'A4' status for further clarification from the submitter are held no longer than two regularly scheduled meetings of the committee. If clarification is not received the Change Request is assigned the 'A2' - disapproved status code and a copy of the disapproved Change Request is sent to the submitter.

Action taken on Change Requests is approved by the members of the appropriate committee in attendance at the next scheduled meeting. Members not in attendance can forward their concerns or input to the appropriate committee vice-chair at least two weeks prior to the next scheduled committee meeting.

9.4.1.5 EDI Committee Processing of Change Requests

The EDI Consistency Guideline Subcommittee (EGCS) processes 'B' status Change Requests on behalf of the appropriate committee. The appropriate committee vice-chair exports a copy of the 'A5' status Change Request to EGCS within two weeks after the meeting in which the Change Request was approved. The EGCS updates the status to 'B1' and forwards a copy of the Change Request to each committee vice-chair for them to review and determine whether it impacts their committee's business area. If so, the status of the Change Request is changed to 'B4' - Clarification Required, and the Change Request goes through processing as outlined in paragraph 9.4.1.6. If the Change Request does not impact another committee's business area and the vice-chairs reach consensus on the recommendation of the Change Request, the status is changed to 'B3' - Approved. If the Change Request cannot be resolved by a consensus of EGCS, it is disapproved and the status is changed to 'B2' and a copy is sent to the submitter. Change Requests which require a change in a OBF EDI Implementation Guideline have the Guideline section of the Change Request form updated with the appropriate information. When published, the status of the Change Request is updated to 'B6' when the changes are incorporated in the published guideline. Change Requests which require a change in X12 has the status updated to 'B5' and are forwarded to the OBF X12 liaison. The consistency subcommittee will work with the liaison in assisting in the preparation of the Data Maintenance request, which is used to submit changes to X12 technical assessment.

When a Change Request status code is updated, an update of the Change Request is to be published in the EGCS meeting notes. The EGCS chair is responsible for getting the reports to the ATIS/OBF secretary two weeks after each consistency subcommittee meeting. Change Requests which update the OBF-maintained code list are coordinated through EGCS. See paragraph 9.4.3 for more information on the maintenance of industry code lists.

9.4.1.6 Committee Impact

Change Requests which are approved by a committee are submitted to the EGCS for review and processing. Each committee vice-chair is responsible for reviewing these Change Requests and determines if a Change Request impacts their committee. Impact is dependent upon a Change Request having a substantive or significant impact on the business process of another committees' business functions. If the Change Request does impact another committee's business area, the impacted committee vice-chair requests a full copy of the Change Request

from EGCS and request that the status be updated to a 'B4' status. The issues and concerns of the impacted committee are documented in writing and forwarded to the appropriate committee and the Chair of EGCS before the next scheduled meeting of the appropriate committee. The concerns should be clearly stated and an attempt to resolve the issues between the committees made as soon as possible.

9.4.1.7 Committee Resolution

If the recommendations disagree, a joint meeting of the committees is held and the differing recommendations are discussed. The committees shall attempt to come to an agreement for resolution. If resolution is reached, it is to be documented on the Change Request and forwarded to the chair of EGCS. The status of the Change Request is changed to 'B3'. The appropriate committee reviews and responds to the issues and concerns of the impacted committee in writing and a copy is forwarded to EGCS. A Change Request referred to more than one committee requires a recommendation from each impacted committee. If the recommendations agree, the Change Request is considered resolved. The responsible committee documents the recommended resolution in the meeting notes. If resolution cannot be reached, the Change Request is referred to EGCS for final resolution.

9.4.1.8 Change Requests for X12

If any of the approved Change Requests requires action by X12, the EDI Committee vice-chair forwards the 'B5' status Change Request to the OBF X12 liaison. When the liaison submits the proper X12 Work Request for the next scheduled X12J (Technical Assessment) meeting, the status of the Change Request is updated to 'C1' logged. The liaison reports X12 action and critical dates to the Consistency subcommittee. If X12 requires clarification, the status is updated to 'C4' and the OBF X12 liaison forwards the request for information to the Consistency subcommittee. The Consistency subcommittee obtains the necessary information from the appropriate subcommittee vice-chair, who may in turn request the information from the submitter. If a Change Request is disapproved by X12, the status is updated to 'C2' and a copy of the Change Request is forwarded to the submitter. If X12 approves the Work Request, the status of the Change Request is updated to 'A3' and the Guideline information is updated in the Change Request form to include the X12 standard version/release that the change is to be incorporated. When the change is published in X12, the status of the Change Request is updated to 'C5'. After the X12 change has been incorporated in the OBF EDI Implementation Guidelines, the guideline information is updated and the status if change to 'C6'. The status of a work request as it is processed through X12 is coordinated by the OBF X12 liaison and the EDI Committee vice-chair. As a Change Request status code is updated, a copy of the Change Request is published in the EDI Committee meeting minutes.

