



**RSC Administrative
Policy and Procedure**

Registered Standards Committee (RSC) Operating Manual

(RSC101)

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RSC Operating Manual

1 Introduction

The Registered Standards Committee (RSC) Council (Council) 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-members 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>.

2 Authority

This operating manual details rules of order and standing rules governing the committee. These committee rules supplement corporate rules, defined as the suite of corporate policies and procedures identified with the prefix CAP.

Committee rules do not duplicate, supersede, contradict, countermand, or overrule the corporate rules. In the case of any inconsistency between corporate rules and committee rules, the corporate rules prevail.

This operating manual may in turn be supplemented by more detailed or more restrictive committee or subordinate group rules; however, such rules shall not duplicate, supersede, contradict, countermand, or overrule the committee rules. No accommodation is intended or provided to allow a committee to override a corporate policy or procedure with a more permissive requirement. In the case of any inconsistency between committee rules and subordinate group rules, the committee rules prevail.

3 Background

This document, the ***Registered Standards Committee (RSC) Operating Manual (RSC101)***, defines the structure and operating policies of the Registered Standards Committee (RSC), a standing committee of X12.

The term committee herein specifically references the RSC committee, unless otherwise explicitly clarified to mean all the committees of X12.

4 Committee Overview

4.1 Purpose and Scope

The RSC purpose and scope is articulated in *Registered Standards Committee Purpose and Scope (CAP19)*.

4.2 Work Products

The RSC may develop various types of X12 work products. Work products developed under the RSC shall support electronic data interchange or e-commerce activities, directly or indirectly. **Section 16.5** of the *X12 Bylaws (CAP01)* shall apply to all RSC work products. RSC work products may include, but are not limited to, those described below.

- Code Lists
- Industry standards not intended for submission as ANS
- Sub-industry implementation instructions
- Best Practice Guidance
- White Papers

4.3 Structure

The RSC has a hierarchical structure, with a council providing committee oversight and subcommittees with specific responsibilities operating under the council. The council and each subcommittee have the option of establishing subordinate groups, which shall generally be known as action groups. At the discretion of the council, a subcommittee's action groups may be more specifically named based on the subcommittee's mission.

Authority is never delegated to a subordinate group implicitly. The establishing group, whether the council or a subcommittee, shall explicitly delegate, or not delegate, authority to act on its behalf in specific matters.

If authority is delegated, actions by the subordinate group carry the authority of the establishing group. If authority is not delegated, all the subordinate group's work is advisory to, and requires the approval of, the establishing group.

4.3.1 Oversight

The RSC Council (Council) shall oversee the committee's operational activities related to the development and maintenance of RSC work products and shall have final authority on all committee matters.

4.3.2 Subcommittees

The term subcommittee herein specifically references RSC standing subcommittees, unless otherwise explicitly clarified.

The Council establishes and disbands subcommittees in accordance with **Section 9 Subcommittees** herein.

Although permitted to do so under the **X12 Bylaws (CAP01)**, the RSC shall not establish ad hoc subcommittees.

4.3.3 Action Groups

The Council and any subcommittee may choose to establish and disband action groups, either standing or ad hoc, to assist with various responsibilities in accordance with **Section 12 Action Groups** herein.

5 Committee Start-Up

To ensure an orderly and effective transition and growth period, the RSC start-up shall consist of 3 stages.

The first stage commenced with the establishment of the RSC subcommittee. During the first stage, the Board shall act in place of the RSC Council and the Investigate-Cultivate-Engage (ICE) subcommittee, the Executive Director shall act in place of the RSC Chair and Vice Chair, and the Governance Panel shall act in place of the Parliamentary subcommittee. Sections 5, 6, 7, and 8 herein shall not apply, except for **Section 6.1 Duties of the Chair**, **Section 6.2 Duties of the Vice Chair**, and **Section 8.2 Council Responsibilities** which shall apply as appropriate.

The second stage shall commence at the Board's discretion. During the second stage, the Board shall continue to act in place of the RSC Council, the Board Chair shall appoint an RSC Chair, who shall not serve on the Board nor the ASC Steering Committee, the Executive Director shall act in place of the RSC Vice Chair, and the Governance Panel shall act in place of the Parliamentary subcommittee. This structure shall continue until the Board determines that the committee has sufficient participation to support officer elections. The requirements of Section 5 herein may commence during the second stage at the discretion of the RSC Chair. Sections 6, 7, and 8 herein shall not apply. At the appropriate time, committee officer elections will be conducted in accordance with **Committee Officer Elections (CAP09)** and **Section 7 Committee Officer Elections** herein, except that the inaugural terms shall be from election until the end of the Fall Standing Meeting in the next even-numbered year.

Within 45 days of the inaugural officer elections, all responsibilities will transition to the elected officers and start-up will be considered complete, the RSC shall be considered fully operational, and the requirements of section 5, 6, 7, and 8 shall therefore apply. However, the Governance Panel may continue to act in place of the Parliamentary subcommittee at the discretion of the Council.

5 Committee Operations

5.1 Committee Meetings

Detailed meeting requirements are set forth in both the *X12 Bylaws (CAP01)* and *Meetings (CAP06)*.

The RSC will schedule and hold sessions at each X12 Standing Meeting. The committee shall conduct at least one full committee session, at least one Council session, and at least one session for each subcommittee at every X12 Standing Meeting.

5.2 RSC Stakeholder Ballots

Detailed ballot requirements, including quorum requirements, are set forth in the *X12 Bylaws (CAP01)*. Consult *X12 Membership (CAP04)* for more information about X12 member registration as a committee stakeholder.

RSC stakeholder ballots shall be authorized by the Council or the Board. All RSC stakeholder ballots shall be conducted via electronic ballot.

RSC stakeholder ballots are required for the matters listed below, stakeholder ballots may be authorized for other matters as necessary. Unless otherwise specified, RSC stakeholder ballots shall be decided by a simple majority of the stakeholders who cast a ballot, not counting abstentions.

- Election of the RSC Chair and Vice Chair
- Removal of the RSC Chair or Vice Chair - requires two-thirds approval

6 Committee Officers

The RSC Chair and Vice Chair shall be recognized as the committee officers.

