GHX

Support Services Guide

U.S. and Canada Support Contact Information

Phone: 1.800.YOUR.GHX
E-mail: support@ghx.com

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Chapter 1 Introduction

1.1 Our Approach to Customer Support

The success of GHX is dependent upon our customers' ability to place and receive transactions. The Support Services group ensures that this process, from registering to placing and receiving transactions, occurs in the most streamlined manner possible.

Service Services comprises several groups dedicated to bringing our customers superior service throughout the process.

- **Registration**
  Our Registration group works with trading partners to get the information configured for transactions to process.
- **Transaction Support**
  Our Transaction Support group monitors transactions and works with customers to troubleshoot and correct any problems.
- **Customer Support**
  Our Customer Support group is available to provide superior service when customers have questions or need assistance with a tool or transaction. Customer Support should be the only point of contact for any questions or issues.

1.2 Getting Started with GHX

After an organization has signed a formal User Agreement and joined GHX, the following activities will occur to help customers integrate as quickly as possible:

1. **Sign-Up Package**
   GHX sends the customer a sign-up package with specific information regarding what to expect from the various GHX services. The package may also contain quick start training information on the GHX web tools provided with the customer's package.
2. **Integration and Testing**
   A GHX integration specialist assists the customer in getting ready to send and receive transactions. The integration specialist performs an initial assessment to determine the most efficient means of integrating with GHX and then develops a plan and timeline with the customer.
3. **Registration**
   After an organization is set up, the customer registers the account numbers and ship to locations associated with the organization. The documents required for this step are described in the Registration section of this document.
4. **First Transaction Monitoring**
   Our Transaction Support group monitors the customer's first transactions on day one to ensure that everything goes smoothly. Should any issues arise, they work with the customer to fix all problems until transactions are successful.
5. **Transition to Live Status**
   After an organization is fully integrated and transacting with GHX, the customer is

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considered “live” by the GHX Support team. At this point, Customer Support becomes the sole point of contact for support questions and issues. If an organization has additional accounts to register at GHX, those requests can be sent to support@ghx.com.

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Chapter 2 Accessing GHX Support

2.1 Contact Information

►Customer Support - Phone:	**800.YOUR.GHX (1-800-968-7449)**
►Emergency After Hours Support:	**800.YOUR.GHX (1-800-968-7449)**
►Customer Support – e-mail:	support@ghx.com
►Registration – e-mail:	support@ghx.com

2.2 Hours of Operation

►Customer Support Fully Staffed	Monday through Friday - 7:00am to 8:00pm EST
►After Hours Emergency Support	All other hours 24 hrs / 7 days / week

2.3 Production System Availability

►99.8% Peak Uptime: Sun - Sat 6 A.M. – 9 P.M. Eastern Time
►99.0% Non-Peak Times

2.4 Maintenance Windows

GHX performs regular system maintenance during which time all transactions are received, but may not process until after maintenance is complete. These windows are:

► Fridays 8 P.M. to 12 A.M. Sunday MST
► Saturdays 8 P.M. to 12 A.M. Sunday MST

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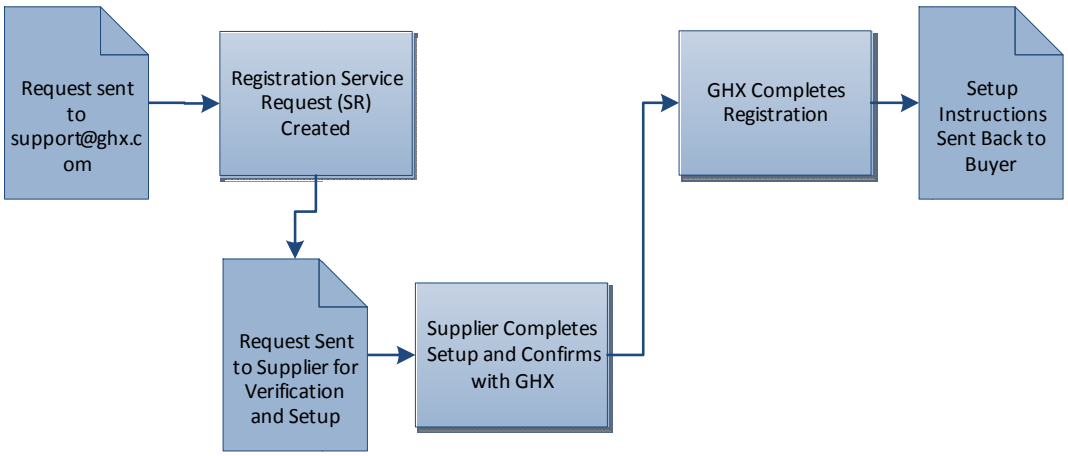
Chapter 3 GHX Registration Processes

3.1 Overview of Process

GHX Registration ensures that all accounts and trading partners are set up so transactions can flow through the Exchange. All new accounts and trading partners must be registered before transactions will succeed.

