

Operational Procedures Guide



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Purpose

The purpose of this document is to educate and inform the users of the AGIIS Directory on the procedures performed by the Directory Administrator, (aka the AGIIS Help Desk) to support the Directory.

Definitions

AA Code

Ag Industry Identification System - EBID codes that are assigned to entities because they cannot be assigned an EBID based on the DUNS Number. The AA Code is a unique 13-character field: the letters AA followed by 7 digits and 4 zeros. (AA12345670000)

Active Entity

A record status indicator that identifies an entity as having a valid Industry Identifier in AGIIS

Active Products

Products or services that a manufacturer/supplier currently has available to sell

Active Package Size

A Package Size that a manufacturer/supplier currently has available to sell.

Active Package Configuration

A Package Configuration that a manufacturer/supplier currently has available to sell

AGIIS

The Ag Industry Identification System (AGIIS) is a database and software that combine to deliver a common set of identifiers and data elements to the Agricultural industry and other related businesses to foster e-business and e-commerce between and among those companies.

AGIIS Assigned GLN

A GLN identifier assigned by AGIIS (using a prefix allocated to AgGateway by GS1) to identify entities without a known GLN identifier.

Agriculture

The science or business of raising useful plants and animals, agriculture concerns itself with cultivating the soil, producing crops, feeding, treating and raising livestock and in varying degrees the preparation and marketing of the resulting products. In the broadest sense this definition includes plants that are raised for home and commercial purposes and animals that are raised as pets.

Bought Out

The Entity Status designation used to identify an entity that has been involved in a merger or has been purchased by another entity. Records that have the Entity Status of Bought Out have an Inactive Record Status.

Consumers

Consumers utilize products of producers and are typically in the Directory as a result of purchasing products from Trading Partners.

Demographics

Demographics are address and other data necessary or customarily used to designate and locate entities.

Directory Administrator

(1) Company - A third party vendor, contracted to maintain and administrate AGIIS and enforce the policies as established by AgGateway through the Directory Oversight Committee. The current Directory Administrator is Covansys Corporation.

(2) User - When used in the context of AGIIS operation, Directory Administrator is a User classification that has broad privileges assigned to an individual(s) who manages the Directory. Normally the Directory Administrator is a staff member of the company contracted to maintain and administrate AGIIS.

Directory News

A method the Directory Administrator uses to communicate new features, functionality, issues and bugs. The Directory News is located on the AGIIS Home page and is available to all users of AGIIS.

Directory Oversight Committee

Standing committee comprised of at least five and not more than ten AgGateway members representing the industry segments who have membership in AgGateway. Members must be employees of companies subscribing to AGIIS.

EBID Code

E-Business Identification Code (EBID) is a 13-character alpha-numeric code used to identify physical locations, including but not limited to, manufacturing facilities, distribution facilities, retail locations, end use businesses, drop points, rail sidings, and locations identified by geographic location (latitude and longitude.) Where applicable, the EBID code is based on the Dun & Bradstreet DUNS Number. If a DUNS Number cannot be obtained from Dun & Bradstreet, AGIIS may generate a unique EBID (AA Code) when within AGIIS policy.

End Use Business

End Use Business identifies an entity that primarily uses specialty products as part of the function or service provided such as lawn care, nursery or pest control operations.

Entity

An entity is a separate and distinct business, location or individual that conducts business with subscribers in the agricultural industry. Entities are identified in the AGIIS database with an EBID and/or GLN number.

Entity Status

The business status designation of an entity in AGIIS. The following entity status types are assigned in AGIIS: In Business, Out of Business, Bought Out, and Replaced.

FERT Codes

EBID codes that are assigned to identify fertilizer drop-points, rail sidings and terminals because they cannot be assigned an EBID based on the DUNS Number. The FERT code is a unique 13-character field: FF followed by 7 digits and 4 zeros.

GLN

The Global Location Number (GLN) is a 13 digit industry identifier that consists of a company prefix issued by GS-1, a location reference code and a check digit. The GLN can be used to identify physical locations and legal entities.

GTIN

The Global Trade Item Number (GTIN) is the EAN/UCC code that is the AgGateway standard identifier for Agricultural Products in AGIIS. The GTIN, as defined in the AgGateway standard, is a 14-digit code consisting of an indicator digit, a company code issued by UCC, a unique product number assigned by the manufacturer, and a check digit.

Inactive Entity

A record status indicator that identifies an entity as not having a valid Industry Identifier in AGIIS. The Inactive record status is applied when:

- An entity is given an entity status of Out of Business, Replaced, or Bought Out
- An entity is determined to be Out of Industry (no sales, storage or use of products in categories supported by AGIIS).
- Entities are made inactive during semiannual maintenance activities when they are not in any subscriber's subset.

Inactive Product

Product or service that is no longer available for sale from the manufacturer.

Inactive Package Size

A Package Size that is no longer available for sale from the manufacturer.

Inactive Package Configuration

A Package Configuration that is no longer available for sale from the manufacturer.

In Business

The Entity Status designation to identify an enumerated entity that is conducting business

Log Notes

Notes maintained and accessible by the Directory Administrator recording details of research and investigation of the entity's record

Locations

Locations are geographic points that do not have a deliverable U.S. postal address where products can be shipped. Locations are entities and are enumerated with an EBID or GLN Industry Identifier (see *Entity*).

Master Directory

Master Directory is the database portion of AGIIS. It contains the AGIIS unique common identifier data, common data elements, and the Subscriber Subset Data.

NAPD/HP ID Code

An acronym for the 16-digit North American Purchaser Directory/Harvest Partners Identification Number. It was used as a unique identifier for Purchaser records with the entity types of grower and farm business. AGIIS has discontinued use and support of the NAPD/HP ID.

Nexus Enabled

A designation used on a Subscriber's Profile to indicate that the subscriber has established communication with Covansys's Nexus engine.

Non-Subscriber Owned GLN

- A GLN identifier assigned to the entity by the owning company (using a prefix allocated by GS1). The owning company is not an AGIIS subscriber. The Non-Subscriber Owned GLN can be added by an AGIIS user who knows the correct identifier for the entity.
- A GLN will be designated as Non-Subscriber Owned when a subscriber purchased the GLN identifier from GS1 instead of purchasing the GLN prefix.

Out of Business

The Entity Status designation to identify an entity that is no longer conducting business. (**Note:** Entities that have moved to another physical location and entities that are used as a storage facility are not considered Out of Business.)

Out of Industry

The entity status of an enumerated entity in AGIIS that is no longer conducting business with subscribers in the Agricultural Industry. (No production, sales, storage or usage of crop protection, fertilizer, seed or specialty products.)

Primary Contact

The person at the Subscriber Company who has responsibility for the Directory and has authority to make decisions on behalf of the Subscriber. This person is not necessarily the same person responsible for the day-to-day operations. There is one Primary Contact and one Secondary Contact for all Subscribers.

Purchaser Record

A record with the entity type of Grower or Farm Business that is identified with a GLN identifier or an inactive NAPD/HPID identifier.

Record Status

A flag on an entity record identifying the record as active or inactive. The Record Status will be inactive on records that have been determined to be Out of Industry or marked with the Entity Status of out of business, bought out or replaced.

Replaced

The Replaced Entity Status is applied when:

- Duplicate entity records are identified in AGIIS,
- Dun & Bradstreet has identified a duplicate in their database,
- An entity moves to another location and Dun & Bradstreet assigns a new DUNS Number, or
- It has been discovered that AGIIS is using the wrong DUNS Number to identify an entity.

Specialty Business

The science or business of Turf and Ornamental and Pest Control that focuses on the specialty markets such as golf course maintenance, nursery cultivation, and pest control operations. Specialty Businesses are enumerated with an EBID or GLN Industry Identifier and generally have the entity type of End Use Business.

Subscriber

A Subscriber is an organization that has signed a Subscriber Agreement with AgGateway and has paid required subscription fees. Subscribers are enrolled in AGIIS by the Directory Administrator. During the enrollment process the Directory Administrator grants the appropriate system privileges to the Subscriber, which determines their level of access to AGIIS.

Subscriber Owned GLN

A GLN identifier assigned to the entity by the owning company (using a prefix allocated by GS1). The owning company is an AGIIS subscriber. Entity records with a Subscriber Owned GLN can only be added or updated by an authorized user from the owning Subscriber Company.

Subscriber Administrator

Each Subscriber Company has one or more Subscriber Administrators. A Subscriber Administrator is responsible for adding, updating and deleting users and for managing user access privileges within the AGIIS database for their specific Subscriber. Subscriber Administrators also have the privilege and responsibility to maintain certain data related to their Subscriber record in AGIIS, such as certain contacts, Entity Contact List and Agreements.

Subscriber Subset Data

Subscriber Subset Data is the proprietary data submitted by a Subscriber used to establish a relationship with the AGIIS unique common identifier data.

Trading Partners

Trading Partners are entities that provide products to other Trading Partners. Trading Partners are businesses that conduct commercial dealings between and among themselves for the purpose of ultimately delivering goods and services to Consumers. (Trading Partners have the Entity Type of Manufacturer, Distributor or Retailer)

User

A User is defined as an individual who is registered in AGIIS. Users are enrolled into the system by either the Directory Administrator or the Subscriber Administrator. All Users (except Directory Administrators) must be associated with a Subscriber.