6.1 Duties of the RSC Chair

The principal duties of the RSC Chair shall include:

1. Overseeing all aspects of the RSC
2. Chairing Council meetings

3. Representing the RSC on the Board
4. Representing the RSC to other X12 Committees
5. Communicating RSC official positions and representing the RSC to external organizations as related to RSC development activities
6. Ensuring prompt and efficient development of RSC work products
7. Setting the effective date for RSC policies and procedures
8. Appointing the Selection Panel for each officer election
9. Appointing officers, liaisons, and representatives as defined in RSC policies

6.2 Duties of the RSC Vice Chair

The principal duties of the RSC Vice Chair shall include:

1. Assisting the RSC Chair as requested
2. Assuming the duties of the RSC Chair as necessary
3. Serving as Chair of X12-03, the Initiate, Cultivate, and Explore (ICE) Subcommittee.
4. Performing other duties as defined herein, in other applicable policies or procedures, or as assigned by the RSC Chair

6.3 Officer Vacancies

In the event the RSC chair position becomes vacant due to resignation or any other situation, the following succession plan shall be invoked:

1. The RSC Vice Chair shall assume the position for the remainder of the term.
2. If there is no RSC Vice Chair or the RSC Vice Chair is unable to assume the position, the Parliamentary Subcommittee (PSC) Chair shall assume the position for the remainder of the term.
3. If there is no PSC Chair or the PSC Chair is unable to assume the position, the Council shall appoint an interim chair who meets the candidate criteria detailed in ***Committee Officer Elections (CAP09)***. The interim chair shall assume the position for the remainder of the term.

In the event the RSC Vice Chair position becomes vacant due to resignation or any other situation:

1. The RSC Chair may appoint an interim vice chair who meets the candidate criteria detailed in ***Committee Officer Elections (CAP09)***. The interim vice chair shall assume the position for the remainder of the term.
2. The RSC Chair may choose to assume the vice chair duties and leave the position vacant for the remainder of the term.

7 Committee Officer Elections

Corporate policies and procedures for officer elections are detailed in ***Committee Officer***

Elections (CAP09). This section supplements the governance described in CAP09 with RSC specific policies.

Post-start up, the RSC Chair and Vice Chair shall be elected via an electronic ballot which shall close in August of even-numbered years. The newly elected officers shall assume their duties at the beginning of the Fall Standing Meeting and shall be eligible for re-election.

If at any time there are no willing and qualified candidates for the officer positions, the Board Chair shall appoint staff to serve in the vacant officer position(s) until the next regularly scheduled election is conducted.

7.1 Call for Applications

No later than June 1st in even-numbered years, staff will distribute a call for officer applicants. The application form shall be submitted online and shall include qualifications and a candidate statement. The application period shall be at least 30 days.

7.2 Candidate Selection

No later than June 15th in even-numbered years, the RSC Chair will establish an ad hoc action group, the Selection Panel, and appoint at least three people as constituents. Each appointee shall sit on the Council or the X12 Board.

The Selection Panel shall determine the slate of candidates and confirm the election results. The Selection Panel's deliberations are confidential and shall not be disclosed to, or discussed with, any other group. The Selection Panel shall work with staff to ensure timely completion of all procedural steps.

After the application deadline, the Selection Panel shall select the slate of candidates for each position based on the criteria established in **Committee Officer Elections (CAP09)**. The slate will be made up of all applicants determined to meet the qualifications.

All applicants will be notified of their candidate status prior to distribution of the election ballot.

7.3 The Election

Staff will prepare and execute an electronic election ballot, which shall include submitted candidate statements. At the end of the balloting period, staff will notify the Selection Panel of the results.

The winner of each seat shall be the candidate who receives the most votes. In the case of an exact tie, the Selection Panel shall determine the winner. The winner of the Chair position will be determined first. Once a winner is determined for the Chair position, any candidate on the Vice Chair slate who represents the same member as the newly elected chair shall be disqualified.

Following Selection Panel confirmation of the results, staff will prepare a stakeholder announcement and the Selection Panel will notify the candidates and the Council of the results.

Any procedural dispute concerning the election must be submitted in writing to executivedirector@x12.org within 15 days. The executive director shall immediately notify the Selection Panel of any dispute submitted.

The Selection Panel shall be automatically disbanded 30 days after the election ballot closes, unless there is an active dispute related to the election or the election results.

8 The Council

If at any time there are fewer than five established subcommittees operating within the RSC, or the Board determines that the Council has insufficient participation to provide appropriate oversight, the Board shall assume the Council's authorization and approval related responsibilities.

8.1 Council Composition

The constituents of the Council are identified below. Each Council constituent, including the Chair, is entitled to attend meetings, participate in discussions and other collaborations, offer motions and nominations, and cast one vote in any Council ballot.

- RSC Chair
- RSC Vice Chair
- Chair of each subcommittee
- Immediate past Chair (limited to a single two-year term)
- Immediate past Vice Chair (limited to a single two-year term)

8.2 Council Responsibilities

Council responsibilities include:

1. Planning and coordinating the activities of the RSC
2. Establishing and terminating subcommittees

3. Authorizing stakeholder ballots
4. Approving RSC committee policies and procedures, and revisions thereof
5. Approving subcommittee constitutions, and revisions thereof
6. Confirming RSC Emeritus stakeholders
7. Performing other duties as defined herein, in other applicable policies, or as assigned by the RSC Chair

8.3 Council Meetings

The frequency and timing of meetings shall be determined by the RSC Chair. At a minimum, one in-person Council meeting shall be held in conjunction with each X12 Standing Meeting.

8.4 Council Operations

The Council shall operate under the rules for a small committee with the following policies:

- Quorum for the Council shall be one-half (50%) of Council constituents. A quorum is required to conduct voting regardless of whether the ballot is conducted via electronic or meeting voting.
- Constituents may discuss a subject informally while no motion is pending.
- Motions do not require a second.
- The Chair is permitted to offer motions and speak in debate.
- The Chair is permitted to vote on any motion and is not limited to tie-breaking, however, the Chair has only one vote on any motion and shall not both vote on the motion and vote as tie-breaker.

8.5 Substitutes

A subcommittee vice chair shall be authorized, and is expected, to participate in a Council meeting or electronic collaboration on behalf of the subcommittee in the chair's absence. When acting as a substitute, the vice chair shall have all privileges and responsibilities normally afforded the subcommittee chair. No other substitute shall be permitted.

9 Establishing New Groups

9.1 Initial Establishment

The Council shall establish new groups in accordance with the ***X12 Bylaws (CAP01)*** and this section.

Generally, a new group desiring to operate under the RSC will be established as an action group under X12-03, the Initiate-Cultivate-Engage (ICE) subcommittee, in accordance with **Section 12** herein.

ICE action groups are eligible to request conversion to a subcommittee after operating successfully for a year, if the group has established governing policies, elected officers, and defined work products and activities.

If a group currently operating separately from X12 desires to begin operating under the RSC it may be established as a subcommittee in accordance with **Section 10** herein without first operating as an ICE action group. The Council will make this decision based on the group's specific situation, plans, and needs as articulated in their petition.

