

Section 2.5: Numbering and Symbol Marking of Service Relationships

Table of Contents

T2.5.1 Introduction	2
2.5.2 Data Carrier	2
2.5.3 Application Overview	2
2.5.3.1 EAN.UCC Global Service Relation Number (GSRN): AI (8018)	2
2.5.4 Allocating EAN.UCC Global Service Relation Numbers.....	4
2.5.4.1 General Rule	4
2.5.4.2 Changes in a Service Relationship	4
2.5.4.3 Recommendation for Allocating EAN.UCC Global Service Relation Numbers	5
2.5.4.4 Information Associated with an EAN.UCC Global Service Relation Number	5

2.5.1 Introduction

The EAN.UCC Global Service Relation Number (GSRN) is used to identify the recipient of services in the context of a service relationship. It provides a unique and unambiguous identification number for the service provider to store data relevant to service(s) provided to the recipient. The GSRN is the key to access information stored on computer systems or reference information transferred via Electronic Data Interchange (EDI).

The GSRN can be used to identify the service relationships in:

- A hospital admission, where it could be used to record a patient's room charges, medical tests, and patient charges
- A membership in a frequent flyer programme, where it could be used to record awards, claims, and preferences
- A membership in a loyalty scheme, where it could be used to record visits, purchase value, and awards
- A membership in a club, where it could be used for recording entitlements, use of facilities, and subscriptions
- A service agreement, where it could be used to manage agreed upon services, such as maintenance services for a television or computer

2.5.2 Data Carrier

The data carrier for the EAN.UCC Global Service Relation Number (GSRN) is the UCC/EAN-128 Bar Code Symbol. When encoding the GSRN, the UCC/EAN-128 Bar Code Symbol should be printed at an X-dimension between 0.25 mm (0.00984 in.) and 1.016 mm (0.040in.).

2.5.3 Application Overview

2.5.3.1 EAN.UCC Global Service Relation Number (GSRN): AI (8018)

The EAN.UCC Global Service Relation Number (GSRN) is a non-significant number used to identify a database entry for recording recurring services. These services are activities carried out by a service provider for a service user, based upon a bilateral agreement. Consequently, the GSRN identifies a particular service arrangement with reference to a particular service provider and to a particular user. It may in some instances identify the user as a participant (or member) in a programme or scheme. However, it never constitutes a person's personal identification number because it is always related to a given service arrangement.

A typical application using this Element String is the identification of membership in a student library. The library would issue all members a card that includes a unique GSRN identifying the relationship between the library and a student. The library would then scan the GSRN whenever a book was lent or returned. The electronic message from the scanner would then be used to automatically update the library's stock management database. See Figure 2.5.3.1 – 1 for an example of how the GSRN would appear on this membership card.

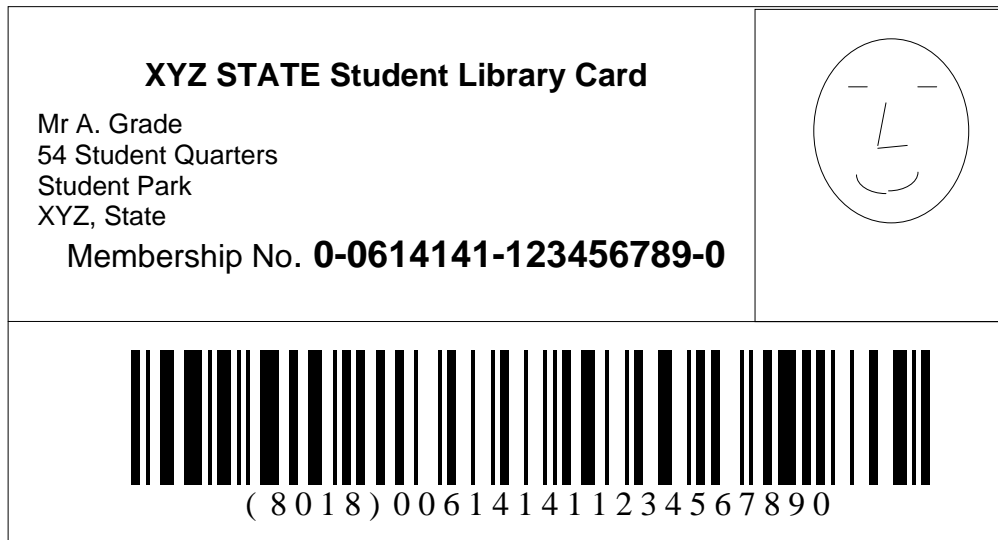
The worldwide, unique GSRN may also be used in other applications. For example, it could be used to give students access to other libraries that have formed a cooperative lending agreement.

GSRNs also can be used to identify hospital patients. In this case, the service provider is the hospital and the service recipient is the patient. The EAN.UCC Company Prefix used is the one allocated to the hospital. The hospital generates a GSRN for each of its patients and encodes it in a UCC/EAN-128 Bar Code Symbol on the patient's wristband as well as his or her corresponding medical record.

When a product or service is administered (e.g., a particular treatment is given) it can easily be associated with the patient by scanning the patient's GSRN and the Global Trade Item Number™ (GTIN™) of the product or service.

It should be noted that the GSRN is not meant to identify a single service as a trade item. Neither is it used to identify a physical unit as a trade item. It may identify a physical unit for service purposes (e.g., a computer with a service agreement).

Figure 2.5.3.1 – 1



2.5.4 Allocating EAN.UCC Global Service Relation Numbers

2.5.4.1 General Rule

The EAN.UCC Global Service Relation Number (GSRN) can be used to identify any service relationship. A separate, unique number can be issued, normally by the service provider, to identify any given service relationship. Once assigned, the GSRN becomes a unique and universal reference that can be used by all parties involved in the service relationship.

2.5.4.2 Changes in a Service Relationship

From time to time the details related to an EAN.UCC Global Service Relation Number (GSRN) may change. The following are general cases that may occur if the circumstances under which the GSRN was originally set up change:

- If a service provider ceases trading (possibly because of liquidation), any GSRNs allocated by that organisation should be phased out. If the activity covered by the GSRN is transferred, the new service provider may continue to use existing GSRNs, but should allocate further GSRNs using the new provider's EAN.UCC Company Prefix.
- If the range of services identified by a GSRN changes, the service provider should change the details associated with the GSRN on the related computer file record. The assignment of a new GSRN is not required in this case.
- A GSRN used to identify a particular service relationship that has terminated should not be reallocated for a period well beyond the lifetime of the relevant records.

2.5.4.3 Recommendation for Allocating EAN.UCC Global Service Relation Numbers

The exact method used to allocate the EAN.UCC Global Service Relation Number (GSRN) is left to the discretion of the issuing organisation. However, the GSRN must be unique for each individual service recipient and remain unique for a period well beyond the lifetime of the records relevant to the service relationship.

For ease of administration, EAN International and the Uniform Code Council (UCC™) recommend that GSRNs be allocated sequentially and do not contain classifying elements.

2.5.4.4 Information Associated with an EAN.UCC Global Service Relation Number

The EAN.UCC Global Service Relation Number (GSRN) is a standalone Element String. All information required by the service provider should be established on a computer file using the GSRN as the key to access the information. The type of information stored is determined by the nature of the service relationship. Typical information includes the service recipient's full name, address, and details on services rendered.