



EDI Document Rejections

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TODAY'S AGENDA



Overview of EDI Rejections

Overview of why transactions are rejected and different ways it is communicated to you via EDI.



Common Issues

How to determine if a transaction is rejected and type of rejections.



Correcting & Resending Transactions

Identifying, understanding, and correcting errors based on rejections.



Q&A Session

Answer any questions you have about what was covered today.

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Why Transactions are Rejected - Overview

Transactions can be rejected for several reasons;

- Missing or Incorrect Information
- Expected data not sent
- Incorrect version of transaction
- Invalid or unsupported structure (ASN related)
- Other various reasons

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How to determine if a transaction is rejected

- Application Advice
 - 824
- Text Message
 - 864
- Red X in the Sent Folder
 - When a transaction is sent
 - (Negative 997)
- Other Means
 - Email
 - Phone Call

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Why Transactions are Rejected - Details

- Locating the transaction in error
 - Document number
 - Control number
- Correcting and resending
 - Segment / Element
 - Structure
- Next steps to resolve going forward

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Contact Us

- Our support team is always available to assist you with any questions or issues with order processing or anything else related to Transaction Manager
- Help.TrueCommerce.com has a large volume of articles and Guided Tutorials inside of Transaction Manager.
- You can submit a case through Account Management Portal, or you can give us a call at the number below 8:00am–8:00pm EST.

1-888-430-4489, option 3 for Support



QUESTIONS?