

Mass p-ANI Return User Guide for Service Providers and Service Provider Consultants

Version 6.0

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Change History

DATE	REVISION	DESCRIPTION
04/30/2012	1.0	New User Guide
12/12/2012	2.0	Clarifying directions by including new figure and new table.
05/31/2017	3.0	Update to p-ANI Support Email.
01/25/2018	4.0	Clarifying language changes.
01/01/2019	5.0	Update RNA contact information and remove Neustar branding due to transition.
12/19/2022	6.0	Updated support email to support@nanpa.com and phone to 866-623-2282

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1. Introduction

1.1. Purpose

This document provides instructions to assist Service Providers (SP) and Service Provider Consultants (SPC) with completing mass return requests for manual submission to the Routing Number Administrator (RNA). This document is not intended for those SPs and SPCs who submit individual return requests directly in the Routing Number Administration System (RNAS).

An SP/SPC user using this manual process is required to have an active RNAS account, and the NPAs, NENA Company IDs and OCNs associated with the p-ANI ranges being returned in their user profile in order to submit the mass return request.

Failure to comply with the instructions in this user guide may delay the submission of the return request.

If you have any difficulties with completing the form or have any questions, please contact p-ANI Support at 1-866-623-2282 or support@nanpa.com.

1.2. Scope

RNAS automates the national routing number administration function. RNAS manages the non-dialable p-ANIs assigned to SPs and the available non-dialable p-ANIs (NPA-NXX-XXXX-XXXX).

The process for returning non-dialable p-ANIs is governed by a set of industry-defined forms (Part 1 and Part 3). RNAS creates, stores, executes, and administers these forms by electronic means so that any user can access their data via a connection to the World Wide Web.

2. Process

2.1. Task Overview

This document is intended to assist SP/SPC users with submitting mass return requests rather than submitting individual requests directly in RNAS. This process only updates the data in RNAS. This process requires the use of an excel spreadsheet (mass return template) provided by the RNA.

PLEASE NOTE: For all mass return requests, it is the Service Provider or Service Provider Consultant's responsibility to coordinate the removal of the p-ANI from the ALI database or from any applicable databases.

2.2. Requirements

The minimum number of p-ANIs or p-ANI ranges allowed for a mass return request is 50 p-ANIs or p-ANI ranges. Any spreadsheet submitted with less than 50 p-ANI or p-ANI range records will be rejected. Any spreadsheet submitted with more than 500 p-ANI or p-ANI range records will be separated into multiple spreadsheets. In addition, the following requirements apply:

1. The input file must be in Office 2013 format. Older Office formats are **not** supported.
2. The spreadsheet must **not** have any formulas.
3. The spreadsheet must **not** have any frozen frames.
4. The spreadsheet must **not** have multiple worksheets.
5. The spreadsheet must conform to the mass return template provided by the RNA.
6. Each p-ANI or p-ANI range record in the spreadsheet must have a unique **Record Number** or the p-ANI or p-ANI range will not be updated in RNAS.
7. Duplicate p-ANI or p-ANI range records will be rejected.

Failure to comply with these requirements may delay or prevent the submission of your mass return request.

2.3. Preparations

Before submitting a mass return request, the SP/SPC user must verify that they are an active RNAS user and that the NPA(s), NENA Company ID(s) and OCN(s) for the p-ANIs or p-ANI ranges being returned are in their user profile.

2.4. Procedure

2.4.1. Locating the Mass Return Form (XLSX)

To access the *Mass Return template*, from <http://www.nationalpani.com>, go to **Documents**; click the **Excel** link next to **Mass p-ANI Returns**.

The Excel file will be verified prior to processing.

- If the file is in an acceptable format it will be processed. An email will be sent confirming acceptance and successful processing of the file. If there are any errors they will be noted in the email.
- If the file is not in an acceptable format it will be rejected and returned to the user for correction and resubmission.

2.4.2. Completing the Mass Return Form (XLSX)

The user will complete the following fields based on the type of modification requested:

- **Username** - Enter a valid and active RNAS username in the field provided (cell B1).
- **Doing Business As** – If you are a SPC user, then enter the name of the company in which you are submitting the request for (cell B2). If you are a SP user, leave this field blank.
- **Record Number** - Enter the record number, starting with one (1), going in consecutive order (e.g. 1, 2, 3, etc...) and ending with the last record number for the final row of data entered on the form. This field must be numeric and cannot be duplicated.
- **NPA** - Enter the NPA of the p-ANI or p-ANI range being returned (e.g. 201).
- **NXX** - Enter the NXX of the p-ANI or p-ANI range being returned (e.g. 211).
- **p-ANI Starting Range** - Enter the first four numbers of the starting p-ANI range being returned (e.g. 0000).
- **p-ANI Ending Range** - Enter the last four numbers of the ending p-ANI range being returned (e.g. 0009). *If this is for an individual p-ANI number the **p-ANI Starting Range** and the **p-ANI Ending Range** will be the same.*
- **Part 1 Comments** - Enter any comments.

2.4.3. Submitting the Mass Return Form (XLSX)

Send the Mass Return File via email to support@nanpa.com with the subject line “Mass Return Request.”

The RNA has 5 business days to process your request. If there are any issues with your file submission, the RNA will notify you by email. When the file has been successfully processed, you will receive a Part 3 email notification.