

Carrier EDI Integration Program

Frequently Asked Questions

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General Questions

What is EDI?

Electronic Data Interchange (EDI) is the computer-to-computer exchange of business data (or messages) in a standardized, structured format. Two keys are:

1. EDI enables B2B communication, without the need of human intervention.
2. EDI uses standard data formats. The American National Standards Institute (ANSI X12) and the United Nations (EDI for Administration, Commerce and Trade, EDIFACT) maintain the most widely used standards. In EDI, information is organized according to a specified format set by both parties, allowing a "hands-off" computer transaction that requires no human intervention or rekeying on either end. All information contained in an EDI transaction set is, for the most part, the same as on a conventionally printed document.

Benefits of EDI include:

- ✓ Reduced cycle time
- ✓ Better inventory management
- ✓ Increased productivity
- ✓ Reduced costs
- ✓ Improved accuracy
- ✓ Improved business relationships
- ✓ Enhanced customer service
- ✓ Increased sales
- ✓ Minimized paper use and storage
- ✓ Increased cash flow

To view the benefits of Integrating with a Shipper, please view the following presentation: [E2open Carrier EDI Integration Presentation](#)

For more detailed information about EDI in general, you can visit [Wikipedia's EDI Page](#)

What is required in order to be "EDI Capable"?

Unfortunately, EDI cannot simply be "turned on"; it requires software (sometimes more than one) or a VAN (Value Added Network).

Requirements for EDI:

1. Source System

AND

2. Software
 - a. Mapping Software
 - b. Translation Software
 - c. Communication Software

AND/OR

3. VAN (Value Added Network) service

Source System

A system within the organization such as a Dispatch system, Transportation Management System (TMS), Warehouse Management System (WMS), Enterprise Resource Planning (ERP) software, Customer Relationship Management (CRM) software, or any other back end system or database (even a Microsoft Access Database).

Mapping, Translation and Communication Software

- a. Mapping Software - Data is formatted using the "mapper", a software tool that enables one to properly organize the data so that it follows both the EDI and the trading partner's standards. Mapping is a movement of information - basically of putting the format of one data document onto another. For instance, it takes the format of an otherwise incompatible data format and makes it into an EDI compatible data document, or conversely, takes an EDI document and makes it readable. There are various tools on the market for doing such tasks, which are readily available through the Internet or at an EDI support center.

These mapping tasks require software, as it is bringing in line a foreign piece of documentation with EDI standards. The following diagram intends to show how mapping services would be a middle man between companies that have the ability to use and read EDI and those that do not.

A mapping service allows EDI documents basically to be "copied" onto another differently formatted document such as EDI to spreadsheet - which goes from the electronically transmitted message form to one that may be read easily by a person without EDI knowledge. The mapping services are mostly able to integrate directly with one or multiple systems within the organization such as ERP software, warehouse management system, CRM, or any other back end system or database. It can also be integrated via direct database connection, flat file or XML file.

- b. Translation Software - The formatting process, called mapping, is usually a part of the technical support service offered by your software provider, and the guidelines for mapping are in your trading partner's specifications. The translator is the engine behind the EDI process and governs the day-to-day activity. It has several components, including the engine itself, the EDI maps, the standards, and communications ability. The EDI translation process depicts data transfer from the Company database to Flat file to EDI translator to EDI-formatted data through the transmission system to EDI-formatted data to the EDI translator to the flat file to the Trading Partner's data base. This software then allows for any document sent from a trading partner to be translated and read.
- c. Communications Software - This software is necessary to add appropriate protocols to the EDI document in preparation for transmission over telecommunications networks.

VAN (Value Added Network)

In the most basic form, a VAN (value added network) acts as a regional post office. They receive transactions, examine the 'from' and the 'to' information, and route the transaction to the final recipient. VANs provide a number of additional services, e.g. retransmitting documents, providing third party audit information, acting as a gateway for different

transmission methods, and handling telecommunications support. Because of these and other services VANs provide, businesses frequently use a VAN even when both trading partners are using Internet-based protocols. Some providers manage the mapping process alone and some will cover mapping as well as the communication process.