Overview

System Validation Requirements

The application is responsible for maintaining certain data elements and enforcing AGIIS policies. Below is a list of these requirements:

- Provides current USPS standards for mailing and physical address standardization by using CASS Certified address standardization software.
- Implements consistent naming conventions by validating legal and DBA names with Dun & Bradstreet for entities that have an EBID identifier based on a Duns number. All entity name and demographic data are displayed in all capital letters.
- Ensures that all active entity records in AGIIS have a GLN identifier.
- Enforces the population of all required fields.
- Enforces the established data integrity rules.
- Area Code splits, LACS (Locatable Address Conversion System), and NCOA (National Change of Address) are sent out for third-party processing twice a year.
- A semi-annual record status inactivation of entities without subscriber cross-references.

Directory Request Types

The Directory Administrator receives entity requests in the following situations:

- Add requests for EBID enumeration
- Address override requests for any identifier type (EBID or GLN).
- Requests for entities with any identifier type (EBID or GLN) when the “Comments” section is used.
- Any entity status change (Reactivation, Out of Business, Replaced, Bought Out) for entities with any identifier type
- EBID Update requests with the entity type of Trading Partner (Manufacturer, Distributor or Retailer).

Help Desk Daily Activities

Note: AGIIS Help Desk hours of operation are from 7:00 AM until 7:00 PM central time.

- Answer calls to the AGIIS Help Desk phone (1-866-251-8618)
- Check and resolve AGIIS e-mail inquiries (helpdesk@agiis.org)
- Log all user inquiries, calls and emails.
- Process entity requests
- Perform phone & internet verification procedures
- Request approval from the distributor contact for additions or changes to distributor's owned location records. The Distributor must be an AGIIS subscriber and the AGIIS

Help Desk must be aware of the company name(s). This activity is not required for entities that have a Subscriber Owned GLN.

- Record entity research details and confirmation information in the corresponding record's Log Notes.
- Monitor Nexus communication. Resolve message failure.

Required Communication to Subscribers

The Directory Administrator will communicate certain conditions regarding the AGIIS website. These communications are known as Directory Alerts:

- **Scheduled Maintenance**

Scheduled maintenance to the AGIIS website will be communicated no less than a week before it occurs. The AGIIS Help Desk will send an e-mail to the user community notifying them of the maintenance timeframe and the impact to the website's availability.

- **Emergency Maintenance**

Emergency maintenance to the AGIIS website will be communicated as soon as possible via e-mail to the user community. If possible, this type of maintenance will not occur during the hours of 7:00 AM - 7:00 PM central time on normal business days.

- **System Bugs or Issues**

Bugs or issues that affect all users will be posted on the Directory News page of the AGIIS website. For issues that affect only a select group of users, those users will be contacted via e-mail or phone call for resolution.

- **Help Desk Reporting**

On a monthly basis, the AGIIS Help Desk conveys the following information to AgGateway management:

- Help Desk report summarizing all calls received by the Help Desk during the month.
- Diary of Issues document that includes issues not covered in the Help Desk report that is recorded during the month.
- Request Volume report summarizing the number of entity requests processed during the month.

- **Other Communications**

Each individual procedure requires a certain amount of communication. To determine the level of communication, refer to the specific procedures on the following pages.

Procedures

Enrollment Process

- The Directory Administrator receives an enrollment form from AgGateway.
- The company is set up as a subscriber in the AGIIS Directory. *(Most information needed to set up the subscriber in AGIIS is obtained from the enrollment form.)*
 1. The subscriber must have a valid EBID in the AGIIS Directory.
 - If an EBID does not exist for the subscriber, a request is submitted to Dun & Bradstreet.
 2. E-mail addresses are set up for the Product Issue Contact and for notifications of the GLN Bulk and Product Import Batch processes, if applicable.
 3. Primary and Secondary Contacts are assigned.
 4. System privileges are granted at a subscriber level based on the components of AGIIS the subscriber will be using. *(Refer to Appendix A, Privileges.)*
 5. *Is Sponsor* flag is set, if applicable.
 6. *Active* flag is set. *(Makes the subscriber active in AGIIS.)*
 7. *EBID Update Extract* is set up, if applicable.
 8. *GLN Update Extract* is set up, if applicable.
 9. *GSI Prefix(es)* is set up, if applicable.
- Subscriber Administrators are set up for the subscriber. *(A subscriber is allowed multiple Subscriber Administrators.)*
 1. The Subscriber Administrator is set up as an AGIIS user and is associated to the subscriber's EBID.
 2. Subscriber Administrator privileges are set. *(Subscriber Administrator privileges are limited to the list of privileges granted to the subscriber.)*
 3. The following user profile fields are required: First Name, Last Name, User ID, Password, Phone Number, and E-mail Address. (AGIIS User ID & Password can not be the same.)
 4. By default, the Subscriber Administrator's user profile will be flagged to indicate that the user wishes to receive all applicable automatically generated e-mail notifications. The Subscriber Administrator/user can "turn off" any or all of the automated e-mails if they so choose. *(Refer to Appendix B, E-mail Responses.)*
- The Subscriber Administrators are then contacted by the AGIIS Help Desk notifying them they have access to AGIIS and are given a tour of the site and directed towards online help and tutorials for additional reference.
 1. Subscriber Administrators are provided with the following information: URL to AGIIS, User ID, Password, AGIIS Help Desk e-mail address and phone number.
 2. Any additional users within the subscriber's company are required to be set up by the Subscriber Administrator.

Help Desk Tracking Procedures

Steps for tracking issues called in or e-mailed to the AGIIS Help Desk:

1. The Help Desk receives a call/e-mail. Help Desk initiates a call log in the Help Desk tracking system. This puts a date/time stamp on the entry.
2. If the Help Desk is able to help the user immediately, the details of the request or question are recorded and the call log is closed.
3. If there is a question or request for information and it cannot be handled immediately, the user will be called or e-mailed back with an answer, the Help Desk records the details of the request or question and the call log will be closed at the time of the return response.
4. If the call/e-mail is a bug with the AGIIS application, in addition to the Help Desk tracking system, the bug will be logged into the developer's issue tracking system and assigned a priority code based on the severity of the issue. *(The developer's tracking system is different from the Help Desk tracking system.)*
5. Once the developer has resolved the issue, the developer will go into the developer's issue tracking system, update the issue, and assign it to QA for testing. Once it passes QA and the changes have been loaded into AGIIS, QA will notify the Help Desk to follow up with the user. The entry will be closed in the Help Desk tracking system.

Approved Entities in AGIIS

The following examples are entities that are approved to be enumerated with an EBID or GLN in AGIIS. The examples are intended to be inclusive rather than exclusive.

- Business
 - When more than one company conducts business from the same physical location, each can be identified with an EBID and/or GLN.
 - A company doing business (i.e. leasing space) at another business' location
 - Public/leased warehousing
 - Warehouse at separate physical location from the main company
 - Seed dealers
- Location
 - Drop Point
 - Terminal
 - Railway Siding
 - Tank farms
 - Leased tanks or tanks not at same physical location as the main business.
- Individual consumer

Following examples are entities that are NOT approved to be enumerated with an EBID or GLN in AGIIS.

- Company obtaining credit under the auspices of another, credit worthy company
- Different departments within a physical location

- Cash sales, accounts payable, house accounts, inter-company transfers
- Separate loading docks within a physical location
- Buying groups that are not legal entities
- Contacts or employees at a physical location
- Business equipment

If a situation arises for which a unique identifier is needed but has not previously been approved, the subscriber with the need would submit a written request for approval to AGIIS Directory Administrator. AGIIS Directory Administrator will present the request to the Directory Oversight Committee (DOC) for consideration. See Appendix C for more information about sending issues to the DOC.

EBID Entity Verification

- All EBID entities with the entity type of *Trading Partner* (except those with a Subscriber Owned GLN) must have their demographic information and business status phone-verified by the Directory Administrator using the general verification questions below.
- If an entity does not have a Subscriber Owned GLN and is owned by a subscribing Distributor, the Directory Administrator will phone-verify the record with the physical location as well as the subscriber's corporate contact. (The name of the location must match the Distributor name for the Help Desk to know it is a Distributor Owned location.)
- AGIIS Help Desk uses the following call script to verify entities:

Hello, my name is _____ with the agriculture chemical, seed & fertilizer industry. I'm calling to verify the name and address of your business, please.

(If the person you are speaking to seems non-responsive or hesitant, ask to speak to a manager. Also mention that you are calling because [company name], an AGIIS subscriber, submitted a request for verification.)

(Review the change that has been sent in by the subscriber before call is made.)

General Verification Questions

- I show your company name is (company name)
- And your location does business as (DBA name). (Pause for answer or ask: Is this correct?)
- Are you located at (physical address)?
- Does your mail go to (mailing address)?
- I show your location is a (Manufacturer/Distributor/Retailer) of:
 - Crop Protection products?
 - Crop Fertilizer?
 - Crop Seed?
 - Specialty products like lawn & garden products or pesticides used by exterminators?

NOTE: (If multiple product types start with 2 such as Crop Protection & Fertilizer for crops. Then ask: Do you also sell/manufacture Crop Seeds? How about Specialty Products such as lawn & garden or pest control products?)

Bought Out Location Questions

If a subscriber has indicated this business has been bought out or the name has changed, ask the following questions:

- I show that your location was (old company name) and the name has been changed to (new company name) . Is that correct?
- Was the name change due to a change in ownership or a merger?
- When did this transaction take place?
- Other questions might be asked during the phone verification that were discovered during our research period

Possible Duplicate Records Questions

Two or more addresses for the same company name

- I'm calling to ask for your help. I have two records in my database with the same name and different addresses. I am trying to find out if you have more than one location in (city) or if I have an old address.
 - (If they verify 1 address as correct, ask if they moved from the other address. Be sure to find out if the company moved or if there were more than one business and one closed or was bought out.)

