

Carrier EDI Error Guide

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Introduction

This document's purpose is to help someone familiarize themselves with the EDI error messages that are produced by the TMS. These error messages are essential to resolve any issues you have getting information into the TMS via integration. This document contains information as to when the errors get generated, information on the emails, as well as how to receive these errors.

Customer Support Overview

How to Submit a Request for Help

Below are the two options for submitting a request for help:

- ▢ **Customer Support Home Page** - Follow the steps below for the preferred and quickest method of submitting a request for help:
 - Go to the Customer Support Portal at <https://www.e2open.com/global-support/>
 - If you do not have a Customer Support Portal account, click "Register" and enter the required information. Choose a Primary Product of "TMS".
 - On the Customer Support Home Page, click "Open Support Case" and enter the required information. For Product Name, choose "TMS NA Carrier" or "TMS OC Carrier".
- ▢ **Call** – 1-866-649-1900 x3 and then x2 for Customer Support
 - Username
 - Contact Information
 - Description of the issue with as much detail as possible (i.e. details of how to reproduce the issue, technical information, etc.)

Information Required for EDI Requests

All EDI-related questions should be submitted via our normal support process. For all EDI-related questions, please provide the following information or perform (and verify) the following actions:

ALL EDI-related Questions:

Please Provide:

- ▢ Shipper
- ▢ E2open TMS Load ID
- ▢ Date/Time issue occurred or file was sent
- ▢ Any applicable Carrier EDI Errors received (if you have not checked with your Technical Contact first, please do to make sure they are being received)

Carrier EDI 204

Please Provide the Following Information:

- ▢ Do they use a VAN (Value Added Network – Third Party company that provides mapping or actual communication on behalf of another company)

Please Perform the Following Action:

- Regenerate the 204 (Please see the “Process Documentation – TMS Carrier – EDI 204 Recreate” article available on the Knowledge tab of the Customer Support Portal)
- If the 204 was resent and did not work, check your system to make sure the 204s are being routed correctly, and that the ISA sender ID is correct

Carrier EDI 214/990

Please Provide:

- EDI Control number / ST control number

Please Perform the Following Action:

- Check for any Carrier EDI Errors
- Check the load history to see if the 214 updated it
- If Shipper is using Reason Codes, please check the “Reason Codes” section of the Load Report

NOTE: Questions and problems should not be sent directly to the Integration Resource that was provided by e2open during the implementation process

EDI Error Overview

The error emails are structured so that any information needed to correct the issue can be found in the email itself. All advisor emails will come from **noreply-tms@e2open.com**. Please make sure this address is not blocked by a spam filter. Also, please do not respond to these error emails, as they are strictly informational messages.

The subject of an error email will give a brief overview of the issue as well as supply key information in diagnosing the issue. Carriers will see the e2open ID or reference number. Below is an example of a subject from an error:

“Carrier EDI Error - Error Matching Stops on Load [Ref Num = 123456]”

After opening the email, you will notice more information on why the file failed. The "Error Message", "Actions to Take" and "EDI Document" sections will always be present in the body of the email, while some notifications may also contain an "Additional Info" section. In the "Actions to Take" section there will be a recommended solution to the issue.

Carrier EDI Error Message Example

Below is an example of the error message format:

----- From:
noreply-tms@e2open.com
To: subscribeduser@carrier.com
Subject: Carrier EDI Error - Specific Error Message [Ref Num =
#####]

*** Informational message. Please do not respond to this email. ***

Error Message:

Specific Error Message. This carrier EDI transmission has not been entered into the e2open system.

Additional Info: This section provides valuable information related to the cause of the error (not present in all error messages)

Action To Take: This section provides a recommended solution and actions required by the Carrier in order to successfully retransmit the failed information

ISA Sender ID:
ISA Receiver ID:
ISA Date:
ISA Time:
ISA Control #:
GS Control #:
ST Control #:

EDI Document:
(RAW EDI DATA RECEIVED)

