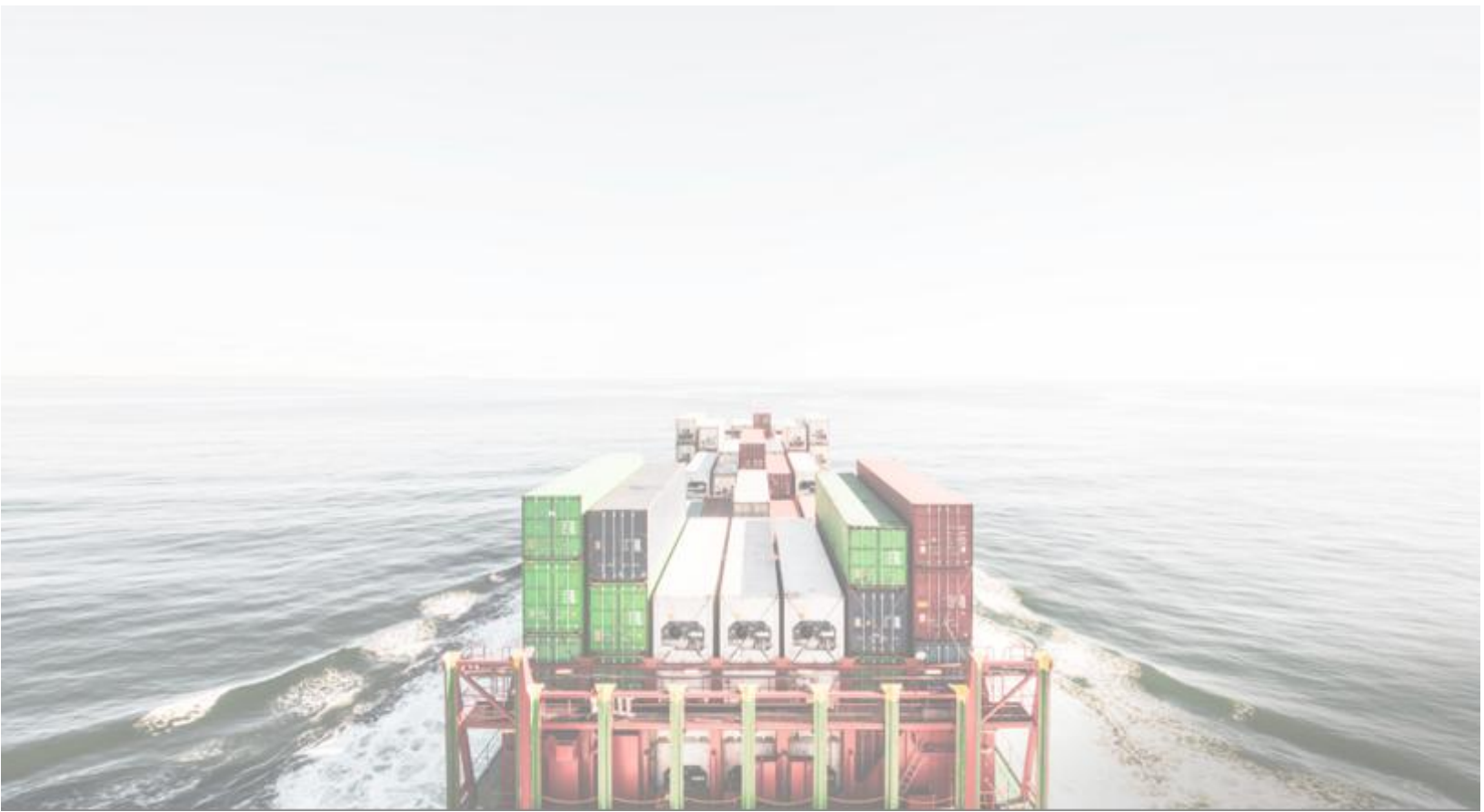


# Carrier Check Calls

EDI-214 Format  
X12 Version 004010  
Inbound

Revised: July 15, 2025



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## EXECUTIVE SUMMARY

Check Calls are used to provide an **Estimated Time of Arrival (ETA)** to the final destination for a shipment. They help ensure visibility and proactive communication with customers.