Two or more company names for the same address

- I'm calling to ask for your help. I have two companies in my database with the same address.
 - (Verify the name and address of the company to which you're speaking.)
 - Are you familiar with (other company name) ?
 - Did your company buy out (other company name) ?

Add Requests

For each Add request that is accepted into the AGIIS Directory, the requesting subscriber will receive an entry in their Entity Update Extract file. The file format in which the subscriber receives their Update Extract determines what the subscriber will receive:

1. **EDI 838 – (EBID)** In the PLA05 Segment for an Add to Subset the subscriber will receive a Maintenance Reason Code of 42. For more information on the 838 File Format view this link: <http://rapidnet.org/Portals/9/StdTools/archives/s8384010.pdf>
2. **EDI 996, Private Format, ASCII – (EBID)** For an entity that has been added to the subscriber's subset, the subscriber will receive an "A" in the Type of Change field (position 5) of the file format. For more information on the Directory Change File Format view this link: <https://www.agiis.org/Links/EBIDExtractASCII.pdf>

3. **Excel Spreadsheet** – (EBID & GLN) For an entity that has been added to the subscriber’s subset, the subscriber will receive one entry, which will have a field type of *Add*. For more information on the Excel Formats view this link:
 - EBID - <https://www.agiis.org/Links/EBIDExtractExcel.pdf>
 - GLN - <https://www.agiis.org/Links/GLNExtractExcel.pdf>
4. **XML** – (EBID & GLN) In the entity transaction, the Current Entity element contains the Maintenance Reason Code of *Add*, which indicates the entity has been (a) added to the subscriber’s subset or (b) added to the Directory if the subscriber is a sponsor and the entity has an industry flag of Crop Protection. For more information on the XML Formats view this link:
 - EBID - <https://www.agiis.org/Links/EBIDExtractXML.pdf>
 - GLN - <https://www.agiis.org/Links/GLNExtractXML.pdf>

The procedure for handling GLN Add requests on the ASIIS website is as follows:

1. GLN Add requests are automatically added to the Directory if the address is validated by the address standardization software and the user did not enter comments on the request.
2. If the user bypassed an address error message when submitting the GLN Add request, the AGIIS Help Desk must verify the address using internet searches in order for the entity to be added to the Directory.
3. All requests containing user comments are review by the AGIIS Help Desk.
4. E-mail response is sent to the requesting user and all users requesting a blind copy explaining the resolution of the request.

The procedure for handling EBID Add requests on the ASIIS website is as follows:

1. EBID Add requests are sent to Dun & Bradstreet (excluding records with the entity type of rail siding and drop point).
2. Review Add request when it is returned from Dun & Bradstreet.
3. Verify that there are no duplicates detected by the system. If a duplicate record exists, but is not identified with an EBID, use the “Change Add to EBID Enum” to change the Add request into an Enumeration request using the existing duplicate record.
4. Check “Distributor Owned Location List” to determine if there is a corporate contact to call for approval to add the record.
5. Phone verify the entity information using the AGIIS call script (if the entity is a Trading Partner).
 - a. Record changes or additions of information found during phone verification in Log Notes as well as any significant details of the conversation.
6. Verify that the number returned from Dun & Bradstreet does not already exist in AGIIS. (There is an edit built into the system that will not allow a duplicate EBID to be added.)
7. If the information returned from Dun & Bradstreet matches the Add request and the record is not already in AGIIS, then the entity will be added using the number provided by D&B.
8. If Dun & Bradstreet returns no results and the required data standards are met, an AA code (AGIIS Assigned EBID) or FF (Fertilizer Code) will be assigned based on entity type. (Refer to Entity Enumeration).

9. Discrepancies in the information returned by Dun & Bradstreet and that verified by the Directory Administrator will be handled in the following manner:
 - a. If D&B returns information identifying the same entity but contains information verified to be inaccurate or out of date, the record will be added to the AGIIS Directory as verified, using the number provided by D&B and the record will be identified as out of sync (OOS) with D&B in the record's Log Notes.
 - b. If the entity in question is a Trading Partner and Dun & Bradstreet was unable to enumerate the entity because they were unable to verify, but the Directory Administrator was able to verify the entity information, the request may be enumerated with an AGIIS assigned EBID (AA code) if the requesting user approves. The Directory Administrator will maintain a record of all Trading Partner records identified with an AA code.
10. When the Add request is accepted, the GLN type indicated by the user is added to the record. If the user did not select a GLN type, an AGIIS assigned GLN is added.
11. An e-mail response is sent to the requesting user and all users requesting a blind copy explaining the outcome of the Add request.

Update Requests

For each Update request that is applied to the AGIIS Directory, subscribers who have that entity in their subset will receive an entry in their Directory Change File. The file format in which the subscriber receives their Directory Changes determines what the subscriber will receive:

- **EDI 838** - (EBID) In the PLA05 Segment for a demographic change made to any entity in the subscriber's subset, they will receive a Maintenance Reason Code of 43. For more information on the 838 File Format view this link: <http://rapidnet.org/Portals/9/Std Tools/archives/s8384010.pdf>
- **EDI 996, Private Format, ASCII** - (EBID) For a demographic change made to an entity in the subscriber's subset, they will receive a "U" in the Type of Change field (position 5) of the file format. For more information on the Directory Change File Format view this link: <https://www.agiis.org/Links/EBIDExtractASCII.pdf>
- **Excel Spreadsheet** – (EBID & GLN) For a demographic change, the subscriber will receive two entries, one identified as Old and the other as New. The entries will have a field type of "Update" and any modified values are displayed in bold red so that changes can be easily identified. For more information on the Excel Format view this link:
 - EBID - <https://www.agiis.org/Links/EBIDExtractExcel.pdf>
 - GLN - <https://www.agiis.org/Links/GLNExtractExcel.pdf>
- **XML** – (EBID & GLN) In the entity transaction, the Current Entity element contains the Maintenance Reason Code of *Update*, which indicates a demographic change has been made to the entity. The Current Entity element represents the entity attributes after the specified change was made to the Directory. The Previous Entity element contains the entity attributes before the specified change was made to the Directory. For more information on the XML Format view this link:
 - EBID - <https://www.agiis.org/Links/EBIDExtractXML.pdf>
 - GLN - <https://www.agiis.org/Links/GLNExtractXML.pdf>

The procedure for handling GLN Update requests submitted on the AGIIS web site:

1. GLN Update requests are automatically added to the Directory if the address is validated by the address standardization software and the user did not enter comments on the request.
2. If the user bypassed the address error message when submitting the GLN Update request, the AGIIS Help Desk must verify the address using internet searches in order for the entity to be added to the Directory.
3. All requests containing user comments are review by the AGIIS Help Desk.
4. An e-mail response is sent to the requesting user and all users requesting a blind copy explaining the outcome of the request.

The procedure for handling EBID Update requests is as follows:

1. Review requested Update.
2. Verify that the changes being submitted will not cause a duplicate record in AGIIS (the system has a built-in duplicate check).
3. Verify EBID information on the Dun & Bradstreet website (if the entity is a Trading Partner).
4. Determine if the record is identified with a Subscriber Owned GLN. If so, the Directory Administrator will skip the phone verification process (#5 & #8) since the owner of the entity is the only subscriber authorized to request an update to the entity.
5. Phone-verify the entity using the AGIIS call script (if the entity is a Trading Partner). Phone verifications are not required on ZIP Code and area code updates.
 - a. Record phone verification information as well as any significant details of the conversation in the record's Log Notes.
6. If phone verification (or information provided by the owner of the Subscriber Owned GLN) and Dun & Bradstreet website do not agree, and the entity is a Trading Partner, the Directory Administrator will submit an add request including information found during the investigation and verification process to Dun & Bradstreet in hopes that they will update their records.
 - a. If D&B returns information identifying the same entity but contains information verified to be inaccurate or out of date, the record will be updated in the AGIIS Directory as verified (or as provided by the owner of the Subscriber Owned GLN) and the record will be identified as out of sync (OOS) with D&B in the record's Log Notes.
7. Determine if the Update request should be accepted or declined based on verified information.
8. Check "Distributor Owned Location List" to determine if there is a corporate contact to call for approval to update the record.
9. An e-mail response is sent to the requesting user and all users requesting a blind copy explaining the outcome of the Update request.

Bought Out & Merged Entities (Ownership Change)

Entity ownership changes occur when a user submits an update indicating that an entity has been bought out. This information can be submitted via an Update request by either entering a note in the update request Comments section or by selecting *Bought Out* as the Entity Status and entering an Industry Identifier or Company Name of the buying company. A *Bought Out* status in the Directory Change File requires the subscriber to take action and do their own research as to how they want to apply the change. This status, in no way, makes any financial assumptions.