The Petition

Any individual or industry group may submit a petition to operate under the RSC. Before submitting the petition, the individual or industry group representative should review and understand the criteria for establishment and the expectations for RSC groups herein. The petition form is available at <http://www.x12.org/forms/>. The petition shall require information such as details on the proposed activities, deliverables, and participants, including the name at least one X12 member eligible and qualified to serve as the initial appointed convener. X12 staff shall gather more information from the petitioner if necessary for consideration of the petition.

Consideration of the Petition

1. The Council shall consider each petition and decide based on the criteria below.
2. If the decision is to deny:
 - a. The Council shall document the reasons for the disapproval.
 - b. The RSC Chair shall inform the petitioner of the decision and reasoning.
 - c. The petitioner may submit a new petition after addressing any concerns stated in the disapproval.
3. If the decision is to approve:
 - a. The Council shall determine whether the new group will be established as an action group within the ICE subcommittee or as a subcommittee.
 - b. The Council shall draft a mission (for a subcommittee) or statement of work (for an action group), consulting with the Parliamentary Subcommittee if desired.
 - c. The Council shall seek Board concurrence of the decision and the proposed mission or statement of work.
*Note this step is not necessary during RSC start-up phases 1 and 2.
 - d. Following Board concurrence
 - i. The Council shall vote to approve the establishment of the new

group, approve the group's mission or statement of work, assign the group an identifier and name, and activate the group. Activation is guided by **10.3 Activating a Subcommittee** or **12.3 Activating an Action Group**.

- ii. The Council shall notify the submitter of the determination and next steps for the group.

Criteria

When considering establishment of an RSC group, the Council shall consider the following. Other criteria may also be considered at the discretion of the Council.

1. Is the group currently operating as an active group outside of X12?
 - a. If so, is the group operating as a legal entity or as a group with no legal standing?
 - b. If as a legal entity, does the group have IP, copyrights, assets or other legalities which could impact operation under the auspices of X12?
2. Do the groups intended activities and deliverables align with the X12 mission and principles and the RSC purpose and scope?
3. Do the intended activities and deliverables fall under another RSC group's mission or statement of work?
4. Do the intended activities and deliverables encroach on another RSC group's mission or statement of work?
5. Do the intended activities and deliverables encroach on an ASC subcommittee's purpose and scope statement?
6. Are there compelling reasons for the group to operate under the RSC?
7. Does the number of organizations or individuals who have committed to participate in the new group appear sufficient to support the necessary activities? How many are currently X12 members? How many are willing to become X12 members? How many, if any, are unwilling to become X12 members?
8. Are the committed organizations and individuals balanced among the industry sectors affected by the group's intended activities and deliverables?
9. Does the group intend to operate long-term?
10. Confirmation of X12 members with intentions of participating in the group.
11. Confirmation of at least one X12 member representative eligible and qualified to serve as the initial appointed convener.
12. Confirmation of the group's willingness to meet the requirements of an RSC group, including compliance with organizational policies and procedures and conformance to organizational norms.
13. The executive director's estimate on the resource requirements for tools or functionality needed to produce the intended work products or support the activities of the proposed group.

The Board's concurrence shall be based on:

1. Agreement that the mission or statement of work aligns with the X12 mission and principles and the RSC purpose and scope.
2. Agreement there is no encroachment on an ASC subcommittee's approved purpose and scope.
3. Assessment of all other established criteria.
4. An expectation that the group will meet the X12 requirement that all X12 groups be at least revenue-neutral over time.
5. A finding from the Board's Business Development Advisory Committee indicating the intended work products align with the X12 business plan.

9.2 Conversion to a Subcommittee

ICE action groups are eligible to request conversion to a subcommittee after operating successfully for a year, if the group has established governing policies, elected officers, and defined work products and activities. When eligible to do so, the group's chair may petition the ICE chair for conversion to a subcommittee. The ICE chair will review the group's activities and planned activities and make a recommendation to the RSC chair on the matter. The Council and Board will evaluate the conversion request based on the criteria in section 9.1 above and either approve or deny the request.

10 Subcommittees

The Council may activate and disband subcommittees in accordance with this section and shall have ultimate responsibility for subcommittee policies, procedures, work products, schedules, and activities. Subcommittees are intended to operate long-term, overseeing a defined body of work or activities and shall operate under an approved mission statement. Except as differentiated explicitly in **Section 11 RSC Subcommittees**, the policies and requirements defined in this section shall apply to all subcommittees.

10.1 Subcommittee Operations

Subcommittees shall work within the scope of their approved mission and shall maintain, and abide by, a subcommittee constitution.

Subcommittees shall be governed by the ***X12 Bylaws (CAP01)***, this ***Operating Manual (RSC101)***, and other applicable X12 or RSC policies and procedures, unless more restrictive subcommittee-specific policies or procedures have been approved in accordance with **Section 10.7 Other Subcommittee Policies and Procedures**.

Any member representative of an RSC stakeholder may attend subcommittee meetings. Subcommittees may define specific constituent criteria, requirements, responsibilities, rights, and privileges in their subcommittee constitution.

Any member representative of an ASC stakeholder may participate as an observer. Observers may attend meetings and view online collaborations but do not have voting, motioning, seconding, or speaking privileges, are not eligible to hold office, and are not entitled to participate in online collaborations.

Non-members with a material interest in the activities of the subcommittee may request to participate as an observer with the same privileges and limitations as noted above.

Non-members who participate as an observer for two consecutive meetings may request and be granted recognition as a non-member participant. However, non-member participants shall be limited to fewer than 25% of the total number of subcommittee constituents. Non-member participants may attend meetings, have speaking privileges, and participate in online collaborations but do not have voting, motioning, or seconding privileges, and are not eligible to hold office. A non-member participant who is absent from three (3) consecutive meetings, whether interim or standing, shall lose their recognition as a non-member participant.

The frequency and timing of subcommittee meetings shall be determined by the subcommittee chair, however at least one subcommittee meeting shall be held in conjunction with each X12 Standing Meeting.

A subcommittee meeting may be conducted regardless of whether quorum is achieved. However, voting cannot be conducted unless quorum is achieved.

See the quorum requirements in **Section 7.2 of the X12 Bylaws (CAP01)**. Within the RSC, a subcommittee that has not defined constituent requirements shall determine the number of eligible voters based on option 3, which states the number of eligible voters shall equal the number of subscribers in the group's iMeet workspace.

A subcommittee shall use X12's established tools for collaboration, work product development, work product review, and other functions as applicable.

10.2 Subcommittee Identification

Subcommittees shall be identified as shown below, with numbers assigned sequentially as subcommittees are established. Identification numbers shall not be

reused after assignment. The subcommittee shall also be assigned a short descriptive name and may be assigned an acronym.

