

4. Forms Either paper or electronic change forms are completed and sent to the VAN.

Of the four methods, the online approach is most convenient for experienced large users. The batch approach is useful for experienced users and avoids the potential need to maintain a second communications link with the VAN. Being able to telephone changes is convenient for new EDI users because the VAN takes care of the details. Finally, the use of forms is the least convenient, due to delays in processing the forms and the lack of immediate confirmation of changes.

Table 8 reveals responses to VAN mailbox preferences:

TABLE 8
SURVEY OF VAN MAILBOX PREFERENCE

VANs	PREFERENCE
AT&T	Online maintenance
GEIS	Online and batch maintenance Telephone maintenance at \$30/request
IBM	Online maintenance
Immedia	Complete form
Kleinschmidt Industries	Telephone maintenance
SITA	Complete electronic form
Sterling	Batch and telephone maintenance
TDNI	Not specified