Subscribers having an entity in their subset whose entity status has changed to Bought Out will receive an entry in their Directory Change File. The file format in which the subscriber receives their Directory Changes determines what the subscriber will receive:

- **EDI 838** - (EBID) In the PLA05 Segment for an entity in the subscriber's subset that has been Bought Out, they will receive a Maintenance Reason Code of 57. For more information on the 838 File Format view this link: http://rapidnet.org/Portals/9/Stds_Tools/archives/s8384010.pdf
- **EDI 996, Private Format, ASCII** - (EBID) For an entity in the subscriber's subset that has been Bought Out, they will receive an "S" in the Type of Change field (position 5) of the file format. There will also be a "B" in the Business Status field (position 39) of the "before" image. For more information on the Directory Change File Format view this link: <https://www.agiis.org/Links/EBIDExtractASCII.pdf>
- **Excel Spreadsheet** – (EBID & GLN) For an entity that has been Bought Out the subscriber will receive two entries, one identified as Old and the other as New. The entries will have a field type of "Bought Out" and any modified values are displayed in bold red so that changes can be easily identified. The entity specified as Old has been bought out by the entity specified as New. For more information on the Excel Format view this link:
 - EBID - <https://www.agiis.org/Links/EBIDExtractExcel.pdf>
 - GLN - <https://www.agiis.org/Links/GLNExtractExcel.pdf>
- **XML** – (EBID & GLN) In the entity transaction, the Current Entity element contains the Maintenance Reason Code of *Bought Out*, which indicates the entity has been bought by another entity. The Bought By Entity element contains the entity attributes of the buying entity. For more information on the XML Format view this link:
 - EBID - <https://www.agiis.org/Links/EBIDExtractXML.pdf>
 - GLN - <https://www.agiis.org/Links/GLNExtractXML.pdf>

The procedure for handling GLN Bought Out and Merged Entity requests is as follows:

1. Review the Update request.
2. Search in AGIIS for the buying entity
3. Determine if the record is identified with a Subscriber Owned GLN. If so, the Help Desk will skip the internet research.
4. Do internet research to verify the information
5. Determine whether the Update should be accepted or declined based on information found during research.
6. An e-mail response is sent to the requesting user and all users requesting a blind copy explaining the status of the buyout or merger request.

The procedure for handling EBID Bought Out and Merged Entity requests is as follows:

1. Review the Update request.
2. Search in AGIIS for the buying entity EBID.
3. Look up the bought out and buying entities EBIDs on Dun & Bradstreet website to determine the following:
 - a. Verify both EBIDs are valid with Dun & Bradstreet
 - b. Verify demographics in AGIIS match Dun & Bradstreet
 - c. Verify if Dun & Bradstreet recognize the buyout or merger
 - d. Gather information for phone verification
4. Determine if the record is identified with a Subscriber Owned GLN. If so, the Directory Administrator will skip the verification process (#5 & #6) since the owner of the entity is the only subscriber authorized to request an update to the entity.
5. Phone-verify the entity using the *Bought Out Locations Questions* section of the AGIIS call script.
 - a. Record phone verification in Log Notes as well as any significant details of the conversation.
6. Check “Distributor Owned Location List” to determine if there is a corporate contact to call for approval to change the entity type.
7. Directory Administrator will submit an add request to Dun & Bradstreet if phone verification (or information provided by the owner of the Subscriber Owned GLN) and Dun & Bradstreet website do not agree. An add request will also be submitted if Dun & Bradstreet does not recognize the merger or buyout.
8. Determine whether the Update should be accepted or declined based on verified information
 - a. If Dun & Bradstreet assigns a new number and the EBID does not exist in AGIIS, the new record will be added to the directory and the Update request will be processed by marking the old record’s entity type Bought Out by the new record, creating a hyperlink from the old record to the new record.
 - b. If Dun & Bradstreet uses the same number but updates the name to reflect the buyout or merger, the Help Desk will treat this as a name change. (Dun & Bradstreet has proprietary processes that determine when a new number is created or existing number is updated.)
9. An e-mail response is sent to the requesting user and all users requesting a blind copy explaining the status of the buyout or merger request.

Entity Enumeration

Entity Enumeration refers to the process of adding another Industry Identifier type to an existing AGIIS entity. Three industry-wide identifier types are used to uniquely identify an entity in AGIIS: the GLN, NAPD/HP ID and the EBID

- GLN Enumerations (adding a GLN identifier to an existing entity with an inactive NAPD/HPID).
 1. The user must add a GLN by providing a GLN prop code, selecting the GLN type to be assigned and adding the entity to their subset.
 2. The GLN is automatically assigned by the AGIIS application.
 3. The user must then submit an Activation request which will be reviewed by the AGIIS Help Desk. If the Activation request is approved, the record is acceptable for use.
 4. An e-mail response is sent to the requesting user and all users requesting a blind copy explaining the outcome of the Enumeration request.
- EBID Enumerations (adding an EBID identifier to an existing record identified with a GLN and/or NAPD/HPID) are generated based on Dun & Bradstreet's DUNS Number. In the case where a DUNS Number is not assigned, the AGIIS Help Desk will assign an AGIIS Assigned (AA) code or Fertilizer (FF) code based on the following rules:
 1. The user selects an existing record that identifies the entity they need but does not have an EBID, supplies an EBID prop code, then clicks the Add or Update Subset button. The Submit Entity Update request with EBID Enumeration page will display and allow the user to make any necessary changes to the record.
 2. All EBID Enumeration requests are sent to Dun & Bradstreet.
 3. Review the Enumeration request when it is returned from Dun & Bradstreet.
 4. Verify that there are no duplicates detected by the system and that the number returned from Dun & Bradstreet does not already exist in AGIIS. (There is an edit built into the system that will not allow a duplicate EBID to be added.)
 5. Determine if the record is identified with a Subscriber Owned GLN. If so, the Directory Administrator will skip the verification process (#6 & #7) since the owner of the entity is the only subscriber authorized to request an update to the entity
 6. Phone verify the entity using the AGIIS call script (if the entity is a Trading Partner).
 - Record changes or additions of information found during phone verification in Log Notes as well as any significant details of the conversation.
 7. Check "Distributor Owned Location List" to determine if there is a corporate contact to call for approval to enumerate the record.
 8. If the information returned from Dun & Bradstreet matches the Enumeration request and the EBID number provided by D&B is not already in AGIIS, then the EBID will be added to the record.

9. If Dun & Bradstreet returns no results and the required data standards are met, an AGIIS Assigned (AA) code or Fertilizer (FF) code will be assigned based on entity type.
10. Discrepancies in the information returned by Dun & Bradstreet and that verified by the Directory Administrator will be handled in the following manner:
 - If D&B returns information identifying the same entity but contains information verified to be inaccurate or out of date, the EBID number provided by D&B will be added to the record as verified and the record will be identified as out of sync (OOS) with D&B in the record's Log Notes.
 - If the entity in question is a Trading Partner and Dun & Bradstreet was unable to enumerate the entity because they were unable to verify, but the Directory Administrator was able to verify the entity information, the record may be enumerated with an AGIIS assigned EBID (AA code) if the requesting user approves. The Directory Administrator will maintain a record of all Trading Partner records identified with an AA code.
11. An e-mail response is sent to the requesting user and all users requesting a blind copy explaining the outcome of the Enumeration request.

Entity Reinstatements

The following situations qualify for an entity reinstatement:

- An entity with the entity status of Bought Out or Out of Business that is verified to be in business.
- An entity that has been incorrectly replaced by another entity
- An entity that was identified as being out of industry (no sales or storage of crop protection, seed, fertilizer or specialty products) is verified to be "in industry".
- A user requests reactivation of a record that was changed to inactive during the semi-annual editing of entities without subscriber cross-references.
- An entity identified with a NAPD/HP ID that was inactivated during the "Disable NAPD" project (5/08) because it was added prior to 10/1/07 and had not been enumerated with a GLN.

Subscribers will receive an entry in their Directory Change File identifying EBID or GLN records in their subset that have been reinstated. The file format in which the subscriber receives their Directory Changes determines what the subscriber will receive:

- **EDI 838** – (EBID) In the PLA01 segment there will be a "2" (change/update), in the PLA05 segment there could be "85" (reinstatement - cancelled in error). For more information on the 838 File Format view this link: <http://rapidnet.org/Portals/9/Std%20Tools/archives/s8384010.pdf>
- **EDI 996, Private Format, ASCII** – (EBID) The reactivation notification will be a new change reason code in Record ID "RSN" in position 5-74. The change reason code for reactivation is 5010. For more information on the Directory Change File Format view this link: <https://www.agiis.org/Links/EBIDExtractASCII.pdf>
- **Excel Spreadsheet** – (EBID & GLN) The column titled Seq (or Sequence) will have the value Status Change (Reactivate). For more information on the Excel Format view this link:

- EBID - <https://www.agiis.org/Links/EBIDExtractExcel.pdf>
- GLN - <https://www.agiis.org/Links/GLNExtractExcel.pdf>
- **XML** – (EBID & GLN) For an entity that has been Re-Instated, the subscriber will receive two entries, one identified as Old and the other as New. The entries will have the Maintenance Reason Code of Reactivate. The New Entity element represents the entity attributes after the specified change was made to the Directory. The Previous Entity element contains the entity attributes before the specified change was made to the Directory. For more information on the XML Format view this link:
 - EBID - <https://www.agiis.org/Links/EBIDExtractXML.pdf>
 - GLN - <https://www.agiis.org/Links/GLNExtractXML.pdf>

EBID – When reactivating an entity with the entity type of Manufacturer, Distributor or Retailer that was inactivated for any reason other than the semi-annual deactivation of entities without subscriber cross-references, the Directory Administrator will send an e-mail detailing the situation to all users whose user profile indicates they wish to receive Entity Reinstatement messages from AGIIS.