The process involves sending a request to GHX Registration for any new accounts or trading partners. Registration handles every part of the setup and verification process with suppliers. GHX Registration verifies the accounts on the provider's behalf with suppliers. Once verified, the values are set up at GHX and both parties are notified when they are ready for transactions.

Figure 1 Registration Process



3.2 Sending New Requests

For providers to register new account numbers:

1. Complete a SuperSAW and email the request to support@ghx.com. A SuperSAW is simply an Excel document listing the provider's account numbers and Ship To address locations.
2. GHX Registration e-mails the list of account numbers to the customer's suppliers in a supplier Registration Request (SRR). The SRR provides the suppliers with the information they need to set up the account.
3. The suppliers complete the setup in their system and respond to GHX when they are finished.
4. After the set up is complete, the provider and the provider's trading partners are notified that the new account numbers are ready for transactions. This communication also

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includes instructions for regarding the appropriate values that may need to be entered into the provider's materials system for the transactions to process correctly at GHX. These documents are titled the Provider Confirmation Request (PCR) and the Supplier Confirmation Request (SCR).

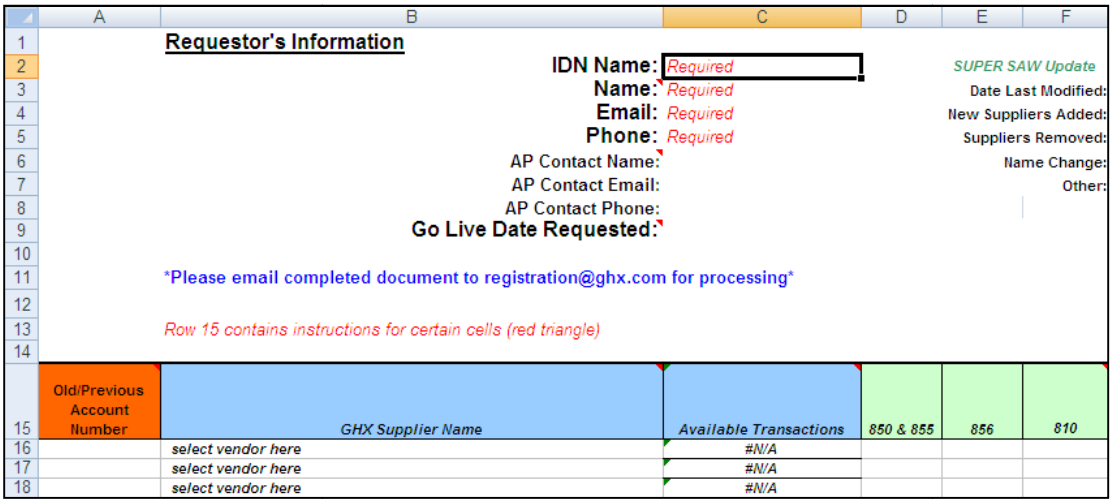
3.3 Overview of Registration Documents

The following is an overview of the documents customers may see with GHX.

SuperSAW

Purpose: Document used by providers to request new registrations
Location: Found under the 'Help' link of all GHX products
Directions: The downloaded SAW Zip Folder contains a word document with instructions on how to fill it out. You'll be selecting the supplier and transaction types (PO, POA, etc.) as well as the account numbers for that supplier.

