



Mass Return User Guide for Service Providers and Service Provider Consultants

Version 1.0

October 28, 2024

Change History

DATE	REVISION	DESCRIPTION
10/28/2024	1.0	New User Guide

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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 NANP Administration System (NAS).

An SP/SPC user using this manual process is required to have an active NAS 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 NANPA Customer Support at 1-866-623-2282 or support@nanpa.com.

1.2. Scope

The process for returning non-dialable p-ANIs is governed by a set of industry-defined forms (Part 1 and Part 3). The NAS 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 NAS. This process only updates the data in NAS. 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 file must be in Excel format.
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 NAS.
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 NAS 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 www.nanpa.com, go to Resources, then NAS User Guides, click the XLSX template link next to **p-ANI Mass 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 NAS 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 7 calendar 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.