

Ep. 2: Reading & Interpreting Raw EDI + Common Issues

FREQUENTLY ASKED QUESTIONS

<p>1. Where can I see the Raw EDI in TrueCommerce Foundry?</p>	<p>Access Transaction Manager from the primary navigation menu within the TrueCommerce Foundry platform, select a specific transaction for which you would like to review the Raw EDI content, then select Transactions View Raw EDI.</p>
<p>2. Why would I need to know how the raw data behind a Purchase Order (PO/EDI 850) works?</p> <p>When would I use this information?</p>	<p>You would need to know in order to confirm that you received all of the data sent on the order. If a value is missing when you go to ship and invoice the order, the first place to look is the PO to see what was sent.</p> <p>Being familiar with the PO structure will help you find missing fields on the return docs PID05, PO103, N104, etc.</p>
<p>3. Can you review the Raw EDI for labels printed off of EDI? For example, the Advance Shipping Notice (ASN/EDI 856). I am not sure what the number is for these labels.</p>	<p>When it comes to labels, the main thing a label is looking for is an MAN segment to print the label. As long as some kind of MAN segment is present, the label can be created to make the bar codes needed for the label. On your main tab of an ASN, down at the bottom it will ask you if you are using the TC labeling solution. Are you doing a store or warehouse (choose). Are you doing a standard or a pick & pack label (choose). Main thing is, MAN segment must be filled in to get your bar code on the label.</p>
<p>4. Is there a key card or “cheat sheet” available that is specific to the Raw EDI data?</p>	<p>Your best cheat sheet or key card would be provided by your trading partner.</p> <p>TrueCommerce receives mapping specifications on how to map an EDI document and how a trading partner wants to receive a document and how they will send documents to you. The trading partner’s mapping specifications will show as ISA, GS, ST, BSN, etc., which will tell you exactly what is needed.</p> <p>It does take some time to learn how to read EDI specifications, but it is worth diving into further to learn it.</p>
<p>5. If an Invoice is rejected, how do you know what needs to be corrected before resending it?</p> <p>How do you distinguish that you are replacing an Invoice?</p>	<p>If an invoice is rejected, your partner should be sending you some kind of information that tells you that it has been rejected; an email, for example, or some type of communication. Or an EDI 864 Text Message from your trading partner can very plainly state what the issue is. If you are not sure, you need to check with your partner.</p>

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	<p>Sometimes, by looking at your Functional Acknowledgement (EDI 997) you may be able to see why a rejection has occurred.</p>
<p>6. How many Purchase Order Change (EDI 860s) documents can you comfortably handle for each EDI 850 (PO)?</p> <p>If your system rejects a PO EDI, will the partner receive a notification of the rejection and what part has been rejected?</p>	<p>Your 850 and 860 are very similar in that they each have all of the same information. You will match the 850 to the 860 in the PO1 lines. In the ST line of the Raw EDI data, an 860 will display for the Purchase Order Change. It will also have the date in the BEG line and the 850 number that it needs to match to.</p> <p>If you Export a PO out to your integrated package, your trading partner does not receive something that is rejected, so they do not know that you are rejecting something. Generally, your partner is looking for the PO Acknowledgement (EDI 855), which will alert them to whether you are rejecting something (due to errors in price, quantity, or lack of inventory, for example).</p>
<p>7. When I look at the raw data for Amazon.com Dropship 850s, I see:</p> <p>BEG*00* DS*GvxrZrXSX**20231130</p> <p>Why are there spaces between 00 and *?</p>	<p>Spaces between the stars should be counted in order to get the right section.</p> <p>The ISA is the only field that should have spaces for the sender/receiver. There should not be any spacing in the example at left, it depends on where you are seeing it.</p>
<p>8. Why is the Raw EDI sometimes missing segments or why does it have segments in different sequences?</p>	<p>The Raw EDI, as it is sent to the TrueCommerce network from the Professional Services Department (PSD) Tool, will format the 850 according to the trading partner's specifications.</p> <p>It just depends on what is sent, then TrueCommerce will translate the fields into the appropriate segments from whatever format was received.</p>
<p>9. Why is the Raw EDI sometimes different than the X12?</p>	<p>Raw EDI is X12 data. it is the most widely used in the United States. There is also EDIFACT, which is different from X12 and is a totally different type of Raw EDI most often used in England, Spain/Europe.</p>
<p>10. Short shipment claims are often the result of data on ASNs.</p> <p>What segments should I review?</p>	<p>Sounds like an Accounts Receivable (AR) quantity issue: 50 ordered but only 25 were shipped; for example.</p> <p>LIN Qty and SN1 Qty.</p>

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<p>11. How will we know if we make any changes in the mapping for the 856 if it will be acceptable to our trading partner?</p>	<p>The EDI specification will list everything the partner will accept. TrueCommerce can pull data from any field the business system sends, then place it into the segment in Transaction Manager that is set up per the EDI spec, so that no matter where you pull the data from, it will always go out in the accepted partner field.</p>
<p>12. We get a translation report (txt file) from a business when there is an error but it is always a challenge to find where the error is.</p> <p>Can I send this to someone at TrueCommerce for assistance in reading this?</p>	<p>Yes, feel free to contact TrueCommerce Support Services via Account Management My Support Dashboard New Support Case or you can email the Support Services team with the details of the error you are experiencing.</p>
<p>13. How can I determine what the error is if receive a rejection and the explanation the customer provides is “Refusal Reason – Data Formatting Error – INVALID DATA ON INVOICE”?</p>	<p>You’re going back and forth w/ the partner in this scenario. You have to ask them – can you tell me what segment/element is the problem. Most partners are good about giving you those segments and elements. If it is very generic, reach out to your partner because calling our Support line will very likely result in the team member telling you that you need to contact your partner.</p>
<p>14. Is an Application Advice (EDI 824) transaction supported?</p>	<p>Yes, Transaction Manager accepts it, however, most business systems do not have the functionality for this document. It would likely be sent as a flat file transaction, as opposed to an integrated in the ERP one.</p>
<p>15. We just went live with TrueCommerce. Where should I start to get the appropriate training?</p>	<p>If your project remains open with your dedicated TrueCommerce Implementation representative, they should be able to provide you with follow-up training, whether it be with themselves or the Implementation Support team. Contact TrueCommerce Implementations about anything for which you feel you need more training.</p> <p>Otherwise, you can find Guided Tutorials via Foundry Help or trainings on TrueCommerce University.</p>
<p>16. Will there be more webinars soon?</p>	<p>You can keep on the lookout for any upcoming (or past/recorded webinars) by searching the Help Articles under the question mark icon in the top right of the screen when you are logged into Foundry. Meanwhile, following are the</p>



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Summer, Fall, Winter, and Spring Webinar Series articles, which include links to register for past/recorded webinars:

- [TrueCommerce Webinar Series: Fall 2023](#)
- [TrueCommerce Webinar Series: Summer 2023](#)
- [TrueCommerce Webinar Series: Spring 2023](#)
- [TrueCommerce Webinar Series: Winter 2023](#)
- [TrueCommerce Webinar Series: Fall 2022](#)
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