Figure 2 Sample SuperSAW



	A	B	C	D	E	F
1		Requestor's Information				
2		IDN Name:	Required		SUPER SAW Update	
3		Name:	Required		Date Last Modified:	
4		Email:	Required		New Suppliers Added:	
5		Phone:	Required		Suppliers Removed:	
6		AP Contact Name:			Name Change:	
7		AP Contact Email:			Other:	
8		AP Contact Phone:				
9		Go Live Date Requested:				
10						
11		*Please email completed document to registration@ghx.com for processing*				
12						
13		Row 15 contains instructions for certain cells (red triangle)				
14						
15	Old/Previous Account Number	GHX Supplier Name	Available Transactions	850 & 855	856	810
16		select vendor here	#N/A			
17		select vendor here	#N/A			
18		select vendor here	#N/A			

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Supplier Registration Request (SRR)

Purpose: Provides a list of account numbers to the supplier for setup and verification
Recipients: E-mailed to the supplier registration contacts
Directions: Suppliers need only to verify that account numbers are correct for each address, set up the account numbers in their system and respond back with confirmation.

The top section of the SRR lists the envelope information that will be sent from GHX to the supplier in transactions.

Figure 3 Sample SRR

```
Provider Information
--------------------
Provider Name:  Training Hospital A                    GPO:
Street Address: 123 Main St
                Louisville, CO 80021-2633

Provider Contact:   Joe Smith, Purchasing Manager
                    Ph: (303) 555-1212
                    Fax:
                    Email: jsmith@hospital.org


Purchase Order Enveloping Information
-----------------------------------------------------
n1^ST qualifier: 91 (91=supplier assigned number, 92=buyer assigned number, UL=GLN)

Transaction Type: 4010                  Transaction Set: 850

ISA05: ZZ                               ISA06: GHX
ISA07: ZZ                               ISA08: SUPPLIERA
GS02:  GHX                              GS03:  SUPPLIERA


Purchase Order Acknowledgement Enveloping Information
-----------------------------------------------------
n1^ST qualifier: 91 (91=supplier assigned number, 92=buyer assigned number)

Transaction Type: 4010                  Transaction Set: 855

ISA05: ZZ                               ISA06: SUPPLIERA
ISA07: ZZ                               ISA08: GHX
GS02:  SUPPLIERA                        GS03:  GHX


Invoice Enveloping Information
-----------------------------------------------------
n1^ST qualifier: 91 (91=supplier assigned number, 92=buyer assigned number)

Transaction Type: 4010                  Transaction Set: 810

ISA05: ZZ                               ISA06: SUPPLIERA
ISA07: ZZ                               ISA08: GHX
GS02:  SUPPLIERA                        GS03:  GHX
```

The bottom section lists the accounts and address information.

```
Account Information
===================

Account #            Address Type      Transaction Type               Transaction Status     Address
-------------------  ----------------  ----------------------------  ---------------------  ------------------------------------

12345678             ShipTo            Purchase Order                 Verification           Training Hospital A
                                       Purchase Order Acknowledgement Verification           123 Main St
                                       Invoice                        Verification           Louisville, CO 80021-2633
```

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Provider Confirmation Request (PCR)

Purpose: Confirms the accounts that have been set up and provides the values for the provider to set up in their materials system
Recipients:: E-mailed to the provider registration contacts
Directions: Providers need to set up the accounts in their system with the transaction envelope information listed in the top section

The top section lists the envelope information required to be set up in the provider's materials system for transactions to process at GHX.

Figure 4 Sample PCR

```
Purchase Order Enveloping Information
-----------------------------------------------------
Transaction Type: 2001                  Transaction Set: 850

ISA05: 01                               ISA06: THOSPDUNS01
ISA07: ZZ                               ISA08: GHX
GS02:  THOSPDUNS01                      GS03:  SUPPLIERID

Purchase Order Acknowledgement Enveloping Information
-----------------------------------------------------
Transaction Type: 2001                  Transaction Set: 855

ISA05: ZZ                               ISA06: GHX
ISA07: 01                               ISA08: THOSPDUNS01
GS02:  SUPPLIERID                       GS03:  THOSPDUNS01

Invoice Enveloping Information
-----------------------------------------------------
Transaction Type: 2001                  Transaction Set: 810

ISA05: ZZ                               ISA06: GHX
ISA07: 01                               ISA08: THOSPDUNS01
GS02:  SUPPLIERID                       GS03:  THOSPDUNS01
```

The bottom section lists the account numbers confirmed.

```
Account #            Address Type      Transaction Type               Transaction Status     Address
--------------------  -----------------  ------------------------------  ----------------------  ------------------------------


12345678             ShipTo            Purchase Order                 Enabled                Training Hospital A
                                       Purchase Order Acknowledgement Enabled                123 Main St
                                       Invoice                        Enabled                Louisville, CO 80021-2633
```

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Supplier Confirmation Request (SCR)

Purpose: To confirm the accounts set up at GHX with the supplier
Recipients: E-mailed to the supplier registration contacts
Directions: Since the supplier has already completed the setup, this document is only for confirmation.