----- Batch
ID:
Batch Reference: filename.dat
Transmission Date/Time: MM/DD/YY HH:MM Company Name: CARRIER
NAME
System Name:


```

<EDIsegment>ST*214*0001~</EDIsegment>
<EDIsegment>B10*12345*12345678*SCAC~</EDIsegment>
<EDIsegment>L11*ABC123*OQ~</EDIsegment>
<EDIsegment>N1*SH*SHIPPER*9*#####~</EDIsegment>
<EDIsegment>N1*ST*DROP*ZZ*#####~</EDIsegment>
<EDIsegment>N3*ADDRESS~</EDIsegment>
<EDIsegment>N4*CITY*ST*ZIP~</EDIsegment>
<EDIsegment>LX*1~</EDIsegment>
<EDIsegment>AT7*X1*NS***YYYYMMDD*HHMM*LT~</EDIsegment>
<EDIsegment>MS1*CITY*ST*CO~</EDIsegment>
<EDIsegment>MS2*SCAC*#####*XX~</EDIsegment>
<EDIsegment>SE*12*0001~</EDIsegment>
</EDIsegments>
</EDIInfo>

```

```

- <StopStatusDetails>
- <StopStatusDetail>
<StatusCode>AT7*X1</StatusCode>
<StatusReasonCode>NS</StatusReasonCode>
<ApptStatusCode />
<ApptReasonCode />
<Date> MM/DD/YY HH:MM </Date>
<Timezone>LT</Timezone>
</StopStatusDetail>
</StopStatusDetails>
- <ShippingStatus>
- <ShippingDates>
- <ShippingDate>
<StatusCode>X1</StatusCode>
<StatusDate> MM/DD/YY HH:MM </StatusDate>
<Timezone>ZZZ</Timezone>
<ReasonCode>NS</ReasonCode>
<StatusAction>8</StatusAction>
</ShippingDate>
</ShippingDates>
</ShippingStatus>
</CarrierLoadInfo>

```

The other document that can be supplied with the error message is produced when the xml is processed into the TMS. At the bottom of this document, there will be a section for "Fatal Errors". This section will inform the user why the xml failed to process. Below is an example of the error log (.txt) attachment:

Attachment 2: EDI Error Log

----- Log
for Accept Loads Message #1

[10/13/2009 12:25:24:643] About to start processing CarrierAcceptLoad XML message [10/13/2009 12:25:24:643] Standard CarrierAcceptLoad XML verification started. [10/13/2009 12:25:24:643] Standard CarrierAcceptLoad XML verification complete. [10/13/2009 12:25:24:643] Standard CarrierAcceptLoad XML conversion started. [10/13/2009 12:25:24:643] About to retrieve Carrier Integration Service EJB [10/13/2009 12:25:24:645] Successfully retrieved Carrier Integration Service EJB [10/13/2009 12:25:24:645] About to retrieve current user [10/13/2009 12:25:24:649] Successfully retrieved current user [10/13/2009 12:25:24:760] Successfully retrieved Load EDO [10/13/2009 12:25:24:760] Standard CarrierAcceptLoad XML conversion complete. [10/13/2009 12:25:24:760] About to accept the load [10/13/2009 12:25:24:762] created the svc

Fatal Errors:
[CAUSE OF ERROR(S) FOUND HERE]

Error Subscriptions

To receive one or more of the errors mentioned in the tables below you will need to sign up to receive them via email. To receive them via email please follow these steps:

Error Subscription Setup

- Log into the TMS
- Go to menu path: Utilities/Error Subscriptions

The screenshot shows the 'VIEW MESSAGES' page in the Transportation Management system. The top navigation bar includes 'Console', 'Messages', 'SpotMarket', 'Accept Loads', 'Load Status', 'Appoint Loads', 'Close Loads', and 'Utilities'. The 'Utilities' menu is expanded, showing options like 'Reporting', 'Settlement', 'Accounts', 'Company', 'TMSAdvisor', 'Error Subscription', 'Contract Rate Requests', and 'Carrier Capacity Requests'. The 'Error Subscription' option is highlighted. Below the menu, there are input fields for 'TMS ID(s)', 'Ref #(s)', and 'Message Date' (with a dropdown for 'Current Status' and 'Start/End' dates).

- A new page will be displayed. If you are a new user for EDI errors click "Create New User Subscription" which is located at the top right hand corner of the page.

The screenshot shows the 'MANAGE EDI CARRIER ERROR SUBSCRIPTION PROFILES' page. At the top right, there is a 'Create New' button. Below the header, there are input fields for 'EDI Email' and 'Username', followed by a 'SEARCH' button and a 'Clear' link. A table below displays the following data:

EDI Email	Username	User Status	Action
edierrors@leanlogistics.com		N/A	Modify Delete

- A new page will be displayed where you will need to enter an email address or a username.