Out of Business Entities

Subscribers will receive an entry in their Directory Change File if the entity status of an entity in their subset has changed to Out of Business. The file format in which the subscriber receives their Directory Changes determines what the subscriber will receive:

- **EDI 838** - (EBID) In the PLA05 Segment for an entity in the subscriber’s subset that is Out of Business, they will receive a Maintenance Reason Code of 45. For more information on the 838 File Format view this link: http://www.rapidnet.org/Standards_Tools/EDI/s8384010.pdf
- **EDI 996, Private Format, ASCII** – (EBID) For an entity in the subscriber’s subset that is Out of Business, they will receive an “S” in the Type of Change field (position 5) of the file format. There will also be an “O” in the Business Status field (position 39) of the "before" image. For more information on the Directory Change File Format view this link: <https://www.agiis.org/Links/EBIDExtractASCII.pdf>
- **Excel Spreadsheet** – (EBID & GLN) For an entity that is Out of Business the subscriber will receive two entries, one identified as Old and the other as New. The entries will have a field type of “Out of Business” and any modified values are displayed in bold red so that changes can be easily identified. For more information on the Excel Format view this link:
 - EBID - <https://www.agiis.org/Links/EBIDExtractExcel.pdf>
 - GLN - <https://www.agiis.org/Links/GLNExtractExcel.pdf>
- **XML** – (EBID & GLN) In the entity transaction, the Current Entity element contains the Maintenance Reason Code of “Out of Business”, which indicates the entity has gone out of business. The Previous Entity element contains the entity attributes before the specified change was made to the Directory. For more information on the XML Format view this link:
 - EBID - <https://www.agiis.org/Links/EBIDExtractXML.pdf>
 - GLN - <https://www.agiis.org/Links/GLNExtractXML.pdf>

Out of Business entities are defined in AGIIS as “an enumerated entity that is no longer conducting business.”

GLN (no EBID) - The procedure for handling Out of Business entities is as follows:

1. Review the request.
2. If the entity is identified with a Subscriber Owned GLN, accept the request.
3. Try to verify the out of business entity status by doing internet search. If no verification is found, accept the user’s request.

EBID - The procedure for handling Out of Business entities is as follows:

1. Review the request.
2. Check the “Distributor Owned Location List” to verify whether there is a contact to call for approval to change the record. (This step does not apply to records with a Subscriber Owned GLN.)
3. Verify by phone to see if the entity is Out of Business (records with entity type of Manufacturer, Distributor or Retailer). If entity is not out of business, decline the change. If the phone is forwarded to another location the Help Desk will ask questions to determine whether the entity has moved to a new location, the original location is used for storage or is out of business. (This step does not apply to records with a Subscriber Owned GLN.)
4. If the entity is not Out of Business, but not doing business in the Crop Protection, Fertilizer, Specialty, or Seed Industries, the entity will be marked with the record status of inactive and the Entity Status will remain In Business. (Refer to Procedure for Setting Entities Inactive.)
5. Record phone verification information in Log Notes as well as any significant details of the conversation.
6. If there is no answer or the phone number is out of order, use the Web, AGIIS Directory, and Dun & Bradstreet website to determine if there are any related businesses or alternate phone numbers that can used to verify that this entity is Out of Business.
7. If the Help Desk is unable to determine if the entity is or is not in business, an e-mail is sent to users with the entity in their subscriber’s subset asking if they have current sales to the entity and notifying them that the entity may be Out of Business.
8. If the Help Desk is not contacted by any subscribers with information on current sales, the entity is marked Out of Business.
9. E-mail response is sent to the requesting user and all users requesting a blind copy explaining the status of the entity.

Replaced Entities

Subscribers having an entity in their subset whose entity status has changed to Replaced will receive an entry in their Directory Change File. The file format in which the subscriber receives their Directory Changes determines what the subscriber will receive:

- **EDI 838** - (EBID) In the PLA05 Segment for an entity in the subscriber's subset that has been Replaced, they will receive a Maintenance Reason Code of 25. For more information on the 838 File Format view this link: <https://www.agiis.org/Links/EBIDExtractASCII.pdf>
- **EDI 996, Private Format, ASCII** - (EBID) For an entity in the subscriber's subset that has been Replaced, they will receive an "R" in Type of Change field (position 5) of the file format. For more information on the Directory Change File Format view this link: <https://www.agiis.org/Links/EBIDExtractASCII.pdf>
- **Excel Spreadsheet** – (EBID & GLN) For an entity that has been Replaced, the subscriber will receive two entries, one identified as Old and the other as New. The entries will have a field type of "Replaced" and any modified values are displayed in bold red so that changes can be easily identified. The entity specified as Old has been replaced by the entity specified as New. For more information on the Excel Format view this link:
 - EBID - <https://www.agiis.org/Links/EBIDExtractExcel.pdf>
 - GLN - <https://www.agiis.org/Links/GLNExtractExcel.pdf>
- **XML** – (EBID & GLN) In the entity transaction, the Current Entity element contains the Maintenance Reason Code of *Replaced*, which indicates the entity has been replaced by another entity. For more information on the XML Format view this link:
 - EBID - <https://www.agiis.org/Links/EBIDExtractXML.pdf>
 - GLN - <https://www.agiis.org/Links/GLNExtractXML.pdf>

The Replaced Entity Status is applied when:

- A duplicate EBID or GLN is identified in AGIIS
- EBID - Dun & Bradstreet has identified a duplicate in their database;
- EBID - An entity moves to another location and Dun & Bradstreet assigns a new DUNS Number
- It has been discovered AGIIS is using the wrong
 - EBID number to identify an entity
 - GLN to identify an entity

A Replaced status in the Directory Change File requires the subscriber to take action and do their own research as to how they want to apply the change to their internal system.

The procedure for handling Replaced Entities is as follows:

1. A duplicate is identified in AGIIS.
2. Check the "Distributor Owned Location List" to verify whether there is a distributor contact to call. (This step does not apply to records with a Subscriber Owned GLN.)

3. Records with an EBID and the entity type of Trading Partner may be phone-verified to determine if they are duplicates. (This step does not apply to records with a Subscriber Owned GLN.)
4. Record phone verification in Log Notes as well as any significant details of the conversation.
5. If it is determined they are not duplicate records, decline Duplicate request in an e-mail response back to user with explanation.
6. If records are duplicates, replace the duplicate identifier with the correct identifier in AGIIS.
 - a. The determination of which EBID number to use is determined by Dun & Bradstreet.
 - b. The determination of which GLN number to use is based on what types of GLN numbers are involved. The order of priority for survival is as follows:
 - i. Subscriber Owned GLN
 - ii. Record enumerated with an EBID
 - iii. Record with a license

Accepting Address Overrides

Address Overrides occur when any entity request does not meet USPS address standardization rules and the requesting user indicates that their research shows the address to be valid by selecting the “Ignore Address Warnings” box on the entity request. All Address Override requests get sent to the Directory Administrator for review. Address Overrides will be accepted if the request includes a phone number and one of the following conditions is met:

1. The address is validated through phone verification (required only for entities enumerated with an EBID and the entity type of Trading Partner without a Subscriber Owned GLN).
2. The address is validated through Dun & Bradstreet
3. The address is validated using Web searches

Setting Entities Inactive

Inactive records in the system are EBID records that are Out of Industry, EBID or GLN records that were invalid entities, inactivated during the semi-annual editing of entities without subscriber cross-references or have an entity status of Bought Out, Replaced, or Out of Business. Entities that have an inactive record status or an inactive entity status will be frozen and no updates will be allowed.

- All requests to make an entity inactive are reviewed by the Directory Administrator.
- Once an entity has been through the appropriate procedure and has been identified as Bought Out, Replaced, or Out of Business, the system will automatically set the record status to Inactive.
- If an AGIIS user believes an EBID record should be identified as Out of Industry, the user should submit an update request and include comments explaining why the record should be identified as Out of Industry.

- During the process of marking an entity inactive, notes can be added to the entity by a Directory Administrator to explain why an entity was set to inactive. On the View Entity Information page there is a button titled "View Deactivation" that is available only when deactivation notes exist for the entity. Clicking the button displays the Entity Deactivation Notes page in view-only mode with a date/time stamp to indicate when the note was entered.
- The Directory Administrator will be required to enter deactivation notes when an entity is marked inactive but still is in business (Out of Industry or invalid entity). The Directory Administrator can optionally enter deactivation notes when an entity is updated as Out of Business, Bought By, or Replaced. Normally, these actions are self-explanatory and the deactivation comments are provided as an optional field in the event that the administrator feels that further explanation would be beneficial for future reference.
- Deactivation notes will be generated automatically during the semiannual maintenance activities when entities are made inactive because they are not in any subscriber's subset.
- Deactivation notes are not included in the entity history database table and, therefore, are not included in the transaction information on the View Entity History web page for an entity.
- The Entity Search Web Services will not return deactivation notes. The rationale for this decision is based on the fact that a change to the web service output data structure would "break the interface" for all current web service users and necessitate that they recompile their programs with the updated interface
- Deactivation notes will not be populated for entities that were made inactive prior to November 1, 2004.

Sending Records to Dun & Bradstreet

The procedure for sending records to Dun & Bradstreet is as follows:

- All EBID Add and Enumeration requests are sent to Dun & Bradstreet in an automated batch process.
- Daily Sends for automated lookup are at 9:50 AM, 1:50 PM, and 6:50 PM central time.
 1. An automated lookup is a request that is sent to Dun & Bradstreet, which they look up on their database. If they have a potential match they send their record information to AGIIS. If they do not have a match they return the record without a DUNS Number.
 2. Requests with entity types of End Use Businesses and Terminal get sent as an automated lookup.
- All EBID Add & Enumeration request entities with the entity type of trading partner are sent daily at 5:50 PM central time to Dun & Bradstreet for investigative lookup.
 1. Dun & Bradstreet first does an automated lookup and if they do not find a match it gets sent to their Research Department where the record is phone-verified and determined if a DUNS Number should be assigned.
- The AGIIS system checks for responses from Dun & Bradstreet every 15 minutes.
- Dun & Bradstreet guarantees a maximum turnaround time of 48 hours for automated lookups and a maximum turnaround time of 7 business days for investigative lookups.