The top section lists the envelope information required to be set up in the provider's materials system for transactions to process at GHX.

Figure 5 Sample SCR

```
Provider Information
--------------------
Provider Name:  Training Hospital A                    GPO:
Street Address: 123 Main St
                Louisville, CO 80021-2633

Provider Contact:   Joe Smith, Purchasing Manager
                    Ph: (303) 555-1212
                    Fax:
                    Email: jsmith@hospital.org


Purchase Order Enveloping Information
-----------------------------------------------------
n1^ST qualifier: 91 (91=supplier assigned number, 92=buyer assigned number, UL=GLN)

Transaction Type: 4010                  Transaction Set: 850

ISA05: ZZ                               ISA06: GHX
ISA07: ZZ                               ISA08: SUPPLIERA
GS02:  GHX                              GS03:  SUPPLIERA


Purchase Order Acknowledgement Enveloping Information
-----------------------------------------------------
n1^ST qualifier: 91 (91=supplier assigned number, 92=buyer assigned number)

Transaction Type: 4010                  Transaction Set: 855

ISA05: ZZ                               ISA06: SUPPLIERA
ISA07: ZZ                               ISA08: GHX
GS02:  SUPPLIERA                        GS03:  GHX


Invoice Enveloping Information
-----------------------------------------------------
n1^ST qualifier: 91 (91=supplier assigned number, 92=buyer assigned number)

Transaction Type: 4010                  Transaction Set: 810

ISA05: ZZ                               ISA06: SUPPLIERA
ISA07: ZZ                               ISA08: GHX
GS02:  SUPPLIERA                        GS03:  GHX
```

The bottom section lists the account numbers and electronic transactions confirmed.

```
Account #            Address Type      Transaction Type               Transaction Status     Address
--------------------  -----------------  ------------------------------  ----------------------  ------------------------------


12345678             ShipTo            Purchase Order                 Enabled                Training Hospital A
                                       Purchase Order Acknowledgement Enabled                123 Main St
                                       Invoice                        Enabled                Louisville, CO 80021-2633
```

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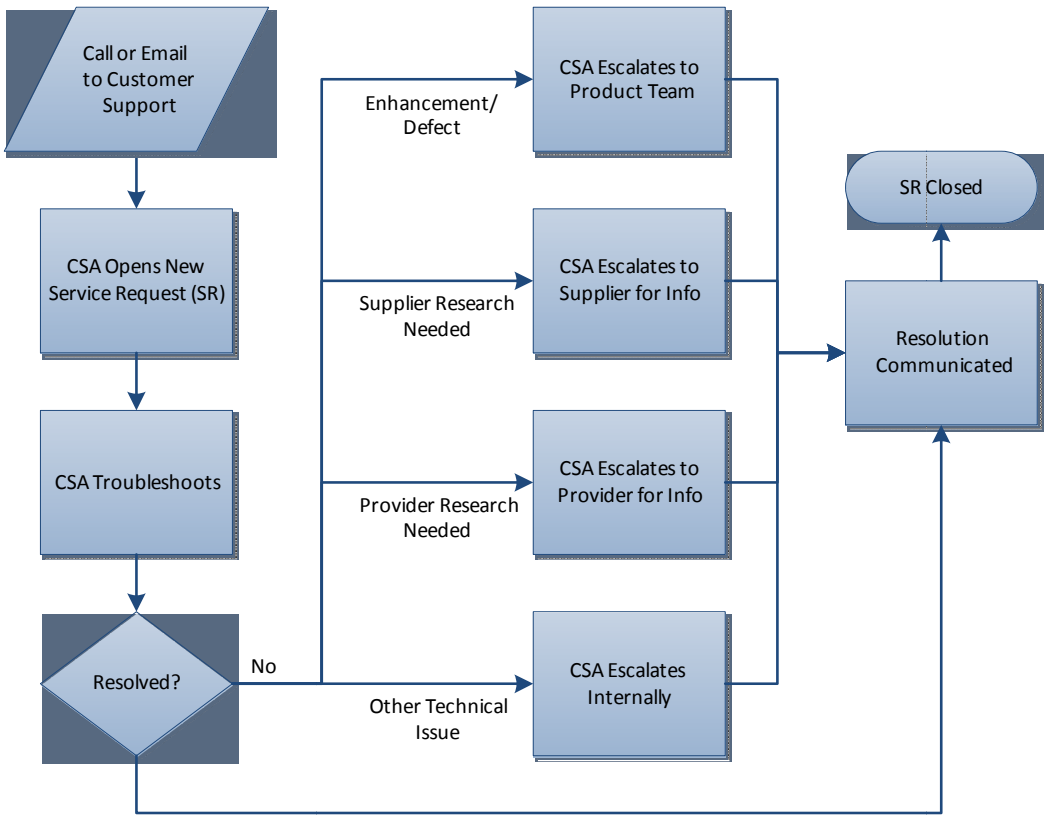
Chapter 4 GHX Customer Support Processes