9.4.1.9 Submitter Notification

A submitter is kept informed of the status of a Change Request via the appropriate subcommittee or the EDI committee meeting minutes. If information is requested by the submitter while processing the Change Request, it is the responsibility of the appropriate subcommittee vice-chair to contact the submitter and request the information needed.

9.4.1.10 Clarification Requested

Change Requests held by a subcommittee in 'A4', 'B4' or 'C4' status for further clarification from the submitter are held no longer than two regularly scheduled meetings of the subcommittee. If clarification is not received the Change Request is assigned the appropriate disapproved status code and a copy of the disapproved Change Request is sent to the submitter.

9.4.2 Change Request Data Base

A Change Request data base is maintained and administered by each EDI subcommittee to track requests for changes in the OBF EDI Implementation Guidelines. Each vice-chair is responsible for updating the data base and supplying copies of reports on the activity to the data base to be included in the subcommittee meeting minutes. For the EDI Committee, the EDI Committee vice-chair, through the Consistency Guideline subcommittee, maintains the EDI Committee data base and sends an updated copy of reports on activity to the EDI Committee secretary three weeks after each meeting to be published in the meeting minutes. The EDI Committee secretary provides the Change Request reports as an attachment to the meeting minutes. See **Exhibit 2** for a copy of the screen image of the Change Request data base.

9.4.3 OBF-maintained Code Lists

The EDI Committee is responsible for the maintenance of industry code lists that are used to populate several X12 data elements. Modifications, i.e., adds, changes, or deletions to these code lists are accomplished via the Change Request process. The appropriate subcommittee vice chair can reserve codes from the EDI Committee Vice-Chair while the Change Request goes through the appropriate subcommittee approval process. It must provide definitions and a Change Request authorizing the new code. The reserved code is noted on the Change Request and the EDI Committee vice-chair notes the reservation of the code in the appropriate OBF code list. When the Change Request reaches 'B3' - EDI Committee Approved status, the reserved code can be officially documented and added to the OBF code list.

The EDI Committee Vice-Chair updates the code list within one week of receipt of the approved Change Request and sends the updated code list to the OBF Secretariat. A copy is also sent to each subcommittee two weeks prior to each subcommittee meeting.

Exhibit 1 **Change Request Form - Screen Images 1 & 2**

Change Request

Subcommittee: SERVICE ORDER

RIF: 92-SOWG-01 Request Date: 3/11/92

Company...: TBWG, Rich Krick

Action

Change Existing

New

Clarification

Delete

EDI Reference

Transaction Sets: STD811

Table Level: _____

Segment: SI Element: 1000

Issue Statement: Insert Date: Use Shift+Right Mouse Button

SOWG has a list of service characteristic qualifiers they need for the 850, 855, 860 and 865 transaction sets. Following is a list of their requested codes and the recommended DE1000 code assignments: IT P=Telecommunications Provider Office!AA=Account Activity Code, valid codes are N, C, and D!TB=Toll Blocking Exception, valide codes are A, B,

Status Code: A3 - Approved Recommendations...

Request Status: RESOLVED GuideLine Info...

OK Cancel History...