1. X12-01 – Subcommittee #1
2. X12-02 – Subcommittee #2
3. X12-03 – Subcommittee #3
4. X12-04 – Subcommittee #4

10.3 Activating a Subcommittee

Following the Council's approval of subcommittee activation, the RSC chair shall either appoint an initial chair or a convener. The appointee shall meet all qualifications established herein in **Section 10.8 Subcommittee Officers**.

An appointed chair shall serve a two-year term and shall be eligible to serve as elected chair at the completion of the appointed term.

An appointed convener shall act as chair until the subcommittee conducts an officer election; however, such an election must be conducted within 12 months of the convener's appointment. The appointed convener shall be eligible to serve as an elected chair at the completion of the appointed term.

The subcommittee's first task shall be to develop and approve a subcommittee constitution in accordance with **Section 10.5 Approving a Constitution** herein. Once the subcommittee's constitution is approved and in effect, the subcommittee shall commence with its normal business.

10.4 Disbanding a Subcommittee

The Council may vote to disband a subcommittee at the request of the subcommittee chair or by the Council's own initiative based on a lack of activity, non-conformance to organizational requirements, or another significant issue.

As part of the disbandment consideration, the Council will evaluate the subcommittee's approved and pending activities and work products and shall reassign responsibility for those as appropriate.

10.5 Approving a Constitution

The first act of a newly established subcommittee shall be to draft a subcommittee constitution and approve it to move forward for review by the Parliamentary subcommittee (PSC). Thereafter, the subcommittee shall revise or confirm the constitution every two years. In addition, the Council may at any time require revisions to a subcommittee constitution, directly or through an assignment to the

Parliamentary subcommittee.

All constitutions shall comply with corporate policies and procedures. Staff shall ensure that subcommittee constitutions have consistent content and formatting, initially and over time. Non-substantive formatting revisions applied by staff for consistency or corrections do not require subcommittee or Council approval.

The Council explicitly delegates responsibility for constitution review to the Parliamentary subcommittee. Following subcommittee approval, the parliamentary subcommittee shall review the constitution draft to ensure the following.

1. The draft is aligned with organizational policies and procedures.
2. The draft is aligned with other committee policies and procedures, including this ***Operating Manual***.
3. The draft adheres to other corporate or committee requirements, including format, common content, and common terminology.
4. The activities and work products described in the draft are within the subcommittee's approved mission statement.
5. The draft correctly applies grammar and punctuation, and is clear and concise.

If the Parliamentary subcommittee is satisfied with the draft constitution, the Parliamentary subcommittee chair shall post the draft constitution to the Council's collaboration workspace requesting unanimous consent via electronic ballot. If no objection is raised within fifteen (15) calendar days of the date the draft is posted for Council approval, the RSC Chair shall close the vote and declare approval by unanimous consent. If an objection is raised, the Council shall conduct a formal vote on the matter.

If the Parliamentary subcommittee is not satisfied with the draft constitution, the Parliamentary subcommittee chair shall notify the RSC chair and the subcommittee chair of the noted issues. The subcommittee chair shall then work with the Parliamentary subcommittee chair to further revise the draft constitution to resolve the issues. If the subcommittee and the Parliamentary subcommittee are unable to reach agreement, the RSC Chair shall intervene and either broker agreement from both groups or escalate the matter to the Council, which has ultimate authority over the constitution.

Once the Council approves the draft constitution, it becomes the official version and the Parliamentary subcommittee chair shall work with staff to have the new version posted.

10.6 Revising a Subcommittee Mission

All mission statements shall comply with corporate policies and procedures. Staff

shall ensure that subcommittee missions have consistent content and formatting, initially and over time. Non-substantive formatting revisions applied by staff for consistency or corrections do not require subcommittee or Council approval.

From time to time a subcommittee may need to revise their mission. In such cases, the subcommittee shall draft and approve revisions for review by the Parliamentary subcommittee. In addition, the Council may at any time revise a subcommittee's mission, directly or through an assignment to the Parliamentary subcommittee.

The Council explicitly delegates responsibility for mission statement review to the Parliamentary subcommittee. Following subcommittee approval, the parliamentary subcommittee shall review the mission draft to ensure the following.

1. The draft mission is aligned with organizational policies and procedures.
2. The draft mission is aligned with other committee policies and procedures, including this ***Operating Manual***.
3. The draft mission adheres to other corporate or committee requirements, including format, common content, and common terminology.
4. The draft mission correctly applies grammar and punctuation, and is clear and concise.

If the Parliamentary subcommittee is satisfied with the draft mission statement, the Parliamentary subcommittee chair shall post the draft to the Council's collaboration workspace requesting unanimous consent via electronic ballot. If no objection is raised within fifteen (15) calendar days of the date the draft is posted for Council approval, the RSC Chair shall close the vote and declare approval by unanimous consent. If an objection is raised, the Council shall conduct a formal vote on the matter.

If the Parliamentary subcommittee is not satisfied with the draft mission, the Parliamentary subcommittee chair shall notify the RSC chair and the subcommittee chair of the noted issues. The subcommittee chair shall then work with the Parliamentary subcommittee chair to further revise the draft to resolve the issues. If the subcommittee and the Parliamentary subcommittee are unable to reach agreement, the RSC Chair shall intervene and either broker agreement from both groups or escalate the matter to the Council, which has ultimate authority over the mission statement.

Once the Council approves the draft mission, it becomes the official version and the Parliamentary subcommittee chair shall work with staff to have the new version posted.

10.7 Other Subcommittee Policies and Procedures

A subcommittee can approve more restrictive subcommittee-specific policies or procedures to supplement the governing corporate and committee policies and procedures. All subcommittee-specific policies and procedures shall comply with corporate policies and procedures. Subcommittee-specific policies and procedures shall not contradict or override any governing policy or procedure, nor shall they be more permissive than the governing policy or procedure. Such subcommittee-specific policies or procedures shall be drafted by the subcommittee, reviewed by the Parliamentary subcommittee and approved by the Council. In addition, the Council may at any time require revisions to a subcommittee-specific policy or procedure, directly or through an assignment to the Parliamentary subcommittee.

The Council explicitly delegates responsibility for review of subcommittee-specific policies and procedures to the Parliamentary subcommittee. Following subcommittee approval, the parliamentary subcommittee shall review the subcommittee-specific policy or procedure draft to ensure the following.

1. The draft is compliant and aligned with organizational policies and procedures.
2. The draft is compliant and aligned with other committee policies and procedures, including this ***Operating Manual***.
3. The draft adheres to any other corporate or committee requirements, including format, common content, and common terminology.
4. The draft correctly applies grammar and punctuation, and is clear and concise.
5. The more restrictive policy or procedure is necessary and appropriate.