The screenshot shows the 'MANAGE EDI CARRIER ERROR SUBSCRIPTION PROFILE' page. The 'EDI Email' field is highlighted with a red box and contains 'edierrors@leanlogistics.com'. The 'Username' dropdown is set to 'None'. Below these fields, there is a section for 'General Processing Error Subscriptions' with checkboxes for 'Parsing/Conversion Errors' and 'Notify By Email'.

- Select the errors you wish to receive
- Select if you wish to receive the log and xml produced for the file

[RETURN TO THE TOP OF MANAGE EDI CARRIER ERROR SUBSCRIPTION PROFILE](#)

Severe Processing Errors	Notify By Email
Dates are outside of shift	<input type="checkbox"/>
Delegate user not setup by shipper	<input type="checkbox"/>
Error Matching Stops on Load	<input type="checkbox"/>
Load Tender is no longer Current	<input type="checkbox"/>
Load does not Exist	<input type="checkbox"/>
Load is in an Invalid Status	<input type="checkbox"/>
Load is no longer Tendered to Carrier	<input type="checkbox"/>
Load/Unload Time is Invalid or More Than 24Hrs	<input type="checkbox"/>
No Active Docks Found for Required Commodities	<input type="checkbox"/>
No Shipper ID found for Shipper Reference	<input type="checkbox"/>
No shift found for dates	<input type="checkbox"/>
No shift found for vehicle	<input type="checkbox"/>
Other Load Status Error	<input type="checkbox"/>
Shift is locked	<input type="checkbox"/>
Shipment leg is not associated with carrier	<input type="checkbox"/>
Shipping date is an invalid value for shipping status	<input type="checkbox"/>
Shipping date not specified for shipping status	<input type="checkbox"/>
	Select All <input type="checkbox"/>
	Attach XML <input type="checkbox"/>
	Attach Processing Log <input type="checkbox"/>
Content Options:	<input type="checkbox"/>

- Click "Save" at the bottom of the screen.

Error Subscription Modifications

- Log into the TMS
- Go to menu path: Utilities/Error Subscriptions

The screenshot shows the Transportation Management system interface. At the top, there is a navigation bar with the following items: Console, Messages, SpotMarket, Accept Loads, Load Status, Appoint Loads, Close Loads, Utilities, and a search icon. The user is logged in as 'LeanLibraryCarrier'. The 'Utilities' menu is open, showing options: Reporting, Settlement, Accounts, Company, TMSAdvisor, Error Subscription (highlighted), Contract Rate Requests, and Carrier Capacity Requests. Below the menu, there is a search area with 'CLEAR' and 'SEARCH' buttons. The main content area shows a table with columns: TMS ID(s), Ref #(s), Current Status (with 'Current' checked and 'Saved' unchecked), Message Date (with '-- Choose --' selected), Start (04/04/2018), and End (04/04/2018). Below the table, it says 'No results found.'

- If you are a currently signed up for EDI errors, type your username or email address and click "Search"

Transportation Management

LeanLibraryCarrier

Console Messages SpotMarket Accept Loads Load Status Appoint Loads Close Loads Utilities

04/04/2018 14:51 EDT

MANAGE EDI CARRIER ERROR SUBSCRIPTION PROFILES

Create New

EDI Email: cederrors.pr... Username: _____

SEARCH Clear

- o You should see your information displayed. Click "Modify" in the actions column to change your subscriptions.

Transportation Management

LeanLibraryCarrier

Console Messages SpotMarket Accept Loads Load Status Appoint Loads Close Loads Utilities

04/04/2018 14:53 EDT

MANAGE EDI CARRIER ERROR SUBSCRIPTION PROFILES

Create New

EDI Email: _____ Username: _____

SEARCH Clear

EDI Email	Username	User Status	Action
ederrors@leanlogistics.com		N/A	Modify Delete

- o Select/Unselect the errors you wish to receive.

Transportation Management

LeanLibraryCarrier

Console Messages SpotMarket Accept Loads Load Status Appoint Loads Close Loads Utilities

04/04/2018 14:54 EDT

MANAGE EDI CARRIER ERROR SUBSCRIPTION PROFILE

EDI Email: ederrors@leanlogistics.com

Username: None

General Processing Error Subscriptions

Parsing/Conversion Errors

- Corrupt File
- File batching/caching failure
- File exceeded maximum size
- General middleware exception
- General parser exception
- Invalid XML file received

Select All

Transmission Error

- Error archiving data
- Error forwarding to processor
- Error receiving file (LL receive)
- Error transmitting file (LL retrieve)

Select All

Notify By Email

Notify By Email

- o Click "Update Error Subscription" at the bottom of the screen.