Some VAN Providers:

- ✓ Sterling Information Broker
- ✓ Kleinschmidt
- ✓ Transsettlements
- ✓ Intelek Technologies
- ✓ McLeod Software

What types of communication methods does E2open Carrier EDI Integration Program support?

E2open allows Carriers to communicate directly or through a VAN (value-added network, via AS2 (HTTP), FTP or SFTP).

Who should I notify if I will be performing maintenance on my integration server?

Please contact e2open Customer Support at <https://www.e2open.com/global-support/>. If you do not have an 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".

Who should I contact if I am experiencing issues after my integration with a shipper has gone live?

Please contact E2open Customer Support at <https://www.e2open.com/global-support/> or by calling 1- 866-649-1900 option 3 then option 2.

If you do not have an 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".

When submitting the support case, please provide:

- Shipper
- E2open TMS Load ID
- Date/Time the issue occurred or the file was sent
- Any applicable Carrier EDI Errors received

How do I get a E2open TMS web portal login?

Please contact your system administrator to create a TMS username for you. If that does not work, please contact E2open Customer Support at <https://www.e2open.com/global-support/>.

If you do not have an 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".

Why can't I view a tender from a new shipper in the E2open TMS web portal?

Please contact your system administrator to enable access to the appropriate load group for your user. This is managed via Utilities > Accounts > Load Groups.

If a load group does not already exist for this shipper, it can be created using the "Create New" link. Give the desired users access to this load group by using the "Assign Users" link. A User Assignment Profile will then need to be created via Utilities > Accounts > User Assignments to link the shipper to this load group.

Will I continue to receive email tender notifications after my EDI go-live?

Email tender notifications are managed separately from EDI. Email advisors can be managed by logging into <https://na-app.tms.e2open.com/> and navigating to Messages > View Advisors. If you have an existing advisor subscription, use the "Edit Subscribed Events" link to manage which events will send an email advisor.

If you are an admin user and would like to manage email advisors on behalf of your users, navigate to Utilities > TMSAdvisor > Advisor Administration.

How do I stop receiving tender notification emails?

Email tender notifications are managed separately from EDI. Email advisors can be managed by logging into <https://na-app.tms.e2open.com/> and navigating to Messages > View Advisors. If you have an existing advisor subscription, use the "Edit Subscribed Events" link to manage which events will send an email advisor.

If you are an admin user and would like to manage email advisors on behalf of your users, navigate to Utilities > TMSAdvisor > Advisor Administration.

Can I still manually manage loads in the E2open TMS web portal after an EDI go-live?

Yes, you will always be able to manually accept, decline, and update tendered loads in the E2open TMS web portal (<https://na-app.tms.e2open.com/>), even after EDI integration has been enabled.

EDI 204 Questions

What is the difference between the N1 segment qualified by SH and the N1 segment qualified by SF?

The N1 segment qualified by SH will contain the shipper, with the shipper's name being sent in the N1 02 qualified by SH and the shipper's identification code or DUNS being sent in the N1 04 qualified by SH. These values will always be the same for this shipper. The N1 segment qualified by SH must always be returned in the 214.

The N1 segment qualified by SF will contain the pickup (ship from) location for the load, with the stop location name being sent in the N1 02 qualified by SF and the stop location reference being sent in the N1 04 qualified by SF. The N1 segment qualified by SF will only be returned in the 214 if you are sending an update for the pickup location.

What location codes will be sent by a shipper?

E2open will always send the stop location reference in the 204's N1 04. If you require a list of potential stop locations, please contact the shipper to determine stop locations will be used.

I received a tender notification, why have I not yet received a 204?

There will be up to a 15-minute delay from the time of tender until a 204 is sent. There may be an additional delay while the 204 is processed into your system.

EDI 990 Questions

How long do I have to respond to a tender?

This varies by shipper. Please contact the shipper to determine the length of their tender window. If the 990 process is set up, e2open will send the tender expiration time in the original 204's G62*36 segment.