If the Parliamentary subcommittee is satisfied with the draft, the Parliamentary subcommittee chair shall post the draft to the Council's collaboration workspace requesting unanimous consent via electronic ballot. If no objection is raised within fifteen (15) calendar days of the date the draft is posted for Council approval, the RSC Chair shall close the vote and declare approval by unanimous consent. If an objection is raised, the Council shall conduct a formal vote on the matter.

If the Parliamentary subcommittee is not satisfied with the draft, the Parliamentary subcommittee chair shall notify the RSC chair and the subcommittee chair of the noted issues. The subcommittee chair shall then work with the Parliamentary subcommittee chair to further revise the draft to resolve the issues. If the subcommittee and the Parliamentary subcommittee are unable to reach agreement, the RSC Chair shall intervene and either broker agreement from both groups or escalate the matter to the Council, which has ultimate authority over the subcommittee-specific policy or procedure.

Once the Council approves the draft, it becomes the official version and the Parliamentary subcommittee chair shall work with staff to have the new version posted.

Staff shall ensure that subcommittee-specific policies or procedures have consistent content and formatting, initially and over time. Non-substantive formatting revisions applied by staff for consistency or corrections do not require subcommittee or Council approval.

10.8 Subcommittee Officers

Each subcommittee shall have a chair who shall be appointed by the RSC chair or elected by the subcommittee's constituents. The term of office shall be two years. There is no limit to the number of terms an individual can serve as subcommittee chair. If circumstances result in a subcommittee having no sitting chair, the RSC chair shall either appoint a chair to serve a two-year term or an interim chair to serve until an election can be conducted.

A subcommittee may establish a vice chair position in their constitution but is not required to do so. If established, the subcommittee vice chair shall be elected by the subcommittee's constituents for a two-year term. There is no limit to the number of terms an individual can serve as subcommittee vice chair.

A subcommittee may establish other roles in their constitution which shall not be considered officers, including secretaries and parliamentarians. The subcommittee chair shall appoint subcommittee constituents to such positions, generally for a two-year term, however, appointed officers shall serve at the pleasure of the subcommittee chair and can be removed by the subcommittee chair without cause at any time. There is no limit to the number of appointed terms an individual can serve.

10.8.1 Officer Qualifications

All subcommittee officers shall meet the following qualifications:

- Be a named representative of an RSC stakeholder eligible to hold office
- Be a recognized subcommittee constituent, if the constitution establishes constituent criteria
- Shall not serve concurrently as both chair and vice chair of the same subcommittee
- Shall not serve concurrently as chair of two RSC subcommittees

- Shall not serve concurrently as an elected officer in the RSC and another X12 committee
- The subcommittee chair and vice chair shall not both be named representatives of the same RSC stakeholder

10.8.2 Officer Duties

The duties of subcommittee chairs include, but are not limited to, the following.

- Overseeing the activities and work product development of the subcommittee
- Calling and presiding at subcommittee meetings
- Preparing subcommittee meeting agendas
- Representing the subcommittee on the Council
- Creating and disbanding action groups, including appointing conveners or chairs as necessary
- Other appointments as necessary
- Overseeing distribution of subcommittee work products not governed by Distribution of Materials (ADP22)
- Assigning duties as necessary to advance the subcommittee's work
- Communicating the official positions of the subcommittee within X12

The duties of subcommittee vice chairs include, but are not limited to, the following.

- Assisting the subcommittee chair as requested
- Assuming the duties of the chair in the chair's absence
- Assuming the duties of the chair in the event of the chair's resignation
- Other duties as assigned by the chair

10.8.3 Officer Elections

Officer elections may be conducted as a meeting vote or as an electronic vote using the X12 collaboration tool. Subcommittee officer elections are not conducted via the corporate balloting tool.

The RSC chair shall observe and confirm a meeting vote election and shall review and confirm an election via electronic vote.

10.8.4 Removal from Office

Elected subcommittee officers may be removed from office by a two-thirds (2/3) vote of subcommittee constituents, as confirmed by the RSC Chair. Appointed officers may be removed at will by the subcommittee chair.

11 RSC Subcommittees

The Council has established three subcommittees,

- X12-01 Parliamentary Subcommittee (PSC)
- X12-02 External Code List Oversight Subcommittee (ECO)
- X12-03 Investigate-Cultivate-Engage Subcommittee (ICE)

The Council establishes and disbands other subcommittees at its discretion and in accordance with the *X12 Bylaws (CAP01)*, with or without a corresponding revision herein.

11.1 Parliamentary Subcommittee

X12-01, which shall be named the Parliamentary Subcommittee (PSC), is established herein and delegated specific authority within the RSC. The PSC is responsible for the RSC's policies and procedures, including development, maintenance, and compliance thereof. The mission statement of the subcommittee is defined in *X12-01 PSC Mission (RSC120)*.

If at any time participation on the PSC is such that the subcommittee is unable to fulfill its responsibilities, the Governance Panel shall assume the PSC's responsibilities until the subcommittee has established enough participation to resume the responsibility.

11.1.1 Constituents

The constituents of the Parliamentary subcommittee are identified below. Each Parliamentary subcommittee constituent, including the Chair, is entitled to attend meetings, participate in discussions and other collaborations, offer motions and nominations, and cast one vote in any PSC ballot.

Subcommittee-specific criteria and requirements, which supplement the criteria established in Section **10.8.1 Officer Qualifications**, are also defined below.

PSC Chair

- Appointed by, and serves at the pleasure of, the RSC chair
- Serves as an ex-officio voting constituent on X12's Governance

Panel

PSC Vice Chair

- At the discretion of the PSC Chair, the PSC shall elect a vice chair from among the appointed constituents

Subcommittee Appointees

Each RSC subcommittee, except the PSC itself, is entitled to appoint one (1) constituent to a two-year term and one (1) substitute.

- Each appointee shall be well-versed in both corporate and committee policies and procedures. Each appointee shall be a subcommittee constituent. There is no limit to the number of terms an appointee can serve.
- The substitute may attend all PSC meetings and shall represent the subcommittee in the appointed constituent's absence. The substitute shall only be entitled to constituent privileges in the absence of the appointee.
- Subcommittee appointees who are absent from three (3) consecutive PSC meetings shall be considered to have resigned their appointment. In such cases, the PSC Chair will notify the appointing subcommittee chair of the resignation.

Committee Appointees

The RSC Chair is entitled to appoint as many as five (5) qualified constituents to a two-year term.