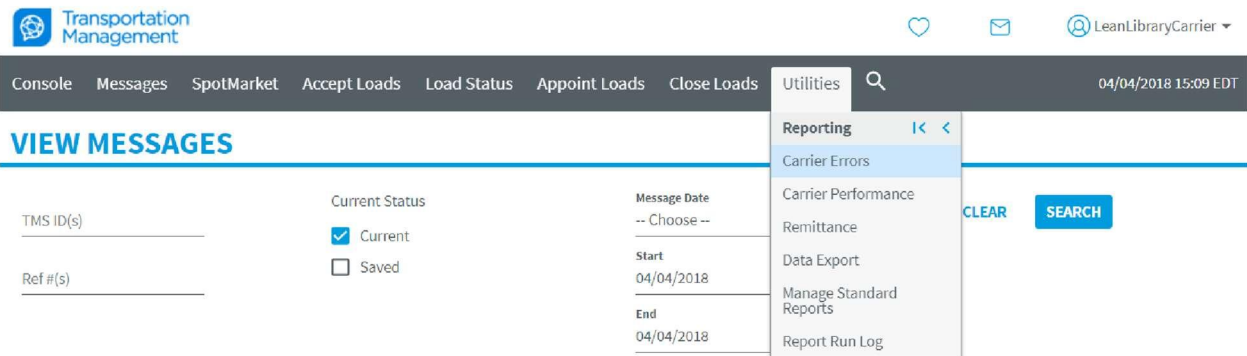
You will now start to receive emails once a file fails to process into the TMS.

Carrier Integration Errors Report

If you do not wish to receive EDI Error Notifications, but would like to see if there have been any EDI Errors, you can run the "Carrier Integration Errors" Report; this report will output a list of the Errors received within a time frame (the errors and time frame are selectable at run-time).

Running the Carrier Integration Errors Report

- Log into the TMS
- Go to menu path: Utilities/Reporting/Carrier Errors



- Enter a Start or End Date (or choose any of the options from the drop-down menu)
- Choose a specific shipper or leave at "-All-"
- Choose a specific error or leave at "-All-"
- Select a Detail Level of "Detail" from the dropdown to view more detailed information (recommended)

- Select a Delivery Method of "Email Results" from the dropdown if you would like the report to be emailed (optional)
- Choose an Output Format (this defaults to HTML, but choosing Excel is recommended)
- Click "Run Report"

The screenshot shows the 'REPORTING' section of the e2open Transportation Management system. The page title is 'Carrier Integration Errors'. The interface includes several filters and options:

- Error Date:** A dropdown menu currently set to "-- Specific Dates --".
- Start Date:** A date input field with a calendar icon.
- End Date:** A date input field with a calendar icon.
- Shipper:** A dropdown menu set to "-- All --".
- Error:** A dropdown menu set to "-- All --".
- Detail Level:** A dropdown menu set to "Detail".
- Output Format:** A dropdown menu set to "Excel".
- Delivery Method:** A dropdown menu set to "Return Results".

At the bottom of the form, there is a checkbox for "Compress this file (.zip)", a blue button labeled "OUTPUT PREFERENCES", and a green button labeled "RUN REPORT".

Common EDI Error Messages

“Error Matching Stops on Load [Ref Num = XXXXXX]”

You will receive this error message if the system is unable to match the stop location. This error can be caused by 3 issues:

- Incorrect N1 04 value qualified by SF or ST
- Incorrect city, state, or zip
- Incorrect order reference number (L11).

E2open first tries to match the N1 04 value; if this is incorrect it will then try to match the city, state, and zip. If the N1 04 or the city, state, and zip match what was sent in the 204 and you are still receiving this error, then make sure the L11 qualified by OQ is correct (this value should be populated from the 204’s OID 01).

To correct this please make sure this data matches the 204 exactly.

“Invalid 214 Data [Ref Num =XXXXXXX]”

Example 1

Additional Info: The carrier EDI214 is not valid. SCAC: ABCD Shipment Ref: 1234567 Order Ref: 1234567890 Shipper Ref: null Stop Type: X3 Appt Type:
Date: 20070627 Time: 0300 Time Zone: CT.

Resolution: You will receive this error message if you do not have the N1 qualified by SH or if you do not have the N1 04 value correct.

To correct this map the N1 segment qualified by SH from the 204 into the 214.

