**Entity Dispute Resolution**

Pending

The AGIIS D&B Transition Task Force recommended that a “Dispute Resolution” process be put in place to identify entity records that have the same fields updated within a short period of time by different AGIIS subscribers. Requests that qualify as a dispute are routed to Member Services for verification. The intent is to prevent an entity from being repeatedly changed so as to have a different meaning. Member Services is to be the referee in such situations.

If more than one subscriber requests a change to the same element(s) (name, address, location name, location description, phone or entity status) of an entity within a 60 calendar day period, the request will be in “dispute.” The user who requests the second (or subsequent) change will be notified of the dispute via a web page warning and a notification included in the existing “request submission” email confirmation. Member Services will verify the disputed fields based on the current verification processes. The user who submitted the disputed request will be notified of the resolution in the existing “request resolution email”. If the dispute is accepted, all subscribers with the entity in their subset will be notified of the change in their entity update extract.

Verification fees do not apply to requests identified for Dispute Resolution