



**X12 Administrative  
Policy and Procedure**

# **Organizational Lingo**

**(CAP15)**

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# X12 Lingo

## 1 Introduction

The X12 Board of Directors (Board) is responsible for this policy and associated procedures.

Members agree to be bound by these policies and to follow the associated procedures as a condition of membership. Non-member participants afforded specific collaboration privileges agree to be bound by these policies and to follow the associated procedures as a condition of those privileges.

Suggestions for improvements to this document are welcome. They may be submitted at <http://changerequest.x12.org>.

Questions related to the staff procedures may be directed to the Executive Director at [execdir@x12.org](mailto:execdir@x12.org).

## 2 Authority

The corporate rules of order and standing rules detailed herein supplement the **X12 Bylaws (CAP01)**. The Bylaws prevail in the case of any inconsistency.

The corporate rules of order and standing rules defined herein may be augmented by detailed or more restrictive committee or subordinate group instructions; however, such instructions shall not duplicate, supersede, contradict, countermand, or overrule the corporate rules of order and standing rules defined herein. The corporate rules prevail in the case of any inconsistency.

## 3 Background

Consistent vocabulary is necessary for effective and efficient communication within the organization and between the organization and implementers and stakeholders. As such, vocabulary is an important component in X12's activities and work products, including individual words, stand-alone phrases, and related sets of words and phrases that need to be understood in context with each other. Within X12, the term "lingo" represents this vocabulary. The word "term" herein shall include both individual words and phrases defined in X12 lingo.

## 4 Lingo Policies

The Board has delegated responsibility for the X12 lingo to the Governance Panel. The Governance Panel shall be responsible for maintaining the X12 lingo.

X12 lingo shall be housed in the Wordbook, a repository which shall be the definitive lingo

source for the organization. The Wordbook has a defined maintenance process and shall not otherwise be modified or revised.

The Wordbook shall be available as an online resource to member representatives and the public.

Anyone, including member representatives and the public, may request lingo maintenance via the X12 Maintenance Request System.

The Governance Panel shall have overall responsibility for maintaining the Wordbook. The Governance Panel chair is responsible for ensuring timely consideration and determination of all lingo maintenance requests.

Committees may choose to establish a lingo maintenance group. Such a group must operate under committee policies that have been confirmed by the Governance Panel. A committee lingo maintenance group shall be explicitly designated by the Governance Panel as an advisory group or an authority group. An advisory group makes recommendations to the Governance Panel. An authority group makes maintenance determinations; however, those determinations are subject to Governance Panel oversight as overall responsibility shall remain with the Governance Panel. The Governance Panel may reassign maintenance responsibility as it deems necessary.

Similarly, a committee's lingo maintenance group may delegate maintenance responsibilities for their Wordbook terms to one or more subordinate groups with related authority, subject to concurrence by the Governance Panel.

The Governance Panel shall be directly responsible for maintaining terms that:

1. Apply across the organization
2. Describe an external organization
3. Are adopted from an external authority
4. Are negotiated, or otherwise jointly agreed upon, with an external entity
5. Represent common word use
6. Are not specifically assigned to a committee lingo maintenance group

The Governance Panel may formally delegate some or all the maintenance responsibilities for a specific term to a committee lingo maintenance group that meets specific requirements. A term may be delegated in such a manner if it meets all the following conditions:

1. The term or definition is X12 specific
2. The term is not defined by an external group with recognized or implied authority over the subject matter
3. The term applies to or is used by one and only one committee

A committee lingo maintenance group may formally delegate some or all the maintenance

responsibilities for a specific term to a subordinate group that meets specific requirements. A term may be delegated in such a manner if it meets all the following conditions:

1. The term applies to or is used only by a subset of the committee represented by the subordinate committee.

Staff shall be responsible for the technical aspects of maintaining the Wordbook repository and for all aspects of publishing the lingo, including style, presentation, and corrections necessary to maintain accuracy.

The publisher shall ensure that X12 products contain a common lingo section populated with the lingo applicable to the individual published work. All terms documented in such a lingo section must exist in the Wordbook repository. This section may, but is not required to be, labeled as the lingo section in the published work

## 4.1 Use Policies

Lingo shall be used consistently in all X12 collaborations, documents, work products and activities.

Inclusion of more than one Wordbook term with the same or materially the same definition or purpose is not permitted.