Example 2

Additional Info: The carrier EDI214 is not valid. SCAC: ABCD Shipment Ref: 1234567 Order Ref: null Shipper Ref: 123456 Stop Type: X3 Appt Type:
Date: 20070627 Time: 0300 Time Zone: CT.

Resolution: You will receive this message if the L11 segment qualified by OQ is missing.

To correct this issue please include the L11 segment qualified by OQ. The L11 01 data can be found in the 204's OID 01 field.

Example 3

Additional Info: The carrier EDI214 is not valid. SCAC: ABCD Shipment Ref: 1234567 Order Ref: 1234567879 Shipper Ref: 0123456 Stop Type: Appt Type: AB Date: 20070803 Time: Time Zone: ET.

Resolution: You will receive this error message when the AT7 06 value is invalid. You must include a time for the 214 to process correctly.

To correct this issue please include a time and resend the document.

“Invalid Charge Basis Received [Ref Num = XXXXXX]”

An unsupported value was sent in the L1 03 element.

To correct this please only send L1 03 values listed in the 210 spec.

“Invalid Invoice Data [Ref Num = XXXXXX]”

A value other than the e2open TMS Load ID was sent in the B10 02 and/or an invalid PO/Order Reference Number was sent in the N9 segment.

To correct this please check the B10 02 to make sure the e2open TMS Load ID was sent and/or check the N9 to make sure the correct PO/Order Reference Numbers were sent. For a long-term solution, make sure to always map the B10 02 in the 210 from the B2 04 in the 204 and/or map the N9 in the 210 from the OID 01 in the 204.

“Load is in an Invalid Status [Ref Num = XXXXXX]”

This error message is due to the load being in a status other than accepted when you try to update appointments.

Example

If a 214 is sent to update a drop appointment and the load has already been closed you will receive this error.

Another case where this error will be sent is when you try to update a load that is still in the tendered status.

To correct this please make sure the load is in accepted status when you are trying to update appointments. If you are trying to update actual times please make sure the load has been accepted and you have the correct e2open TMS Load ID.

“Load is no longer Tendered to Carrier [Ref Num = XXXXXX]”

If in response to a 990

Verify that the Tender ID in the N9 02 qualified by TN and make sure that it matches the Tender ID sent in the most recent 204's L11 01 qualified by TN. Please also check that you have not received a cancellation notice for the load.

If in response to a 214

The Order Ref Number in the L11 01 matches a load, but the load is no longer tendered to you. Please check that you have not received a cancellation notice for the load. Please also check that the order has not

been removed from the load by verifying that the ref number matches an OID 01 that was sent in the most recent 204.

“Load Tender does not Exist [Ref Num =XXXXXXX]”

A value other than the Tender ID was sent in the N9 02 qualified by TN.

To correct this please make sure that the N9 02 qualified by TN matches the L11 01 qualified by TN value sent in the 204.

“No Load ID Found [Ref Num =XXXXXXX]”

The E2open TMS Load ID or the Order Ref Number is incorrect. Please check the B10 03 value and the L11 01 value to make sure these are both correct. The E2open TMS Load ID in the B10 03 will be populated from the 204's B2 04 and the Order Reference in the L11 01 will be populated from the 204's OID 01.

“No Order ID Found [Red Num - XXXXXXXX]”

Additional Info: No orderID number found for shipperID xxxxx when processing inbound carrier EDI 214.

SCAC: ABCS shipper ref: 000000-1 order ref: XXXXXX.

Resolution: The Order Ref Number in the L11 01 qualified by OQ does not match a load in the e2open system. To correct this please send the correct Order Reference in the L11 01 field. This value will be populated from the 204's OID 01.

“No Shipper Reference Was Found [Ref Num = XXXXXX]”

Additional Info: No DUNS number found when processing inbound carrier EDI 214.

Resolution: The shipper's DUNS number is incorrect or not supplied. The shipper's DUNS number is located in the N1 04 qualified by SH on the 214. The DUNS number can be found in the N1 04 qualified by SH on the 204.

To correct this please send the correct shipper DUNS number in the N1 04 segment qualified by SH.

“Stop Location uses Appointment Scheduling [Ref Num = XXXXXX]”

Some locations in the application are setup to use appointment scheduling, which allows the shipper to limit the number of appointments at a dock for a given time. For example, a shipper may only allow two appointments for a location in any given hour. Since there is no way of telling via EDI what times are still available, you must manually request these appointments on the web. You still can update actual times via EDI, just not appointments for locations under appointment scheduling control.

To correct this please update the appointment times through the web portal.