EBID Update Extract File

Subscribers have the ability to schedule their EBID Update Extract file.

- All users that have been granted the **Entity-Manage Extract** privilege on behalf of their subscriber are able to access the EBID Update Extract under the Files menu on the AGIIS web site.
- Users are not able to add or delete an EBID Update Extract. Users can update the following fields of the EBID Update Extract: Extract Name, Description, Active check box, Start Date, End Date, and Frequency. Please review the online Help for the View User Extract page before making any changes.
- Subscribers have the choice to receive files daily, weekly, monthly, semi-annually, or annually (our recommendation is to receive files daily or weekly).
- All existing subscribers' EBID Update Extracts are defaulted to a frequency of weekly. No change is required on the subscriber's part unless they want to receive files on a different schedule.
- Only one file format of the EBID Update Extract is allowed per subscriber.

The following information displays the times the extract will be available for pick-up based on the frequency the subscriber has selected. The recommended frequency to pick up files is daily or weekly. The scheduling options include the following:

- Daily: Monday - Saturday recommended pick-up time is 4:00 AM central time. (On Sunday the file will be ready at 6:00 PM central time).
- Weekly: Files are delivered on Sunday by 6:00 PM central time.
- Monthly: File will be delivered on the first day of the month at 4:00 AM central time.
- Semi-Annually: The file will be delivered July 1st and January 1st at 4:00 AM central time.
- Annually: These file will be delivered January 1st at 4:00 AM central time.

AGIIS supports the following file formats and delivery methods. A subscriber must choose one file format and one delivery method.

- EDI 838 by VAN or FTP
- http://rapidnet.org/Portals/9/Std_Tools/archives/s8384010.pdf
- EDI 996 by VAN or FTP
<https://www.agiis.org/Links/EBIDExtractASCII.pdf>
- EDI Private Format by VAN or FTP
<https://www.agiis.org/Links/EBIDExtractASCII.pdf>
- ASCII Flat File Format by FTP
<https://www.agiis.org/Links/EBIDExtractASCII.pdf>
- Excel Spreadsheet by e-mail
<https://www.agiis.org/Links/EBIDExtractExcel.pdf>
- XML Format by FTP
<https://www.agiis.org/Links/EBIDExtractXML.pdf>

GLN Update Extract File

Subscribers must contact the AGIIS Help Desk to get the initial GLN Update Extract scheduled. Afterward, subscribers have the ability to update the schedule of their GLN Update Extract file.

- All users that have been granted the **Entity-Manage Extract** privilege on behalf of their subscriber are able to access the GLN Update Extract.
- Users are not able to add or delete a GLN Update Extract. Users can update the following fields of the GLN Update Extract: Extract Name, Description, Active check box, Start Date, End Date, and Frequency. Please review the online Help for the View User Extract page before making any changes.
- Subscribers have the choice to receive files daily, weekly, monthly, semi-annually, or annually (our recommendation is to receive files daily or weekly).
- Only one file format of the GLN Update Extract is allowed per subscriber.

The following information displays the times the extract will be available for pick-up based on the frequency the subscriber has selected. The recommended frequency to pick up files is daily or weekly. The scheduling options include the following:

- Daily: Monday - Saturday recommended pick-up time is 4:15 AM central time. (On Sunday the file will be ready at 6:00 PM central time).
- Weekly: Files are delivered on Sunday by 6:00 PM central time.
- Monthly: File will be delivered on the first day of the month at 4:15 AM central time.
- Semi-Annually: The file will be delivered July 1st and January 1st at 4:15 AM central time.
- Annually: These file will be delivered January 1st at 4:15 AM central time.

AGIIS supports the following file formats and delivery methods. A subscriber must choose one file format and one delivery method.

- Excel Spreadsheet by e-mail
<https://www.agiis.org/Links/EBIDExtractExcel.pdf>
- XML Format by FTP (Limited to 65,000 records)
<https://www.agiis.org/Links/EBIDExtractXML.pdf>

Notifying Users about Overdue Requests

- AGIIS will notify users if a request has not been resolved within 3 business days.
- The Pending requests are color coded on the Directory Administration screens to remind the Help Desk to send e-mails to the users regarding the status of the request.
 - The request is not color-coded the day it is received
 - On day 2, the request turns yellow
 - On day 3, the request turns red
- On day 3, an e-mail is sent to the user explaining why the request has not been processed with a copy to the AgGateway Administrator.
- Possible reasons why the request process cannot be fulfilled in 3 days:
 1. Dun & Bradstreet has not sent back the request (*see Procedures for Sending Records to Dun & Bradstreet*).
 2. Request has come back from Dun & Bradstreet and the results are incorrect
 3. Have not been able to phone-verify the request.
 4. Awaiting approval from the distributor contact.

Scheduling Product or License Extracts

- Who receives product extracts?
 - Users who have scheduled an extract using the *Schedule Extracts* option under the Files menu in AGIIS. A user must have appropriate privileges in order to access the appropriate web pages.

For more information, refer to the *Product Extract Overview* tutorial under the Products heading on the Tutorial home page (Help Menu, select Tutorials) or directly at <https://www.agiis.org/Tutorials/ProdExtract.htm> or by selecting Help for this page while viewing the View User Extract web page.
- Processing of files:
 - The extract process runs every weekday at 3:00 AM central time. Extracts are created based on the frequency (daily, weekly, monthly, semi-annually, and annually), start date, and end date determined by the user.
 - An e-mail notification is sent to the e-mail address specified in the user profile of the user who created the extract.
- Extracts are delivered in either ASCII or XML file format, as specified by the user. License extracts are only available in XML format. For more information, refer to the links below.
 - ASCII Fixed File Format
<http://www.agiis.org/Links/ProductDirectoryRecordLayout.pdf>
 - XML
<http://www.agiis.org/Links/AGIISProductExtractUsage.pdf>
<http://www.agiis.org/Links/AGIISSchema/AGIISSchema.html>
 - <https://www.agiis.org/Links/AGIISLicenseExtractUsage.pdf>

Product Imports

- How do Subscribers import a file through the FTP site?
 - Method 1 – upload an import file using an FTP client to the Subscriber's “data_in” folder within their Subscriber folder. Contact the Directory Administrator if you do not know your Subscriber folder name. An FTP user ID and password are required to upload files to the AGIIS FTP site: <ftp://pd.agiis.org>.
 - Method 2 – upload an import file using the *Upload Files* option in AGIIS. A user must have appropriate privileges in order to access the Upload Files web page.
 - Method 3 – upload an import file using Directory Connect or any 3rd party product that has been approved by AgGateway.
- Processing of files:
 - Files are processed daily at 2:00 PM and 2:05 AM central time.
 - Files containing inactive product records will cause the associated package size and package configuration records in AGIIS to be changed to inactive (if the package size and package configuration records are not included in the file).
 - Files containing conflicting information will be in error. Example: Inactive product and active package size and/or package configuration.
 - Product Import File in Fixed Length ASCII format only:
 - Files in fixed length ASCII format don't have a transaction type. The records in the file are handled like the AddOrReplace function; if the record exists, it will be updated with the data in the file. If the record does not exist, it will be added.
 - If any record in the file contains an error, the entire file will fail to process.
 - An e-mail notification with the results is sent to the e-mail address specified in the Subscriber profile for “Product Import”. The e-mail will include information on any records that were automatically inactivated.
 - Product Import File in XML format only:
 - Transaction types for product import files in XML format are Add, Replace, Delete and AddOrReplace. If the product has a GTIN cross-referenced in any subscriber's subset, the product, package size & package configuration associated with the cross-reference can not be deleted.
 - If an error is detected in a product record or any of the product component records (product, package size, package configuration or license), that product record and all of the associated component records will fail.
 - A Product Import XML file completion notification e-mail will be sent for each product import file that is submitted and will contain the name of the submission file and a link to a log file that will give the status of each record in the file. The e-mail's subject will differ depending on the success or failure of records contained in the submission file.
 - E-mail Subjects

- If the product import file contained any errors, the subject of the e-mail will be “AGIIS XML Import Errors Product MM/dd/yyyy hh:mm:ss”
- If the product import file contained no errors, the subject of the e-mail will be “AGIIS XML Import Success Product MM/dd/yyyy hh:mm:ss”
- Log Files (XML Only)
 - For each Product Import file processed, the completion notification e-mail will contain a link to a new “log file”. The log file will be placed in the subscriber’s outbound AGIIS FTP product directory and will be named after the original product import file with a dash (-) then a date/time stamp (yyyyMMddhhmmss) and ending with “.log”. The “log file” will contain a line-by-line description of the result of each transaction in the file. The beginning and ending of each “product information block” will be clearly identified and will indicate the success or failure of each product as a whole.
 - An e-mail reminder will be sent to the e-mail address specified in the Subscriber profile for “Product Import” on the first of every month notifying the user that they have products with the temporary EPA Registration Number = CNA in their Subscriber’s data. E-mails will not be sent if the product is inactive.
- File formats accepted:
 - ASCII Fixed File Format
<http://www.agiis.org/Links/ProductDirectoryRecordLayout.pdf>
 - XML
<http://www.agiis.org/Links/AGIISchema/AGIISchema.html>

Product Subsets

- How do Subscribers create and maintain a product subset within AGIIS? The Subscriber’s user can add a product to their subset, replace the prop code used in the cross-reference, or remove a product from their subset.
 - Method 1 – When cross-referencing small numbers of products, a user can use the AGIIS website.