Why is the load's Pro # not updating in the E2open TMS?

Please send the Pro # in the 990's N9 07 qualified by TN. Please include a Reference Identification Qualifier of CN. For example, if sending a Pro # of 99999:
N9*TN*12345678*****CN>99999~

EDI 214 Questions

What dates do I need to send to close a load?

This varies by shipper. Please contact the shipper to determine which dates you will need to send to close a load. E2open uses the following AT7 01 values for actual arrival and departure dates:

- X3 – pickup arrival date
- AF – pickup departure date
- X1 – delivery arrival date
- CD – delivery departure date

What shipping status reason codes are supported?

This varies by shipper. Please contact the shipper to determine which reason codes are valid when submitting a load date. Appendix B of the 214 specification provides a full list of reason codes, however please note that shippers may only support a subset of these values. If a reason code that is not supported by the shipper is sent, an EDI Error will be generated specifying the allowed reason codes.

What is the difference between the N1 segment qualified by SH and the N1 segment qualified by SF?

The N1 segment qualified by SH will contain the shipper, with the shipper's name being sent in the N1 02 qualified by SH and the shipper's identification code or DUNS being sent in the N1 04 qualified by SH. These values will always be the same for this shipper. The N1 segment qualified by SH must always be returned in the 214.

The N1 segment qualified by SF will contain the pickup (ship from) location for the load, with the stop location name being sent in the N1 02 qualified by SF and the stop location reference being sent in the N1 04 qualified by SF. The N1 segment qualified by SF will only be returned in the 214 if you are sending an update for the pickup location.

What reference should I send in the L11 qualified by OQ if the 204 contains multiple OID segments?

If the 204 contains multiple OID segments, the value from any of the OID 01 segments for the stop can be returned in the 214's L11 01 qualified by OQ. You may choose to send multiple L11 segments qualified by OQ with one for each OID 01 reference, but only one L11 segment qualified by OQ is required.

EDI 210 Questions

Do I need to send 210s?

This varies by shipper. Please contact the shipper to determine if you will need to send 210s for their loads.

How do I send a Balance Due invoice?

Please send a value of "BD" in the 210's B3 08 element.

What charge codes can be used?

This varies by shipper. Please contact the shipper to determine their accepted charge codes.

Common 210 Issues & Resolution

1. Missing L108, this is required for accessorial charges. Appendix B of the specs list all accepted Special Charge or Allowance Codes
 - Be sure to use the most current 210 spec, which calls out the L108 requirement.
2. Using charge codes for a shipper that are not defined in the TM-Shippers.
 - Shippers should be providing their carriers with the charge codes they have set up in the TM-Shippers. Even if the code is listed in appendix B, it still needs to be set up in the shippers instance of the TMS, to not generate errors.
 - The Shipper must supply their approved list of charge codes set up to be used in invoice response file.
3. LX loop with no charges in it. The 210 consist of a series of LX loops, one for each charge. A LX loop must have a charge code within it.
 - All LX loops need to have charges in them
4. Missing L0 line. When a charge is by weight or miles, the quantity must be included on an L0 line within that LX loop.
 - Need to have L0 line if rating by weight or miles.
5. Missing or incorrect L103. The only rate qualifiers allowed are CW = Per Hundred Wt., FR = Flat Rate, PM = Per Mile, PU = Percent of Rate.
 - L1*03 needed to determine the rate Qualifier
6. Missing or incorrect N101 SH
 - The N1*01 with the "SH" designation needs to have the DUNS number in the N1*04 that matched the 204
7. Missing B303 E2open Load Id (assigned by the E2open TMS application) This **MUST** be the same as the Shipment Identification found in the X12 204 Load Tender, element B204.
 - The B3*03 must contain the Load ID to identify what Load to create the invoice for

EDI 997 Questions

Why am I not receiving 997s?

Please send a value of 1 in the ISA 14 to receive a 997. The 997 only indicates that e2open received the file; it does not indicate that the file processed without errors.

Do I need to send e2open a 997 in response to a 204?

Please do not send 997s to e2open.