- Each appointee shall be eligible to hold appointed office.
- Each appointee shall be well-versed in both corporate and committee policies and procedures. The appointee must be a named representative of an RSC stakeholder. There is no limit to the number of terms an appointee can serve.
- Committee appointees who are absent from three (3) consecutive PSC meetings shall be considered to have resigned their appointment. In such cases, the PSC Chair will notify the RSC chair of the resignation.

11.1.2 Observers

Any member representative of an RSC stakeholder may request to be a PSC observer. PSC observers are entitled to attend meetings and subscribe to online collaborations but shall only be afforded speaking or posting privileges upon invitation of the PSC chair and shall not be entitled to any other subcommittee privileges.

11.1.3 Confirming Committee Ballots

If the results of a stakeholder ballot concerning changes to RSC policies or procedures satisfy approval requirements, the PSC shall vote whether to confirm the results of the stakeholder ballot.

The PSC shall confirm the approval unless:

1. Comments received with a disapproval vote are determined to be significant, requiring additional revisions or corrections to prevent unintended negative impact on the activities governed by the policy or procedure.
2. Other corporate or committee activity commenced or finalized after the ballot was authorized will or may result in an unintended negative impact on the activities governed by the policy or procedure.
3. PSC recognition of an issue with the policy or procedure after the ballot was authorized, if the issue will or may result in an unintended negative impact on the activities governed by the policy or procedure.

The ballot confirmation date shall be the policy or procedure's effective date, unless the PSC or Council determined a different effective date when authorizing the ballot.

11.2 External Code List Oversight Subcommittee

X12-02, which shall be named the External Code List Oversight Subcommittee (ECO pronounced echo), is established herein and delegated specific authority within the RSC.

The ECO is responsible for the integrity and efficiency of X12's external code lists, including maintaining appropriate policies and procedures and overseeing the maintenance of such lists. The mission statement of the subcommittee is defined in ***X12-02 ECO Mission (RSC130)***.

The subcommittee is governed ***External Code Lists (CAP12)*** and the **ECO Constitution (RSC131)**.

11.3 Initiate-Cultivate-Engage Subcommittee

X12-03, which shall be named the Initiate-Cultivate-Engage (ICE) Subcommittee, is established herein. The ICS is intended to serve as a launching pad for new groups and activities within the RSC. The mission statement of the subcommittee

is defined in *X12-03 ICE Mission (RSC140)*.

The *ICE Constitution (RSC141)* is the governing document for the ICE.

11.3.1 Constituents

The constituents of the ICE are identified below. Each constituent, including the chair, is entitled to attend meetings, participate in discussions and other collaborations, offer motions and nominations, and cast one vote in any ICE ballot.

ICE Chair

The RSC Vice-Chair shall serve as the ICE chair.

ICE Vice Chair

As the focus of this subcommittee is intended to be new opportunities, external areas of interest, and Board targeted activities, the ICE vice-chair shall be appointed by, and serve at the pleasure of, the Board Chair. X12 staff may serve in this position. When X12 staff serves as vice chair, the ICE vice chair shall have all constituent privileges except for voting privileges.

Appointees

The RSC Chair and Board Chair are each entitled to appoint up to three (3) qualified constituents to a two-year ICE term.

RSC chair appointees must be a named representative of an RSC stakeholder eligible to hold appointed office. There is no limit to the number of terms an appointee can serve.

Board chair appointees are not required to be X12 member representatives. There is no limit to the number of terms an X12 member representative can serve, however, non-member appointees are limited to two two-year terms. If the non-member appointee later becomes an X12 member representative, they can be reappointed as an X12 member representative.

Appointees who are absent from three (3) consecutive ICE meetings shall be considered to have resigned their appointment. In such cases, the ICE convener will notify the appointing chair of the resignation.

11.3.2 Observers

Any member representative of an RSC stakeholder may request to be an ICE observer. ICE observers are entitled to attend meetings and subscribe to online collaborations but shall only be afforded speaking or posting privileges upon invitation of the ICS chair and shall not be entitled to any other subcommittee privileges.

12 Action Groups

The Council, or any subcommittee, may activate and disband a subordinate group in accordance with this section. The establishing group shall have ultimate responsibility for the subordinate group's policies, procedures, work products, and activities. RSC subordinate groups are known as action groups, but may be given a more specific name at the discretion of the Council. Action groups assist the establishing group with a specific function or responsibility and shall operate under an approved statement of work. Standing action groups are intended to operate long-term, overseeing a defined body of work or activity. Ad hoc action groups are intended to exist for a pre-determined amount of time or until completion of a specific assignment.

12.1 Action Group Operations

Action groups shall work within the scope of their statement of work and, when applicable, abide by a group charter.

Action groups shall be governed by the ***X12 Bylaws (CAP01)***, this **Operating Manual (RSC101)**, and other applicable X12 or RSC policies and procedures, unless more restrictive action group-specific policies or procedures have been approved in accordance with **Section 12.5 Approving a Charter**.

Any member representative of an RSC stakeholder may attend the meetings of any action group. Action groups may define specific constituent criteria, requirements, responsibilities, rights, and privileges in a charter.

Any member representative of an ASC stakeholder may participate as an observer. Observers may attend meetings and view online collaborations but do not have voting, motioning, seconding, or speaking privileges, are not eligible to hold office, and are not entitled to participate in online collaborations.

The frequency and timing of action group meetings shall be determined by the establishing group's chair or by the action group's chair, however at least one action group meeting shall be held in conjunction with each X12 Standing Meeting.

An action group meeting may be conducted regardless of whether quorum is achieved. However, voting cannot be conducted unless quorum is achieved.

See the quorum requirements in **Section 7.2 of the X12 Bylaws (CAP01)**. Within the RSC, an action group that has not defined constituent requirements shall determine the number of eligible voters based on option 3, which states the number of eligible voters shall be equal the number of subscribers in the group's iMeet workspace.

12.2 Action Group Identification

Unless a more specific name for a subcommittee's action groups has been approved by the Council, action groups shall be identified by the establishing group's sequential number and an alphabetic suffix as shown below. Suffixes are assigned alphabetically as action groups are established. Suffixes shall not be reused over time. The group shall also be assigned a short, descriptive name and may be assigned an acronym.

1. X12-00a – Council action group #1
2. X12-00b – Council action group #2
3. X12-01a – Subcommittee #1, action group #1
4. X12-01b – Subcommittee #1, action group #2
5. X12-02a – Subcommittee #2, action group #1
6. X12-03a - Subcommittee #3, action group #1

12.3 Activating an Action Group

Following the Council's approval of action group activation, the establishing group chair shall either appoint an initial chair or a convener. The appointee shall meet all qualifications established herein in **Section 12.8 Action Group Officers**.

An appointed chair shall serve a two-year term and shall be eligible to serve as elected chair at the completion of the appointed term.