4.1 Issue Resolution, Communication and Follow-up

The overriding objective of GHX Customer Support is to decrease the total time to resolution for issues, while providing an excellent customer experience. A predetermined series of steps are used to resolve issues, communicate status consistently and work towards avoiding a similar issue in the future.

This approach provides GHX customers with a predictable process for issue resolution and ensures that GHX personnel approach issues in a consistent manner. The Service Request Flow outlines the process flow that a GHX Customer Support Analyst (CSA) uses in tracking a new Service Request through to resolution.

Figure 6 Service Request Process



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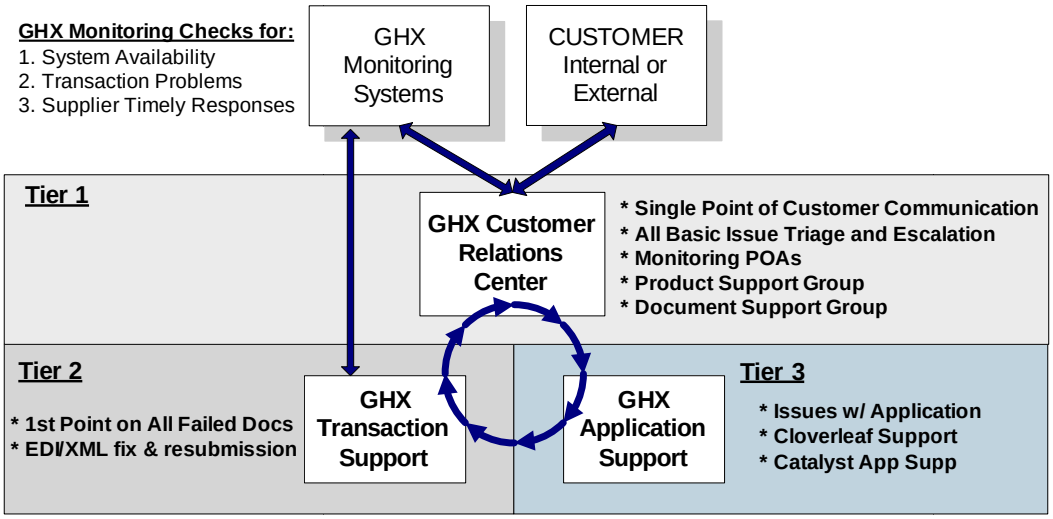
4.2 The Three-Tier Support Process

In the event that an SR must be escalated within the GHX organization, we use a standard four tiered support structure for managing the internal escalation process.

Figure 7 GHX Three-Tier Support Model



GHX responds to requests using a process designed to resolve the issue quickly, and to focus the appropriate expertise on the problem.

Issues arise from two different paths:

- Issues identified by customer through calling GHX Customer Support
- Issues identified by our monitoring systems, which are designed to monitor for overall system health and transaction integrity

The three tiers are described in more detail in the following section.

Tier 1 – Customer Support Center

The Customer Support Center is the primary point of contact for all customers for any production-related issue. A Customer Support Analyst (CSA) receives the issue and assigns a Service Request (SR) to it for tracking. A severity level is attached to the SR that indicates the impact of the issue to successful order processing. Each SR has a unique number; this is communicated to customers to reference either via phone or e-mail.

