

A stage spotlight is positioned in the upper left corner, casting a wide, conical beam of light. The beam starts as a soft purple glow near the spotlight and transitions into a bright, circular pool of white light on the floor. The text "IN THE SPOTLIGHT" is centered within the beam, written in a clean, white, sans-serif font. The background is solid black, making the light and text stand out prominently.

IN THE SPOTLIGHT

IN THE SPOTLIGHT

# INTRODUCTION

- In the Spotlight materials are initially presented at an X12 corporate meeting, also known as a General Session
- Each presentation covers one topic, generally at a high-level
- These “quick hits” highlight new features and functions or to remind the audience of things they may have forgotten over time
- X12 welcomes suggestions for Spotlight topics

Submit suggestions on X12’s online feedback form at [x12.org/feedback](https://x12.org/feedback)



# IN THE SPOTLIGHT

## WHO DO I ASK?

- When someone needs an answer from X12, there are a lot of options for who to contact
- So how do you know who to ask what?
  - Online forms
  - Staff email accounts
  - Board chair
  - Committee chairs
  - Subcommittee, Task group, Work group, and Action group chairs



# IN THE SPOTLIGHT

## WHO DO I ASK?

- The following slides will walk you through the right resource for the questions, inquiries, responses, or feedback
- Of course, if you send a message to the “wrong” email account, X12 group officers and staff will do their best to identify who is best suited to provide the requested information or clarification

It might take an extra day or two, but we will get your message where it needs to go



# IN THE SPOTLIGHT

## WHO DO I ASK?

- Online Feedback form
  - Any question or suggestion
  - To provide feedback on a specific X12 activity or topic
- Using the Feedback form informs X12's training and education offerings, help features, FAQs, and knowledge base



# IN THE SPOTLIGHT

## WHO DO I ASK?

→ [Info@x12.org](mailto:Info@x12.org)

- Non-member inquiries
- General questions from member representatives on any subject
- If you don't know where to send an inquiry, use this email address

→ [Support@x12.org](mailto:Support@x12.org)

- Member representatives who need assistance or information related to official X12 tasks or activities



# IN THE SPOTLIGHT

## WHO DO I ASK?

→ [Meetings@x12.org](mailto:Meetings@x12.org)

- Member representatives with inquires related to meeting dates, registration, or schedules
- X12 officers submit their meeting session schedules and AV needs
- Non-members registered for meetings with date, registration, or other logistics questions

→ [Licensing@x12.org](mailto:Licensing@x12.org)

- Questions related to X12's licensing programs, whether your organization is already a licensee or not



# IN THE SPOTLIGHT

## WHO DO I ASK?

- Individual staff email accounts
  - Staff responsibilities can shift from day to day as we balance assignments and priorities
  - Even if you know which staff member will be answering your question or inquiry, avoid emailing them directly
  - Using the generic staff emails ensures your email will be reviewed on a timely basis
- [csheppard@x12.org](mailto:csheppard@x12.org)
  - Questions related to X12 operations, legal matters, due process concerns, or policies





# IN THE SPOTLIGHT

## WHO DO I ASK?

→ [Boardchair@x12.org](mailto:Boardchair@x12.org)

- Questions related to X12's board elections, strategic plans, or bylaws

→ Committee chairs

- Questions related to ASC or RSC activities, plans, and timelines
- [ascchair@x12.org](mailto:ascchair@x12.org)
- [rscchair@x12.org](mailto:rscchair@x12.org)



# IN THE SPOTLIGHT

## WHO DO I ASK?

- The generic address for each subordinate group officer is listed on their group's information page on x12.org
- Subcommittee chairs
  - Questions related to the subcommittee's activities, plans, and timelines
  - Each subcommittee chair has an email in the form of the following examples
    - [eco-chair@x12.org](mailto:eco-chair@x12.org)
    - [x12j-chair@x12.org](mailto:x12j-chair@x12.org)
    - [x12n-chair@x12.org](mailto:x12n-chair@x12.org)

## IN THE SPOTLIGHT

# SUMMARY

- There are quite a few options for sending questions and other comments to staff or an X12 officer
- If your email is sent to someone who isn't responsible for the activities or concerns, the staff and X12 officers will do their best to get the message to the right party
- If you are ever unsure about who to contact, send your message to [info@x12.org](mailto:info@x12.org) and staff will route it to the right party



# STAY CONNECTED

- Learn more about X12 at [X12.org](https://www.x12.org)
- Stay informed by following X12
  - @x12standards on Twitter
  - #X12 on LinkedIn

X12