An appointed convener shall act as chair until the action group conducts an officer election; however, such an election must be conducted within 12 months of the convener's appointment. The appointed convener shall be eligible to serve as an elected chair at the completion of the appointed term.

The action group's first task shall be to determine whether a charter is necessary, and if so, to develop and approve a charter in accordance with **Section 12.5 Approving a Charter** herein. Once the action group either determines that a charter is not necessary or a charter is approved and in effect, the action group

shall commence with its normal business.

12.4 Disbanding an Action Group

An action group may be disbanded based on completion of the statement of work, at the request of the action group chair, or by the establishing group's own initiative based on a lack of activity, non-conformance to organizational requirements, or another significant issue.

As part of the disbandment consideration, the establishing group will evaluate the action group's approved and pending tasks and deliverables and shall reassign responsibility for those as appropriate.

12.5 Approving a Charter

If the establishing group requires, or the action group determines a need for, an action group charter, the action group shall draft a charter and approve it to move forward for review by the Parliamentary Subcommittee (PSC). Thereafter, the action group shall confirm or revise their charter at least once every two years. In addition, either the Council or the establishing subcommittee may at any time require revisions to a charter, directly or through an assignment to the Parliamentary subcommittee.

All charters shall comply with corporate and committee policies and procedures. Staff shall ensure that action group charters have consistent content and formatting, initially and over time. Non-substantive formatting revisions applied by staff for consistency or corrections do not require approval.

The Council explicitly delegates responsibility for charter review to the Parliamentary subcommittee. Following action group approval, the Parliamentary Subcommittee shall review the charter draft to ensure the following.

1. The draft is compliant and aligned with organizational policies and procedures.
2. The draft is compliant and aligned with other committee policies and procedures, including this **Operating Manual**.
3. The draft adheres to any other corporate or committee requirements, including format, common content, and common terminology.
4. The activities and work products described within the draft are within the action group's approved statement of work.
5. The draft correctly applies grammar, punctuation, and is clear and concise.

If the Parliamentary subcommittee is satisfied with the draft charter, the Parliamentary subcommittee chair shall post the draft charter to the establishing group's collaboration workspace requesting unanimous consent via electronic

ballot. If no objection is raised within fifteen (15) calendar days of the date the draft is posted for approval, the establishing group's chair shall close the vote and declare approval by unanimous consent. If an objection is raised, the establishing group shall conduct a formal vote on the matter.

If the Parliamentary subcommittee is not satisfied with the draft, the Parliamentary subcommittee chair shall notify the establishing group chair and the action group chair of the noted issues. The action group chair shall then work with the Parliamentary subcommittee chair to further revise the draft to resolve the issues. If the chairs are unable to reach agreement, the RSC Chair shall intervene and either broker agreement from both groups or escalate the matter to the Council, which has ultimate authority over the charter.

Once the draft charter is approved, it becomes the official version and the Parliamentary Subcommittee chair shall work with staff to have the new version posted.

12.6 Revising a Statement of Work

All statements of work shall comply with corporate policies and procedures. Staff shall ensure that these statements have consistent content and formatting, initially and over time. Non-substantive formatting revisions applied by staff for consistency or corrections do not require approval.

From time to time an action group or the establishing subcommittee may need to revise a statement of work. In such cases, the group shall draft and approve revisions for review by the Parliamentary subcommittee.

The Council explicitly delegates responsibility for statement of work review to the Parliamentary subcommittee.

As such, the parliamentary subcommittee shall review the draft statement of work to ensure the following.

1. The draft is aligned with organizational policies and procedures.
2. The draft is aligned with other committee policies and procedures, including this ***Operating Manual***.
3. The draft adheres to other corporate or committee requirements, including format, common content, and common terminology.
4. The draft correctly applies grammar and punctuation, and is clear and concise.

If the Parliamentary subcommittee is satisfied with the draft, the Parliamentary

subcommittee chair shall post the draft to the establishing group's collaboration workspace requesting unanimous consent via electronic ballot. If no objection is raised within fifteen (15) calendar days of the date the draft is posted for approval, the establishing group's chair shall close the vote and declare approval by unanimous consent. If an objection is raised, the establishing group shall conduct a formal vote on the matter.

If the Parliamentary subcommittee is not satisfied with the draft, the Parliamentary subcommittee chair shall notify the establishing group chair and the action group chair of the noted issues. The chairs shall then work together to further revise the draft to resolve the issues. If the chairs are unable to reach agreement, the matter shall be escalated to the Council, which has ultimate authority over the mission statement.

Once the establishing group approves the draft mission, it becomes the official version and the Parliamentary subcommittee chair shall work with staff to have the new version posted.

12.7 Other Policies and Procedures

An action groups shall include all group-specific policies or procedures in their Charter. No other group-specific policies and procedures shall be permitted.

12.8 Action Group Officers

Action groups shall generally have co-chairs who shall be considered the group officers. Co-chairs shall be elected by the subcommittee's constituents for a two-year term. There is no limit to the number of terms an individual can serve as co-chair. At the discretion of the establishing group, an action group shall be permitted to have a chair instead of co-chairs. If circumstances result in an action group having no sitting co-chairs, the establishing group chair shall appoint a convener to act as chair until an election can be conducted.

A convener serves at the pleasure of the appointer and can be removed at any time.

An action group may establish other roles in their constitution which shall not be considered officers, including secretaries. The action group chair shall appoint action group constituents to such positions, generally for a two-year term, however, appointed officers shall serve at the pleasure of the action group chair and can be removed by the chair without cause at any time. There is no limit to the number of appointed terms an individual can serve.

12.8.1 Officer Qualifications

All action group officers shall meet the following qualifications:

- Be a named representative of an RSC stakeholder eligible to hold office
- For subcommittee established action groups, be a recognized subcommittee constituent, if the constitution establishes constituent criteria
- Be a recognized action group constituent, if the charter establishes constituent criteria
- The action group co-chairs shall not both be named representatives of the same RSC stakeholder

12.8.2 Officer Duties

The duties of action group chairs include, but are not limited to, the following.

- Overseeing the activities and work product development of the group
- Calling and presiding at group meetings
- Preparing group meeting agendas
- Appointments as necessary
- Assigning duties as necessary to advance the group's work

12.8.3 Officer Elections

Officer elections may be conducted as a meeting vote or as an electronic vote using the X12 collaboration tool. Action group officer elections are not conducted via the corporate balloting tool.

The establishing group's chair shall observe and confirm a meeting vote election and shall review and confirm an election via electronic vote.

12.8.4 Removal from Office

Action group co-chairs may be removed from office by a two-thirds (2/3) vote of action group constituents, as confirmed by the PSC Chair or by a 2/3 vote of the establishing group, as confirmed by the PSC Chair.