Terms in the Wordbook shall be singular.

Terms may be included to:

- a. Express an X12 specific definition
- b. Add an X12 nuance to the usual and customary definition of a term
- c. Document synonyms for a term
- d. Define an acronym for a term
- e. Terms shall be associated with one or more of the following:
  1. A definition which explains X12's use of the term
  2. A definition which explains a specific industry's generally accepted use of the term
  3. A definition describing the generally accepted use of the term
  4. A definition quoted from an external source
  5. A description of an external organization
  6. An acronym
  7. A synonym
  8. Identification of the assigned maintenance group(s)

Terms adopted from an external reference or cooperatively negotiated with an external entity shall be appropriately cited.

Terms shall be defined at the simplest level possible. Unless a phrase has a substantially different definition than the individual words in the phrase would have when considered as a unit, the phrase shall not be entered as a separate Wordbook term.

Terms may define both synonyms or alternate terms used within X12 work products and synonyms or alternate terms that are explicitly not used within X12 work products.

A term defined as a synonym of another term shall be considered subordinate to that term, which shall be considered the parent. Subordinate terms shall not have a separate definition.

To aid in research and clarity, a synonym may be entered as a separate Wordbook term, however it shall have a reference to the definition of the parent term instead of a separate or repetitive definition.

## 5 Lingo Procedures

The Governance Panel shall adhere to this maintenance process when considering Wordbook maintenance requests.

The Governance Panel shall strive to decide on all maintenance requests within four (4) weeks of submission.

### 5.1 Wordbook Procedures

The lingo maintenance process shall be:

1. Any individual submits a request for lingo maintenance via X12's online form at [x12.org/maintenance-requests](http://x12.org/maintenance-requests).
2. Staff evaluates the request to ensure necessary information is included and clearly presented. This may include contacting the submitter to clarify the request.
3. Staff assigns the request to the Governance Panel Chair.
4. The Governance Panel chair evaluates the request and either retains responsibility for processing the request or assigns it to a committee lingo maintenance group.
5. The responsible maintenance group discusses the request and reaches consensus on a recommendation, action, or inaction.
6. The responsible group chair records the decision.
7. Unless the Governance Panel was the responsible maintenance group, the Governance Panel confirms the maintenance action or acts based on a recommendation.

Note: The Governance Panel is not obligated to accept an advisory group's recommendation.

8. Staff closes the request, revises the Wordbook if appropriate, and notifies the submitter of the determination.

## 5.2 Delegation Procedures

The Governance Panel may delegate responsibility for maintenance to a committee lingo maintenance group as follows:

1. A committee chair notifies the Governance Panel chair that responsibility for oversight of its specific lingo has been assigned to a committee subordinate group.
2. The Governance Panel chair and lingo maintenance group chair develop a transition plan consisting of at least the following steps:
  - a. The lingo maintenance group develops draft procedures for processing Wordbook maintenance requests.
  - b. The Governance Panel chair approves the procedures or remands them back to the lingo maintenance group for revisions.
3. The lingo maintenance group petitions the Governance Panel for oversight of a specific subset of the Wordbook terms, which shall all meet the criteria established in Section 4 above.
4. The Governance Panel reviews the terms on the petition individually and decides on maintenance responsibility for each term.

Note: The Governance Panel may reassign maintenance responsibility for a term as it deems necessary

5. Staff updates the Wordbook to reflect the Governance Panel decisions.
6. Future maintenance requests for delegated terms are processed by the lingo maintenance group, subject to concurrence by the Governance Panel.

## 6 Terminology

To ensure consistency in terminology and meaning, X12 maintains a comprehensive corporate glossary called the Wordbook. Some of the included definitions are proprietary to X12 while others cite definitions published by another organization or authority, such as Robert's Rules of Order. The terms and definitions defined in the Wordbook must be used in X12 work products when applicable and without modification or revision.

Reference the Wordbook online at <http://wordbook.x12.org/> if you have any questions about a term's definition, synonyms, or source.

## 7 Document History

New versions of this document are effective on the approval date, unless otherwise stated in the approval.

04/31/18	V4: Revised to include delegation process steps with other non-substantive revisions to improve clarity.
12/15/17	V3: Revised to accommodate the RSC.
09/22/16	V2: Revised to reflect the organization's name change and other minor revisions.
05/10/16	CAP15 - initial version approved by the X12 Board.