

EDI Mapping Maintenance Coverage

Elliott EDI Mapping Maintenance is an annual service contract from Netcellent to help your organization continue using EDI maps developed by Netcellent. It will cover errors with your EDI operations not caused by your data, coordinate with your EDI trading partner and VAN, and minor map changes necessary for ongoing EDI operations. EDI maintenance does not cover errors due to mistakes made by your operation. It does not cover training, consulting, data conversion or mass data import. We request that you assign one EDI contact in your organization to interface with us. Here are guidelines on what is and is not covered with EDI Mapping Maintenance:

What does EDI Mapping Maintenance cover?

- Support of EDI-specific technical problems or errors.
- Coordination with your EDI trading partner.
- Coordination with an involved VAN.
- Minor changes to EDI maps.
- Delivery and installation of EDI map(s).
- Configuration of Elliott EDI-related setup flags.

EDI Mapping Maintenance does not cover the following:

- Change of EDI map version (i.e., 4010 to 4030).
- Elliott updates and upgrades.
- Major EDI requirement changes from trading partners: for example, if a trading partner requires a UCC-128 label for the 856 when originally it was not required.
- Training and consulting.
- Incidents resulting from not following proper procedures.
- Fixing data due to operational mistakes.
- Data conversion or mass data import for EDI operation.
- Any chargebacks or penalties levied by your trading partner.

Anything listed under “not covered” can be covered with prepaid support hours.