38. Describe your restart/recovery mechanism for interrupted communications sessions when sending and receiving multiple interchanges. What restart actions must the customer take?

39. How is the customer notified of the non-delivery of a document?

A.7 Administration and Billing

40. Describe the administrative procedures for adding, updating, or removing a trading partner relationship.

41. Can trading relationships be established without calling your organization? What hardware/software is required?

42. How are relationships established and reports requested?

43. How long is usually required to add partners/relationships?

44. What costs are associated with administration?

45. Describe what billing options are available. (i.e. sender pays, cost sharing, etc.)

46. Describe what billing reports are available.

A.8 Network-Based Translation

47. Do you provide network-based document translations? What public and private standards are supported?

48. List current network-based translations.

49. What translation error reporting do you provide?

50. What notification method is used when a translation error is detected?

51. Do you support the conversion of EDI data to a human-readable report?

52. Do you support the conversion of EDI data to human-readable reports and then faxed to the recipient?

53. Do you support the conversion of EDI data to human-readable reports and then delivered via E-mail? What E-mail interfaces do you connect to?