For more information, refer to the *Product Subset* tutorial listed under the Products heading on the Tutorial home page, which can be accessed from the AGIIS website (select the Tutorials option from the Help menu) or directly at <http://www.agiis.org/Tutorials/ProdSubset.htm>.
 - Method 2 – When cross-referencing large amounts of products use the bulk load process. This consists of sending the XML file or an ASCII fixed length format file via one of the two methods below.
 1. Submitting a GTIN + Proprietary Code
 2. Submitting Manufacturer EBID + Reporting ID + Proprietary Code + Level Indicator

Refer to the [Product Subset Update \(XML\)](#) or [Product Subset Update \(ASCII\)](#) documents for the accepted file format (document can also be accessed from the Links menu in AGIIS under Products).
- How do Subscribers import a file through the FTP site?

- Method 1 – Upload an import file using the FTP client to the Subscriber's “data_in” folder within their Subscriber folder. Contact the Directory Administrator if you do not know your Subscriber folder name. An FTP user ID and password are required to upload files to the AGIIS FTP site: <ftp://pd.agiis.org>.
- Method 2 – Upload an import file using the *Upload Files* option in AGIIS (available from the Files menu). A user must have appropriate privileges in order to access the Upload Files web page.

GLN Bulk Submission Process

The GLN bulk submission process enables subscribers to submit up to 20,000 records to AGIIS for processing. The transactions supported are

1. Add entity,
2. Add entity to subscriber’s subset
3. Update the entity information
 - a. The update could be applied to the following data elements: industry flags, company name, grower name, physical address, mailing address and/or phone number.
 - i. All required data elements must be provided in the GLN update file. If optional fields such as the phone number provided in the GLN update file are not provided, the phone number on the existing entity will be removed.
 - b. Update transactions for location description, latitude, longitude and SPLC Code will only be supported in XML format.
 - c. Changes to entities identified with a Subscriber Owned GLN can only be made by the owning subscriber.
 - d. Changes to entity type, entity status or record status are not supported.

Please Note: The Update transaction can not be applied to records identified with an EBID and have an entity type that is associated with a Trading Partner (Manufacturer, Distributor, Retailer or Industry Provider) because of existing data validation requirements.

4. Search for GLN identifier by providing entity by name & demographics
 5. Get entity name & demographic information by supplying GLN identifier
 6. Remove Entity from Subscriber’s Subset.
 7. Reactivation for GLN Enumeration. The Directory Oversight Committee must approve the use of this file. Only one usage per subscriber will be allowed This file requires special handling and processing.
- How do Subscribers import and receive a batch file of GLN requests through the FTP site?
 - User uploads batch file using an FTP client to the Subscriber's NAPD/GLN “data_in” folder within their Subscriber folder. Contact the Directory Administrator if you do not know your Subscriber folder name. An FTP user ID

and password are required to upload batch files to the AGIIS FTP site:
<ftp://napd.agiis.org>.

- After receiving notification that the file has been processed, user downloads the results from the Subscriber's NAPD/GLN "data_out" folder. An FTP user ID and password are required to download batch files from the AGIIS FTP site:
<ftp://napd.agiis.org>.
- Processing of files:
 - Import files are processed every weekday at the following times: 10:00 AM, 3:00 PM and 8:00 PM central time. On Saturday, files may be processed at 10:00 AM and 3:00 PM. Sunday, the files may be processed at 10:00 AM, 3:00 PM and 8:00 PM central time.
 - An e-mail notification with a link to the Return file is sent to the e-mail address specified in GLN Bulk Submission file.
- File formats:
 - GLN Bulk Submission File Layout (ASCII)
https://www.agiis.org/Links/SubmissionFileLayout_AsBulkInput_GLN.pdf
 - GLN Bulk Return File Format
https://www.agiis.org/Links/ReturnFileLayout_GLN.pdf
 - EBID/GLN Bulk Submission File Layout XML
<https://www.agiis.org/Links/BulkSubmissionXML.pdf>

EBID Initial Load & Bulk Submission Processes

- EBID Initial loads represent the mass load and enumeration of a new subscriber's customer list. New subscribers submitting an initial load must use the published flat-file format.
- EBID Bulk Submission Files represent the mass load and enumeration of entities for a current subscriber. Existing subscribers submitting a bulk submission file must use the published XML schema.
- Both of these processes will need to be scheduled through the Directory Administrator and will have a pass-through cost associated with any records that are sent to Dun & Bradstreet or are required to be phone verified. Please review the following documents: [Overview of EBID Bulk and Initial Load Process](#) and [EBID Initial Load and Bulk Submission Detail](#).
- File Formats:
 - EBID Initial Load ASCII File Layout
<https://www.agiis.org/Links/EBIDInitialLoadASCII.pdf>
 - EBID Bulk Submission XML File Format
<https://www.agiis.org/Links/BulkSubmissionXML.pdf>

Appendixes

Appendix A: Privileges

The following privileges are assigned to a Subscriber when enrolled in AGIIS. These privileges are then available for a Subscriber Administrator to assign to users.

E-Business Component

E-Business - Search/View Allows user access to the **Search - E-Business** and **Entity Search** menu options. User can search for an entity (an entity enumerated with an EBID), view the search results, and view an entity record.

E-Business - Request Add Gives user ability to add an E-Business entity to AGIIS.

E-Business - Request Update Gives user ability to update an E-Business entity's demographic information.

E-Business - Manage Subset Gives user ability to: add E-business entities (manufacturers, retailers, distributors, end-use businesses, industry providers) to their subset; update proprietary codes of entities in their subset; and remove entities from their subset.

Entity Component

Entity - Manage Extracts Gives user ability to create and schedule license extracts and download license extract files. Allows user access to the **Files - Schedule Extracts** and **Files - Download Files** menu options.

Entity - Request Activation Gives user ability to request a reactivation of an entity.

Entity - Submit Files Gives user ability to upload entity information into AGIIS. Allows user access to the **Files - Upload Files** menu option.

Purchaser Component

Purchaser - Search/View Allows user access to the **Search - Entity Search** menu option. User can search for a purchaser entity (an entity enumerated with an NAPD/HP ID), view the search results, and view an entity record.

GLN Component

GLN - Search/View Allows user access to the GLN search criteria on the **Search - Entity Search** menu option. User can search for an entity enumerated with a GLN, view the search results, and view an entity record.

GLN - Request Add Gives user ability to add an entity enumerated with a GLN to AGIIS.

GLN - Request Update Gives user ability to update the demographic information of an entity enumerated with a GLN.

GLN - Manage Subset Gives user ability to: add an entity enumerated with a GLN to their subset; update proprietary codes of entities in their subset; and remove entities from their subset.

Product Component

Product - Search/View Allows user access to the **Search - Product** menu option. User can search for a product, view the search results, and view product information.

Product - Request Add Gives user ability to add a product to AGIIS.

Product - Request Update Gives user ability to update product information including creating a product and agreement link.

Product - Manage Subset Allows user the ability to add products to and remove products from their subscriber's subset.

Product - Manage Extracts Gives user ability to create and schedule product extracts and download extract files via the **Files - Schedule Extracts** and **Files – Download Files** menu options.

Product - Submit Files Gives user ability to upload product information into AGIIS via the **Files – Upload Files** menu option.

User Management

User - Search/View Allows subscriber administrator access to the **Administration - Users** menu option. The Subscriber Administrator can search for a user, view the search results, and view a user profile record.

User - Request Add Gives the subscriber administrator the ability to enroll a user in AGIIS.

User - Request Delete Gives the subscriber administrator ability to remove a user from AGIIS.

User - Request Update Allows user access to the **Administration – My Profile** menu option. Gives user ability to update his or her user profile. Additionally, gives the Subscriber Administrator the ability to update the profile of other users within the subscriber.

Subscriber Administrators

In order to be classified as a Subscriber Administrator the user must have all of the User Management privileges. Subscriber Administrators are responsible for adding and maintaining users for their subscriber. Subscriber Administrators also have access to their Subscriber's Profile, giving them access to maintain Bulk Notification e-mail addresses, add Entity Contact Lists if their subscriber is Nexus enabled, and add and update their subscriber's agreements and licenses on the AGIIS website

Appendix B: E-mail Responses Sent to AGIIS Users

The system will send an e-mail notification under the following situations:

- The system receives a request
- A request is accepted
- A request is declined
 - Other users who choose to be notified of the outcome of an entity request will receive a blind copy of the requesting users' e-mail.
- The system generates an Extract File
- Entity Reinstatement
 - EBID entity status is changed from Inactive to Active. Reinstatement e-mails are not sent for those entities that were inactivated during the semi-annual maintenance because it was not in any subscriber's subset.
- Product Alert
 - Information related to the products component of AGIIS
- Directory Alert
 - Scheduled maintenance
 - Emergency maintenance
 - System issue or bug
 - Enhancements to the AGIIS database
- Entity Alert
 - Entity in your subset that is scheduled to have its entity status changed from Active to Inactive because location is Out of Industry
 - Help Desk questioning if there are sales to entities suspected of being Out of Business
 - Communication of unique changes to entities in your subset
- Pending Request Status Updates - This function enables you to receive a Pending Request Status e-mail on any EBID or GLN requests you have submitted that have been pending for more than three days and the reason for the delay.
 - Sent to Dun & Bradstreet for investigation
 - Entity phone verification pending
 - Distributor contact verification pending
 - Waiting for Dun & Bradstreet to return results from original request
 - Under AGIIS Help Desk investigation

By default, e-mail notifications will be sent to users when these conditions occur. Users who do not wish to receive the notifications can stop the e-mails from being sent to them by updating the E-mail Notification section of their AGIIS User Profile by removing the checkmark next to the notifications they do not want to receive.