13 RSC Work Product Development

The RSC subcommittees are expected to be diverse in nature, operate semi-independently, and produce various types of work products, therefore each subcommittee will develop their

own detailed procedures for work product development. However, the following high-level work product development policies and procedures shall apply to all RSC subcommittees, except for the Parliamentary Subcommittee.

13.1 Work Product Maintenance

Functional revisions, including expansion of functionality, resolution of implementation barriers or inconsistencies, and correction of corrigenda (authoring errors such that the resulting output does not align with the authoring group's intentions) shall be processed described in **Sections 13.3 Maintenance Initiation and 13.4 Workflow**.

13.2 Work Product Correction

Publication corrections, including but not limited to styling, typos, grammatical errors, and other typesetting issues shall be processed by X12 staff after the approving subcommittee and PSC are notified of such a revision. Approval is not required for publication corrections.

Factual revisions, including but not limited to updates to organizational names, addresses, URLs, or other externally controlled facts, shall be processed by X12 staff after notification to the PSC. Approval is not required for factual revisions.

13.3 Maintenance Initiation

To facilitate oversight, workload management and organizational tracking, all work undertaken by the RSC will be initiated via X12's online Maintenance Request System (MRS) at <http://www.x12.org/maintenance-requests/>

13.4 Work Flow

Organizational tracking will be maintained throughout this process. A committee or subcommittee chair may at any time send an inquiry to support@x12.org to determine the status of a request.

1. X12 staff reviews the maintenance request, makes an assignment recommendation, and routes RSC-related requests to the Council.
2. The Council reviews the maintenance request to confirm it is appropriately assigned to the RSC and if so, assigns it to a responsible subcommittee.
3. The assigned subcommittee reviews the maintenance request and accepts it for further consideration/solution development or rejects assignment.
Note: This acceptance or rejection is not a response to the maintenance request, it is a response to accepting responsibility to further consideration.
 - a. Rejections must be based on organizational limitations, area of

- responsibility limitations, or available expertise. A detailed explanation of the rejection must be documented in the MRS. Upon rejection, the maintenance request returns to step 2 of this process.
4. If the subcommittee accepts responsibility, the subcommittee shall develop, revise, or withdraw the appropriate work product(s), or vote to take no action on the maintenance request in accordance with subcommittee decisions.
 - a. A decision to take no action must be based on the subcommittee's determination that the maintenance request is technically impossible, technically inappropriate, out of sync with related industry business practices, or otherwise unsuitable for implementation in an RSC work product. In such cases, the subcommittee shall vote to disapprove the maintenance request. A detailed explanation of the rejection must be documented in the MRS.
 5. Following subcommittee approval of the resulting work products, the PSC shall validate due process requirements were met and consent to publication of the resulting work products.
 - a. If the PSC finds due process requirements were not met, the work shall be returned to the subcommittee for remediation.
 6. Following PSC consent, X12 staff shall publish the work products in accordance with X12 policies, procedures, and norms.

13.5 External Review

If subcommittee procedures require or allow public review, or other types of external review, such review shall take place within **step 4 of Section 13.4 Workflow**.

The external review shall be conducted in accordance with X12 organizational policies, procedures and norms. The review period shall be determined by subcommittee policy or at the subcommittee chair's discretion, but shall be at least seven (7) calendar days in all cases.

A subcommittee soliciting external comments must adjudicate and respond to all such comments received during the defined review period prior to a ballot to approve the associated work product.

14 RSC Work Product Interpretations

Interpretation responses explain a published work product's instructions, explanations, and wording implications, including clarification of how the approving subcommittee intended the wording to be interpreted.

The RSC does not accept or respond to interpretation requests related to RSC work products. To request a reconsideration of this policy, submit a request for a revision to this Operating Manual at <http://www.x12.org/maintenance-requests/>.

15 Liaisons

The RSC does not currently appoint internal or external liaisons.

16 Complaints and Appeals

Any individual who has a direct and materially-affected interest in RSC work products and who has been or will be adversely affected by any substantive or procedural action or inaction by the RSC with regard to the development, revision, or withdrawal of an RSC work product has the right to appeal the action or inaction.

The burden of proof to show adverse effect shall be on the complainant. Complaints and appeals shall be directed to the Executive Director, who shall notify the Board Chair and the RSC Chair.

16.1 Complaint

The complainant shall file a written complaint with the Executive Director within fifteen (15) calendar days of notification of action, or at any time with respect to inaction. The complaint shall include the following:

- The nature of the objection(s) and a complete explanation of any adverse effects
- The policy or procedure believed to govern or be related to the issue
- The action(s) or inaction(s) at issue
- Specific remedial action(s) that would satisfy the complainant's concerns
- Any previous effort to resolve the objection(s) and its outcome

16.2 Response

Within five (5) calendar days of receipt of the complaint, the Executive Director will acknowledge the complaint. The Board Chair, RSC Chair, and Executive Director will jointly determine who will prepare the complaint response. Regardless of authorship, the Board Chair shall be the respondent, responsible for all communication with the complainant.

Within thirty (30) calendar days of receipt of the complaint, the respondent shall respond in writing to the complainant, specifically addressing each allegation of fact in the complaint and indicating what action, if any, will be taken based on the complaint. This response represents X12's final determination on the matter.

Records of appeals shall be kept by the X12 staff and made available to the

involved parties upon request.

17 Other Policies and Procedures

17.1 Authority

The Parliamentary Subcommittee shall be the authority on any RSC parliamentary (due process) issues and shall rule on such issues as PSC deems necessary to ensure proper parliamentary process is maintained. Parliamentary issues may be brought forward by any RSC stakeholder's representative.

The PSC shall be the authority on any RSC administrative policy or procedure issues and shall rule on such issues as PSC deems necessary to ensure proper administrative process is maintained. Administrative issues may be brought forward by any RSC stakeholder's representative.

17.2 Support Requests

The chair of the committee, a subcommittee, or a subordinate group may request normal staff support related to approved activities and other day-to-day support needs by submitting a detailed request to support@x12.org. Such requests are not appropriate for functionality enhancements, new processes, or special support for unique situations.

The chair of the committee may request changes to member tool functionality, website enhancements, and staff procedures or request support for additional activities by submitting a written request to ExecutiveDirector@x12.org.

Such requests will be considered by the Board based on scheduled work, resource availability and the current budget.

18 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.

19 Document History

New versions of this document are effective on the approval date, unless another effective day is specified in the approval ballot.

Date	Description
12/15/2017	V3: Revisions as necessary to establish new RSC groups.
05/30/2017	V2: Revisions including establishment of the X12-02 ECO subcommittee.
04/26/2016	Initial version.