Recommendations

Request/Recommendation:

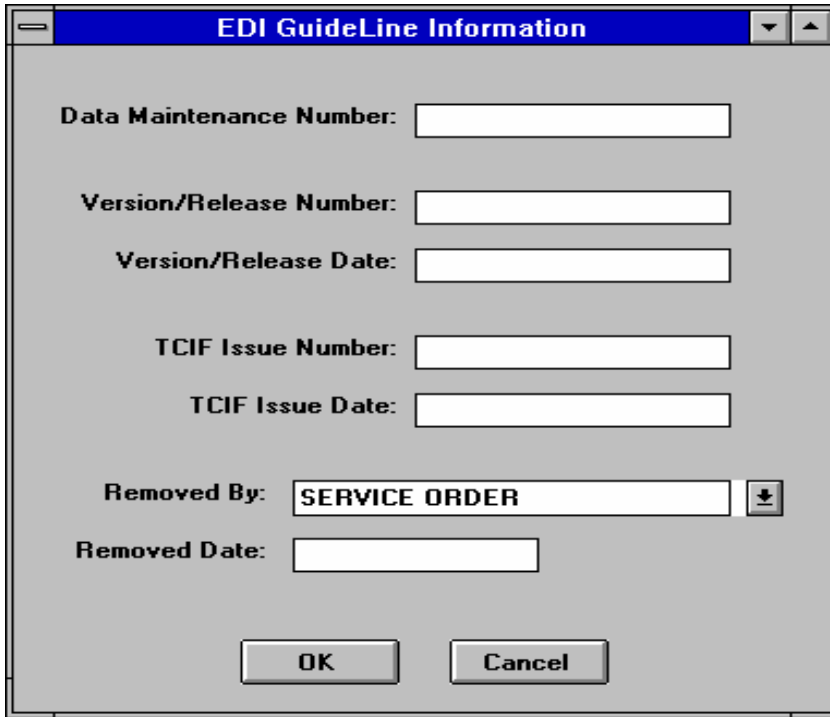
3/11/92 Based on the explanations provided by the SOWG, the CR sub-group recommends approval with the assumption that formal definitions will be provided by the SOWG. The SOWG requests for Features/Options and Continuation Code were rejected. We asked th

Alternate Recommendation:

#DE1000

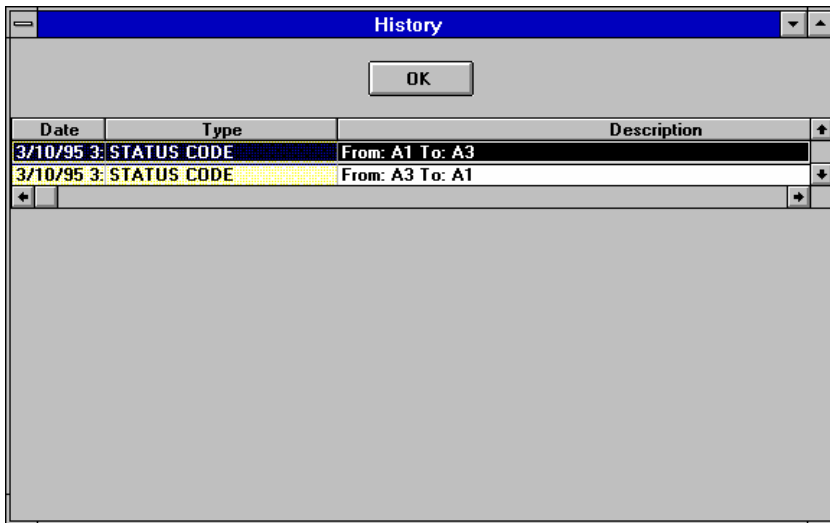
OK Cancel

Exhibit 1 Change Request Form - Screen Images 3 & 4



The dialog box titled "EDI GuideLine Information" contains the following fields and controls:

- Data Maintenance Number:
- Version/Release Number:
- Version/Release Date:
- TCIF Issue Number:
- TCIF Issue Date:
- Removed By:
- Removed Date:
-



The dialog box titled "History" contains an "OK" button and a table with the following data:

Date	Type	Description
3/10/95	3: STATUS CODE	From: A1 To: A3
3/10/95	3: STATUS CODE	From: A3 To: A1

----- Comment:

Exhibit 1 Change Request Form - Instructions

Change Request Form Instructions:

- Text Fields should be delimited with double quotes. i.e. "SERVICE ORDER"
- Double quotes embedded in text fields should be preceded by double quotes. the text field **Change to "SI"** should appear as **"Change to ""SI""**.
- Numeric fields and date fields should not be delimited.
- Date fields should appear in the form MM/DD/YY.
- Freeform text, i.e. Memo Fields, should be delimited by double quotes and follow the earlier rule for embedded double quotes.
- Fields should be separated by commas.
- There should be no comma after the last field.
- Empty freeform (memo) fields should contain "". All other empty fields should be blank.
- All records should be terminated with a carriage return. This includes the last record in a file. This also includes the case of only one record in an import file.