Appendix C: Sending an Issue/Enhancement to the Directory Oversight Committee

When an issue is reported that would be a change or is not defined in the policy or procedures of AGIIS, the Directory Administrator will ask the user to send the issue to the co-chairs of the Directory Oversight Committee.

The Directory Administrator will provide any research or details needed to resolve the issue to the Directory Oversight Committee and the requesting subscriber.

Handling of Enhancement Request to AGIIS

The Directory Oversight Committee (DOC) is charged with prioritizing requests and maintaining the AGIIS Priority List. This list contains all active work, prioritized requests, and submitted requests that have been accepted but have not been prioritized. Each request for administrative maintenance, enhancement or new development must be reviewed and evaluated by the DOC.

DEFINITIONS:

Administrative Maintenance work is recurring or ongoing activity needed to support the operation, function, stability and continued viability of the directory. Administrative maintenance is estimated and planned for as part of the annual budgeting process. The DOC, in cooperation with the Directory Vendor, is responsible for assessing and estimating hours to be used for such maintenance.

Enhancements and New Development is work requested by subscribers, project teams, councils, AgGateway directors or staff, or the Directory Administrator that materially impacts the function and operation of the directory. There is no distinction between enhancements and development for purposes of prioritization.

PROCESS:

The DOC must submit an estimate for the following year's AGIIS administrative maintenance to the AgGateway Management Team no later than November 1st of each year. Planned administrative maintenance activities and budgeted hours will be placed on the AGIIS Priority List.

All new requests are submitted to the AGIIS Help Desk. Any subscriber, directory administrator, AgGateway director or staff member may submit an enhancement or new development request.

- Any subscriber who submits an enhancement request must participate in user acceptance testing of the enhancement (any enhancement, not just batch/web service related).
- If the enhancement request is submitted by a group
 - a. At least one of the subscribers in the group must be identified on the enhancement request as a participant for user acceptance testing.
 - b. If others within the group wish to participate in user acceptance testing, they should also be listed on the enhancement request.
 - c. The DOC will contact other subscribers as desired, to see if they wish to participate in user acceptance testing of the enhancement. The time offered for subscribers to elect to participate should be limited so as not to unnecessarily delay the enhancement process.

The request must be submitted in writing to the AGIIS Help Desk and contain the following data elements:

- The requestor's name
- The date the request is submitted to the AGIIS Help Desk
- "User acceptance testing" contact name, phone number and e-mail address.
- An explanation of the enhancement or new development
- A statement of the problem the request solves or the improvement and business benefit that it brings to the directory

The request is logged by the AGIIS Help Desk. The AGIIS Help Desk acts as the gateway to the DOC for all requests. The help desk has the following responsibilities when logging requests for work:

Apply a preliminary estimate of effort applied against the request. This estimate is not binding upon the directory vendor; it is simply a "gut check" to aid the DOC in determining where the request will reside on the AGIIS Priority List. If the requestor did not supply sufficient information to estimate the size, then the Help Desk notes that fact on the priority list and is not required to estimate the size.

The preliminary estimate should be in the form of Small/Medium/Large.

- An estimate of "small" assumes a range of 1 to 50 hours of development time.
- An estimate of "medium" assumes a range of 51 to 100 hours of development time.
- An estimate of "large" assumes a range of over 100 hours.

Respond to the requestor, in writing, that their request has been received and logged. The response should include the date the request was received and when it was logged. The response should also advise the requestor that the request will be added to the DOC's discussion agenda.

At the time the enhancement request is initially presented to the DOC

- If the enhancement is a change to existing functionality, the AGIIS Help Desk will provide the DOC with a list of current users if & when tracking is possible.

The DOC evaluates all requests logged by the AGIIS Help Desk. The DOC must evaluate a request no later than 60 days from the date the request is submitted. The DOC may direct a task force of Subject Matter Experts (SME's) to review, clarify, and recommend the priority of any request. The requestor must be notified of the date on which the request will be discussed, or advised of the creation of the task force, to enable them to provide additional information or input into the discussion.

The DOC acts on the evaluation. The DOC will either retain and prioritize, or reject the request. A request may be rejected if it violates the policies of the DOC and the AGIIS Directory as documented in the appropriate guidelines.

If the DOC asks the Directory Administrator for a firm estimate for a project:

- The DOC should supply the Directory Administrator with a list of subscribers who wish to participate in testing and the subscriber contact information prior to the estimate being created.
- The Directory Administrator will include the names of the "testing subscribers" and the cost of user acceptance testing in the enhancement estimate that is to be provided to the DOC.

The requestor is notified of the results of the DOC's decision. Such notification must be performed in writing, and a copy of the notification will be archived at the AgGateway office.

The DOC may opt to set the request on the AGIIS Priority List at a level of "Not Prioritized." This state is used to document that the request has been discussed by the DOC, but that additional discussion and evaluation of the request is required before a priority can be assigned

In the event the request is rejected, or if the DOC's priority assessment does not satisfy the needs of the requestor, the requestor may petition to re-address the request with the DOC at its next meeting or conference call. Such a petition should be directed to the Chair and Vice-Chair of the DOC via e-mail.

A requestor may appeal the rejection of a request or the DOC priority to the AgGateway Management team by notifying the President of AgGateway.

The AgGateway Management Team acts as the final court of appeal for any challenges to the DOC's action.

The addition of a request to the AGIIS Priority List does not ensure that the enhancement will be done.

The Priority List will be published on the AgGateway and AGIIS web sites. Such publication ensures the requestor and all subscribers and members can view the list.

ALTERNATE FUNDING, BUDGETING AND SCHEDULING:

The AGIIS Directory Vendor is expected to provide new administrative maintenance requests to the DOC. Any administrative maintenance requests that arise after the beginning of the budget year will be documented and evaluated in the same manner as enhancement and new development requests. The DOC must determine if any new administrative maintenance requests have value to the subscribers and the directory. If the request is determined not to have value, the DOC will return the request to the Directory Vendor. The Directory Vendor may perform an internal evaluation of the value of the request and its ability to improve operational support to the directory. At this point the Directory Vendor has the option, with the approval of the DOC, to perform the maintenance request at no cost to subscribers or to AgGateway.

AGIIS enhancements and new development are funded from the annual AGIIS operating budget up to a specified annual amount. As a general rule the DOC will authorize work on requests that require up to 100 hours of programming and related work. . Requests for more than 100 hours of programming requires the DOC to evaluate alternative sources of funding, but does not preclude the use of AGIIS funds for all or part of the request.

Communication to Subscribers of Pending Enhancements:

1. When the DOC has approved any enhancement for development:
 - a. Shortly after DOC approval, the AGIIS Help Desk will send an e-mail to all users (who have chosen to receive Directory Alerts) giving a high level explanation of the enhancement.
 - i. Until versioning has been established (PCR 102), if the enhancement changes current batch or web services, this communication will include a warning that the changes may affect current users of the batch/web service. (The affected batch/web services will be listed.)
 - ii. After versioning has been established (PCR 102), if the enhancement changes current batch or web services, this communication will include a warning that the current batch/web service will only be available for 1 year. The subscriber will be required to upgrade to the new version before the expiration date if they wish to continue to use the batch/web service.
2. When development has been scheduled:
 - a. The AGIIS Help Desk will send an e-mail to all users (who have chosen to receive Directory Alerts) giving more details about the pending enhancement and an approximate delivery date.
 - i. Until versioning has been established (PCR 102), if the enhancement changes current batch or web services, this communication will include a

warning that the changes may affect current users of the batch/web service.
(The affected batch/web services will be listed.)

After versioning has been established (PCR 102), if the enhancement changes current batch or web services, this communication will include a warning that the current batch/web service will only be available for 1 year. The subscriber will be required to upgrade to the new version before the expiration date if they wish to continue to use the batch/web service.

- b. The AGIIS Help Desk will send an e-mail to those users who are listed on the PCR as user acceptance testing participants, giving the approximate date the testing can begin.
3. When user acceptance testing can begin:
 - a. The AGIIS Help Desk will contact those users who are listed on the PCR as user acceptance testing participants, letting them know that testing can begin and giving information needed for testing.
 - i. If the subscriber is unable to participate in testing in a timely manner, the Directory Administrator will notify the DOC. The DOC will then decide if the subscriber will be accommodated or if the PCR will proceed without the subscriber testing.
 4. When user acceptance testing is complete, approximately 3 days prior to delivery:
 - a. The AGIIS Help Desk will send an e-mail to all users (who have chosen to receive Directory Alerts) giving details about the pending enhancement and the delivery date.
 - i. Until versioning has been established (PCR 102, if the enhancement changes current batch or web services, this communication will include a warning that the changes may affect current users of the batch/web service. (The affected batch/web services will be listed.)
 - ii. After versioning has been established (PCR 102), if the enhancement changes current batch or web services, this communication will include a warning that the current batch/web service will only be available for 1 year. The subscriber will be required to upgrade to the new version before the expiration date if they wish to continue to use the batch/web service.
 5. After the enhancement is delivered:
 - a. After versioning has been established (PCR 102), when a new version has been made to a product, the old version of the product will remain unchanged until time expires.
 - b. The AGIIS Help Desk will publish Release Notes on the AGIIS website for 1 month.
 - c. The AGIIS Help Desk will provide AgGateway with a copy of the Release Notes for publication on the AgGateway website.
 - d. After being review/edited by the DOC, Release Notes should be published in the AgGateway News letter.