GHX CSAs are trained to provide the following types of support:

- GHX Web site assistance
- Status of any transaction transmission
- GHX system functionality
- Facilitation of communication with suppliers when a provider has a request for product information
- Lost or forgotten passwords
- Connectivity issues

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- Problems or errors encountered while using GHX
- Customer advocacy for enhancements they have identified
- Registration of new GHX customers

Tier 2 – Transaction Support

The Transaction Support team is responsible for resolving any transactions that do not transmit properly.

1. Transaction Support attempts to correct the issue and resend the transaction to the final recipient.
2. If a transaction cannot be corrected at GHX, the customer is contacted regarding the failed document with a detailed explanation of the error and possible solutions to repair the transaction.
3. The customer follows the instructions to update the transaction and then resends the document to GHX.

Additionally, the Transaction Support team is the second point of escalation for all transaction issues and questions.

Tier 3 – Application Support

The GHX Application Support team is the third point of escalation. The primary focus for this group is to ensure the overall health of applications and Web sites and to assure timely delivery of all transactions. If the problem cannot be addressed by any of the three individual teams noted above, GHX will continue to escalate to appropriate resources internally as required.

4.3 SR Severity Levels

When an SR is first logged, the CSA works with the customer to determine the severity level of that particular situation. This severity level is then included in the SR and determines the type(s) of response(s) that we take in resolving the specific issue.

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Table 1 Severity Levels

Severity Level	Description	Definition	Resolution Expectations
Severity 0	**GHX Exchange**	Business component(s) of GHX are unavailable in the Production Environment including preventing business transactions GHX Business components are any product or application that is necessary for processing business transactions No workaround available	All appropriate GHX resources will work 24x7 until issue is resolved or workaround can be implemented.
Fatal S1 Severity 1	Partner System Down; 850, 856's not delivered GHX Application Unavailable	Individual order transactions (850s only) are halted for more than 10 minutes 856s not Delivered C+ box down Customer connectivity failure outside of GHX (supplier system is down, telephone carrier is down, etc.) No workaround available	All appropriate GHX resources will work within 4 hours of ticket opening until issue is resolved or until escalation has been communicated to vendor.
Critical S2 Severity 2	All other doc types Password resets	Isolated key business functions other than commerce transactions (such as catalog loads) cannot be performed or are delayed. Any other Non-order (855, 856 Postings, 810s, etc.) document has halted. Duplicated orders Non-production environment is unavailable (i.e.; Integration environment issues cannot be Sev. 1) Order delays that are due to customer errors (cross reference changes w/out notification, corrupt EDI, etc.) No workaround available	All appropriate resources will work within GHX business hours to resolve.
Important S3 Severity 3	Individual functionality not working New ID Requests Change Requests Reports	Loss of data or individual functionality resulting in degraded business operations Enhancement requests for functionality key to business functions or order processing New Customer Registrations Documentation related or has minimal impact on business as defined by the customer. Enhancement request not key to ability to process orders Workaround is available	Assigned to appropriate GHX resources and prioritized for future release.
Informational S4 Severity 4	Informational notification or request	Customer reports a comment or provides feedback related to GHX or the issue is cosmetic Customer Requests information about a product, service or order No direct business impact. General Information Requests	As above if applicable

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4.4 System Status Communication Process

This system status communication procedure is followed for any system performance issue that impact transaction flow anywhere within the supply chain. This could be due to issues with a supplier's ability to accept transactions or with impaired functionality at GHX. In both cases, the following procedure is used to notify customers quickly and keep them up to date with the progress in resolving the issue.

Customer Notification Procedures

In the event of any incident that impacts transaction flows through GHX, all impacted GHX customers are contacted with details of the specific incident and overall system status notification.

The email will be directed to individuals at each customer who have been placed on the Customer Affecting Incident List (CAI) at GHX. This list is maintained by GHX Customer Support. If you would like to know who in your company is on this list, please contact GHX Customer support (support@ghx.com) to audit the list.

Table 2 Customer Notification Procedures

When will a message be sent?	Any time there is an incident where transactions are delayed or halted for more than 30 minutes.
Who do we communicate the message to?	We will communicate the message to all Customers that are affected by the incident.
What communication is sent?	GHX will post a message to the My Exchange website as well as send a global email communication.
How often are changes or updates to the system status message communicated?	We will communicate the initial situation 30 minutes via email after becoming aware of the incident. If the incident extends beyond one hour, status updates are provided once per hour via e-mail. Once the incident has been resolved, a final e-mail notification of situation resolution is sent.

