

214 Error Resolution Tips

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EDI 214

What is EDI 214 used for? An EDI 214 updates the status in the TMS with information from the carrier. A Shipment Status will be initiated by the Carrier to notify e2open Transportation Management of the following events:

- Pickup appointment
- Delivery appointment
- Arrival at pickup location
- Departure from the pickup location
- Estimated delivery date/time
- Periodic shipment position updates
- Arrival at the delivery location
- Departure from the delivery location

EDI 214

Most Common Errors Covered:

1. Only location that the AT7 applies to should be put in the N1 segment. The AT7 loop tells the TMS what they are updating and what to change it to. Carriers must not send in both or the incorrect one. AT7 for each location need to be sent in on separate 214s

SF = Ship from (X3, AF, AA, XA, EP & LP)

ST = Ship to (X1, CD, AB, AG, X6, X9, ED & LD)

2. To ensure the ETA is updated from X6, please follow these steps:

Enable "Calculate Missing ETA":

This must be enabled on the Manage Shipper page.

The shipper must also enable this for the carrier.

Sending Status Updates:

For an X6 status, send at least MS101, MS102, and MS103.

If sending Latitude/Longitude, include MS101, MS102, MS103, MS104, and MS105.

Override Considerations:

Sending in AG will always override the calculated ETA.

3. Carriers will send in other codes, other than the ones on the next slide, which will show in the TMS, but not update the load status. A typical one is sending D1 instead of CD for the departure from the drop.

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Common Errors-continued:

4. Trailer numbers fail to update-Once a trailer number is sent in on a 214 it will not update, unless a shipper ask for that for the carrier to be enabled to make a change to the trailer number. Carriers should not send trailer number information until they have which trailer they will use.
5. N3 and N4 are required for the N1 "SF" (Ship From) / N1 "ST" (Ship To) Loops. 214's will not update the TMS, show error on the validation tool. or give an error message if these are missing.
6. Wrong Delimiters used- e2open Solutions Transportation Management uses the asterisk (*) for the element terminator, the tilde (~) for the segment terminator, and the vertical bar (|) for the sub-element separator. Use of any other delimiters will cause the file to fail.
7. N1 SH line missing or sent in as the wrong customer
8. Correct information sent in, but sent on the wrong routing ID.
For example: Incorrect SCAC in file XYZZ 214 sent in on ABCD routing ID would fail.
9. No TMS ID included
10. Validation Tool looks at the last OID in the list, if more than one is included 214
11. Carrier uses Reason Codes not setup by the shipper. The shipper will need to supply the approved list.

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The table below contains the AT7 combinations support for the default 214 workflow.

Segment Value Information updated in Transportation Management

AT701	X3	The arrival date at the pickup location
AT701	AF	The departure date from the pickup location
AT701	X1	The arrival date at the delivery location (Note: If this is the final drop the load gets closed)
AT701	CD	The departure date from the delivery location
AT701	AG	ETA at the drop stop
AT703	AA	The appointment date at the pickup location
AT703	AB	The appointment date at the delivery location
AT703	XA	The date the appointment was recorded for the pickup location
AT703	X9	The date the appointment was recorded for the delivery location
AT703	EP	The start date of the appointment date at the pickup location *
AT703	LP	The end date of the appointment date at the pickup location *
AT703	ED	The start date of the appointment date at the delivery location **
AT703	LD	The end date of the appointment date at the delivery location **

* These are used in combination to create an appointment window at the pickup location

** These are used in combination to create an appointment window at the delivery location

- If a shipper requires you to use a specific combination of Status and Reason codes, remember that you must still send the TM-Shippers combination. Carriers will neglect to send a code or send in NS when the load is out of tolerance.