### Special Characters

#### Delimiters

E2open TMS for Shippers uses the asterisk (\*) for the element terminator, the tilde (~) for the segment terminator, and the vertical bar (>) for the sub-element separator. Please do not use any other delimiters.

### Check Calls

Check calls are used to update the TMS with the loads ETA. In the check calls, you send the current date and time in AT7 segment and your current/closest locations city/state/us AND/OR longitude/latitude in MS1 segment.

#### Example

Check calls are sent in AT7 when AT7\*02 = X6

- Check call at 6:47 PST on 6/9/2025

```
AT7*X6*NS***20250609*0647*PT~
```

- Location is Prescott, Wa, US
- Longitude is 114d18m45s
- Latitude is 46d17m56s

```
MS1*PRESCOTT*WA*US*1141845*0461756~  
Latitude
```

### Methods of Sending Check Calls

Check Calls can be sent via two primary methods:

#### 1. X6 (System-Generated ETA)

- **Function:** Provides the current location of the freight.
- **ETA Source:** The system calculates the ETA based on the freight's current position and route data.
- **Use Case:** Ideal when real-time tracking data is available and accurate.

#### 2. AG (Carrier-Provided ETA)

- **Function:** The carrier manually sends an ETA update.
- **ETA Source:** Directly from the carrier.
- **Priority: Overrides** the system-calculated ETA from X6.

- **Use Case:** Useful when the carrier has more accurate or updated information than the system.

### 3. Key Notes

- Always ensure that Check Calls are up to date and reflect the most accurate ETA.
- If both X6 and AG are available, AG takes precedence.
- Use X6 when AG is not available or not yet received.

### Notes

- When you are sending X6 the shipper has to have Calculate Missing ETA enabled on the Manage Shipper page and the shipper has to enable for the carrier.
- For an X6 status, you must send at least MS1\*01, MS1\*02 and MS1\*03 (City/ST/US). If you are sending Lat/Long you also need to send MS1\*04 and MS1\*05.
- MS1\*04 and MS1\*05 must be in correct format. DMS values (7 digits total: degrees = 3 digits; minutes = 2 digits; seconds = 2 digits). If the degrees are not 3 digits they would need to add leading 0's to make it three digits.
- You cannot update check call comments via edi. This includes K1 segment. K1 segment is used to update load comments.
- The lat/long information is not available to view in TMS. The data is stored in a database and used for ETA. In some cases, the lat/long is also sent directly to the Shipper.

## EDI Transaction Documents

EDI 214 Check call sample and how it appears on the shipper load report in TMS.

```

ISA*00*      *00*      *02*SCAC      *01*124215133      *250609*0945*U*00401*426803725*1*P*\~
GS*QM*SCAC*124215133*20250609*0945*426803725*X*004010~
ST*214*426803725~
B10*336080*101585631*SCAC~
L11*91214302*OQ~
N1*SH*SHIPPER NAME*9*DUNS-GOES-HERE~
N1*ST*LOCATION NAME*93*LOCATION_ID~
N3*ADDRESS2~
N4*OXNARD*CA*12345~
LX*1~
AT7*X6*NS***20250609*0647*PT~
MS1*PRESCOTT*WA*US*1141845*0461756~
MS2*SCAC~
SE*12*426803725~
    
```

Return To The Top Of Shipper Load Report ★ | Print | Close

- Commodity Details
- Reason Codes
- Pick --
- Drop --
- Load Notes Create Load Note
- Check Calls

Placed By	Type	Last Position	Next Stop/ETA	ETA
tegration: 06/09/2025 09:49 EDT	Generic	PRESCOTT, WA US 06/09/2025 06:47 PST	OXNARD , CA US	--
tegration: 06/09/2025 05:44 EDT	Generic	PRESCOTT, WA US 06/09/2025 02:42 PST	OXNARD , CA US	--
tegration: 06/09/2025 01:39 EDT	Generic	PRESCOTT, WA US 06/08/2025 22:37 PST	OXNARD , CA US	--
tegration: 06/08/2025 21:34 EDT	Generic	PRESCOTT, WA US 06/08/2025 18:32 PST	OXNARD , CA US	--
tegration: 06/08/2025 14:27 PST	Generic	PRESCOTT, WA US 06/08/2025 14:27 PST	OXNARD , CA US	--