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Supplier System Status Communications

In the event that a supplier encounters an incident within their own environment that impacts orders sent by GHX, it is expected that the supplier Customer Support department will contact GHX within 30 minutes of becoming aware of the situation. The procedures for managing the communications with GHX are expected to follow the guidelines here.

1. The supplier notifies GHX by calling 1-800-YOUR-GHX and follows up using the GHX CRC e-mail address at support@ghx.com.
2. If the supplier approves to send the available messages, GHX Customer Support sends e-mail to GHX customers on their behalf. See the supplier template in Appendix 1.

4.5 GHX Policy on Modifying Electronic Transactions

GHX has strict rules about what can or cannot be changed by GHX with respect to any electronic transaction received. Because every transaction received by GHX is owned by our members and is a component of a business transaction between a buyer and seller, we only make changes to those transactions that require a GHX configuration review.

Customer Dependencies for SR Resolution

GHX's ability to resolve customer issues depends directly upon designated contacts from our customers providing accurate and detailed information, and on conducting diagnostic and test activities to aid the GHX Customer Support Analysts. GHX expects customer-designated contacts be trained in the use of GHX solutions and be prepared to devote time and resources to working with the GHX support team to resolve the issues. Without customer assistance, overall response times may be jeopardized in the case of some SRs. SR's referenced could be either support tickets or requests for boarding where a response or action is required by a third party.

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Chapter 5 GHX Transaction & Application Support Processes

5.1 Overview

GHX strives to identify any issues before they become a problem. This section outlines our processes for monitoring transaction or system issues.

GHX performs two basic types of monitoring:

- **Application Monitoring** – The monitoring of all hardware and software maintained by GHX. GHX uses state of the art monitoring applications for all internal applications. For purposes of this guide, we will only discuss monitoring of the GHX Connect Plus™ servers that GHX installs and maintains at each provider site.
- **Transaction Monitoring** – The monitoring of individual transactions through GHX to ensure timely transmissions and responses.

NOTE: Service level standards do not apply to provider organizations with custom integrations, such as those maintaining their own hardware for electronic transmissions to GHX.

5.2 Monitoring Summary

GHX supports all of the following transactions (in both XML and standard ANSI X.12 EDI formats). Each transaction type plays a significantly different business role for each of our customers. Therefore monitoring priorities vary depending upon the transaction type.

- **850/** Purchase Order
- **855/** Purchase Order Acknowledgement
- **810/** Invoice
- **832/** Catalog Uploads
- **867**/ Sales Tracing Report
- **856**/ Advanced Ship Notice
- **997/** Functional Acknowledgement of Receipt

If customer notification is required, it is directed to individuals at each organization that have been placed on the Escalation Procedures and PO Failure Lists at GHX. These lists are maintained by GHX Customer Support. If you would like to know who in your company is on a list, please contact GHX Customer Support (support@ghx.com).

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Service Level Standards for 850 (PO) delivery

- **PO in relation to supplier cut-off times –** POs must be received by GHX ten minutes prior to the supplier cut-off time to ensure delivery before supplier cut-off time. This ten minute rule is dependent on the PO not requiring manual intervention by GHX.
- **PO Delivery time if manual intervention is required** – The average time to fix and re-submit a PO is 60 minutes, provided that provider intervention is not required. If provider intervention is required, this time depends upon response times from the provider as well as the reason for PO failure. A provider is notified within 60 minutes of the order submission when there is a problem that requires provider intervention.

  Examples of manual intervention are delivery of orders for non-registered trading partners, invalid EDI, invalid supplier account numbers, or missing data from the provider. Non-registered trading partners will go through the registration process prior to accepting future orders.

Service Level Standards for 856 (ASN) delivery

- **ASN delivery time from initial PO submission** – time varies depending on the supplier.
- **ASN delivery time from supplier back to buyer** – average 5 minutes, provided that manual intervention is not required. If manual intervention is required, work as time allows.

Service Level Standards for 810 (Invoice) delivery

- **Invoice delivery time from initial PO submission** – the time varies depending on the supplier.
- **Invoice delivery time from supplier back to buyer** – average 5 minutes, provided that manual intervention is not required. If manual intervention is required, resolved within GHX business hours.

