**1. RECOMMENDED ACTION: EFFECT OF EC VOTE TO ACCEPT RECOMMENDED ACTION:**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Accept as requested | X | Change to Existing Practice |
| X | Accept as modified below |  | Status Quo |
|  | Decline |  |  |

**2. TYPE OF DEVELOPMENT/MAINTENANCE**

|  |  |  |  |
| --- | --- | --- | --- |
| **Per Request:** | | **Per Recommendation:** | |
|  | Initiation |  | Initiation |
| X | Modification | X | Modification |
|  | Interpretation |  | Interpretation |
|  | Withdrawal |  | Withdrawal |
|  |  |  |  |
| X | Principle | X | Principle |
| X | Definition | X | Definition |
| X | Business Practice Standard | X | Business Practice Standard |
|  | Document |  | Document |
|  | Data Element |  | Data Element |
|  | Code Value |  | Code Value |
|  | X12 Implementation Guide |  | X12 Implementation Guide |
|  | Business Process Documentation |  | Business Process Documentation |

**3. RECOMMENDATION**

**SUMMARY:**

The Joint RMQ Business Practices Subcommittee (BPS) and the RMQ Registration Agent Task Force submits this Recommendation in response to RMQ 2016 Annual Plan Item No. 1.d – Update Book 14 – Service Request, Disconnection and Reconnection in the Registration Agent Model. The purpose of the update was to make language consistent with other Books and to fill in any gaps that may have existed. In this Recommendation, among several language modifications, three new terms and definitions were added along with new Model Business Practices which use the new terms, the named data elements of the electronic transactions were more clearly identified, and a new section RXQ.14.3.5 General Practices for Service Request, Disconnection and Reconnection in the Registration Agent Model were added. Finally, the Models (Process Flows) in RXQ.14.4 were modified to match the revised Model Business Practices. Attachment 1 to this Recommendation contains the Redlined Model Business Practices, Attachment 2 contains the Clean version of the Model Business Practices, and Attachment 3 contains the revised Process Flows (Models).

**Recommended Standards:**

Attachment 1 contains the Redlined Model Business Practices <https://www.naesb.org/member_login_check.asp?doc=retail_rat090616_retail_2016_api_1d_rec_attach1.docx>,

Attachment 2 contains the Clean version of the Model Business Practices <https://www.naesb.org/member_login_check.asp?doc=retail_rat090616_retail_2016_api_1d_rec_attach2.docx>, and

Attachment 3 contains the revised Process Flows (Models) <https://www.naesb.org/member_login_check.asp?doc=retail_rat090616_retail_2016_api_1d_rec_attach3.ppt> .

**4. SUPPORTING DOCUMENTATION**

**a. Description of Request:**

RMQ 2016 Annual Plan Item No. 1.d. – Review and update all existing Model Business Practices, filling in any gaps that may exist an making the language consistent throughout all Books – Book 14 – Service Request, Disconnection and Reconnection in the Registration Agent Model.

**b. Description of Recommendation:**

In this Recommendation, among several language modifications, three new terms and definitions were added along with new Model Business Practices which use the new terms, the named data elements of the electronic transactions were more clearly identified, and a new section RXQ.14.3.5 General Practices for Service Request, Disconnection and Reconnection in the Registration Agent Model were added. Finally, the Models (Process Flows) in RXQ.14.4 were modified to match the revised Model Business Practices.

**c. Business Purpose:**

See above

**d. Commentary/Rationale of Subcommittee(s)/Task Force(s):**

The attached update to Book 14 was discussed at the following meetings and on the following conference calls:

February 23, 2016 Conference Call

March 23, 2016 Conference Call

April 25, 2016 Face-to-face Meeting

The Minutes of all meetings and conference calls are posted on the NAESB website. At the April 25, 2016 meetings the proposed revisions to Book 14 Model Business Practices and Process Flows (Models) were unanimously voted out of the Joint Subcommittees by a vote of 4 In Favor, 0 Opposed, and 0 Abstentions.