Example of Import Record:

"SERVICE ORDER", "93-USW-02", 6/7/93, "CHANGE", "IMPL811", "SI",
"1000", "A1", "PENDING", "U S WEST",,,,,,,,,,"This request is for
...", "", "", 1/17/95 12:18:02 PM,,,,,,,,, "SERVICE ORDER",

Comment:

Change Request Form Contents

- Must have exactly 29 fields. Not all fields are mandatory, but separators must be present even if the field is empty.
- The combination of the Subcommittee and the Change Request # fields must be unique.






























Field Position	Field Name	Field type	Mandatory	Valid Value
1	Subcommittee	Text		
2	Change Request #	Text		
3	Request Date	Date		MM/DD/YY
4	Request Type	Text		NEW, CHANGE,DELETE
5	Transaction Sets	Text		
6	Table/Level	Text		
7	Segment	Text		
8	Element	Text		
9	Status Code	Text		A1, B1, C1
10	Request Status	Text		PENDING, WITHDRAWN, RESOLVED
11	Company	Text		
12	Requester Name	Text		
13	Requester Phone #	Text		
14	Requester Fax #	Text		
15	Requester Address	Text		
16	Requester City	Text		
17	Requester State/Prov.	Text		
18	Requestor Country	Text		
19	Issue Statement	Memo		Blanks represented by ""
20	Recommendation	Memo		Blanks represented by ""
21	Alt. Recommendation	Memo		Blanks represented by ""
22	Last Status Change	Date		MM/DD/YY
23	Data Maintenance #	Text		
24	Version/Release #	Text		
25	Version Release Date	Date		MM/DD/YY
26	OBF Issue Number	Text		
27	OBF Issue Date	Date		MM/DD/YY
28	Removed By	Text		
29	Date Removed	Date		MM/DD/YY

Exhibit 2 - Change Request Data Base Screen Image

Change Requests					
File Edit Search Reports...					
<input checked="" type="checkbox"/> A1 <input checked="" type="checkbox"/> A2 <input checked="" type="checkbox"/> A3 <input checked="" type="checkbox"/> A4 <input type="checkbox"/> B's <input type="checkbox"/> C's					
SubCommittee	RIF	Req. Date	Req. Status	Status	Ac
SERVICE ORDER	92-SOWG-01	03/11/92	RESOLVED	A3	CHAN
SERVICE ORDER	92-SOWG-02	04/22/92	RESOLVED	A3	CHAN
SERVICE ORDER	92-SOWG-03	04/22/92	RESOLVED	A3	CHAN
SERVICE ORDER	92-SOWG-04	06/09/92	RESOLVED	A3	CHAN
SERVICE ORDER	92-SOWG-05	06/09/92	RESOLVED	A3	NEW
SERVICE ORDER	92-SOWG-06	06/09/92	RESOLVED	A3	CHAN
SERVICE ORDER	92-SOWG-07	06/09/92	WITHDRAWN	A4	CHAN
SERVICE ORDER	92-SOWG-08	06/09/92	RESOLVED	A3	CHAN
SERVICE ORDER	92-SOWG-09	07/27/92	RESOLVED	A3	CHAN
SERVICE ORDER	92-SOWG-10	07/27/92	RESOLVED	A3	CHAN
SERVICE ORDER	92-SOWG-11	09/16/92	RESOLVED	A3	CHAN
SERVICE ORDER	92-SOWG-12	10/20/92	RESOLVED	A3	CHAN
SERVICE ORDER	92-SOWG-13	10/20/92	RESOLVED	A3	CHAN
SERVICE ORDER	92-SOWG-14	12/23/92	RESOLVED	A3	CLAR
SERVICE ORDER	93-SOSC-01	03/10/93	RESOLVED	A3	CHAN
SERVICE ORDER	93-SOSC-02	03/10/93	RESOLVED	A2	CHAN
SERVICE ORDER	93-SOSC-03	03/10/93	RESOLVED	A2	CHAN
SERVICE ORDER	93-SOSC-04	03/10/93	RESOLVED	A3	CHAN
SERVICE ORDER	93-SOSC-05	03/10/93	RESOLVED	A3	CHAN