Service Level Standards for 855 (POA) delivery

- **POA delivery time from initial PO submission** – the time varies depending on the supplier.
- **POA delivery time from supplier back to buyer** – average 5 minutes, provided that manual intervention is not required. If manual intervention is required, work as time allows.

Service Level Standards All Other Doc Types

- **Delivery time from initial submission** – the time varies depending on the supplier.
- **Delivery time from sender** – average 5 minutes, provided that manual intervention is not required. If manual intervention is required, work as time allows.

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Chapter 6 Summary of Service Level Metrics

6.1 Metrics

Table 3 Service Level Metrics

Service Level Component	Service Level Measure
Average Document Transmission Time	3 minutes - Purchase Orders (POs) or PO Acknowledgements (POAs)
Average Time to respond to e-mail	30 minutes response time with Service Request log number
PO delivery time in relation to supplier cut-off times	POs must be delivered to GHX within 10 minutes prior to a supplier cut-off time AND not require manual intervention by GHX to ensure delivery.
PO delivery time if GHX intervention is required	Average time to fix and resubmit is 60 minutes, provided that customer intervention is not required. If intervention is required, this time varies. If intervention is required, customer is notified within 60 minutes of initial order delivery.
POA return delivery time from time PO is delivered to GHX	Contact GHX for detailed information, as response times depend upon the technical capabilities of the supplier to respond to electronic POs. GHX default monitoring alert time is 180 minutes for No POAs from a supplier.
No POA Communications	GHX provides visibility tools used for checking order status. GHX will extend an outreach if initiated by a customer inquiry.
GHX Connectivity monitoring standards	Connect Plus boxes are monitored by sending an internal alert every 10 minutes. If the thread cannot be restored within 30 minutes, the customer is notified by GHX and appropriate arrangements are made. AS2 connectivity document failures are monitored for timeout errors during business hours.
GHX System Status Notification Process	When GHX experiences technical issues that are halting or slowing document traffic for longer than 30 minutes, GHX notifies affected customers by e-mail within 30 minutes of discovering the incident.
Supplier Down Time Process	Suppliers are expected to notify GHX Customer Support within 30 minutes of any known down time and provide communications to buyer organizations.

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Appendix 1. System Status Email Templates

This appendix contains templates used to communicate system status information to customers.

GHX System Status Notification Template – Initial Message

Subject Line: GHX System Status Communication: SR #: XXXXXXX

Good afternoon, this System Status message is being delivered to << impacted clients identified >>

ISSUE SUMMARY:
<<Include the following: State what system is down, state the time frame of what is down. State what impact the issue is having on order traffic or other document processing traffic (delayed, halted, etc...), State the ETA if it is available.>>

CUSTOMER ACTION REQUIRED
<<State what action is necessary, for example: "All orders are being queued; no customer action required" or "GHX recommends that you use alternative ordering methods (phone / fax) during this period to ensure orders are processed in a timely manner>>

If you elect to process orders manually that have already been submitted to GHX, please contact our CRC to avoid duplication.

Customer Support Analysts are available at 1.800.YOUR.GHX (968.7449) Monday to Friday, 5:00 AM through 6:00 PM. MST or by e-mail at support@ghx.com.

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Supplier Down System Status Message Template

SUBJECT: GHX Supplier <<Supplier Name>> System Status Message - SR# X-XXXXX

Good Afternoon,
The following message is being sent on behalf of <<Supplier Name>> to all GHX buyers:

-- <MESSAGE FROM SUPPLIER> --

GHX is receiving all electronic transmissions successfully during this period beginning on <DAY> at <TIME> and we will deliver all transmissions to the supplier once they resolve their technical problems. Expect delays once this issue is resolved. If you decide to use alternate methods (phone / fax) for an order that has already been delivered to GHX, we ask that you contact us to avoid order duplication.

If you have any questions regarding this incident you may contact the supplier directly or call GHX Customer Support. The Customer Support Analysts are available at 1.800.YOUR.GHX (968.7449) Monday to Friday, 5:00 A.M. through 6:00 P.M. MST or by e-mail at support@ghx.com.

Thank you for your patience.

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Appendix 2. Diagrams Throughout This Guide

This appendix contains electronic versions of all the diagrams used throughout this guide.

Customer%20Support%20Process.vsd

Registration%20Process.vsd

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