Winter Webinar 2024, Ep. 1: EDI Document Rejections

QUESTIONS AND ANSWERS	
What is the best way to know whether a transaction is rejected in Transaction Manager?	Trading Partners will vary in how they relay rejections. • In Transaction Manager you might see one of the following transactions in your **Inbox**: Application Advice or Text Message. Both transactions typically indicate a rejected transaction. • Additionally, you may see a red **X** in the **Sent** folder that also indicates a transaction was rejected. • TrueCommerce created a help article that may also help with questions: it can be found here.
Can guidelines on how to read errors on transactions/certain kinds of transactions be provided?	Because Trading Partners communicate transaction rejections differently there is no guideline for each Transaction Type or partner. TrueCommerce always recommends that you work with your Trading Partner regarding how they communicate and resolve rejections. Additionally, we created a help article that includes tips for rejections here.
How can I know what to fix if Transaction Manager yields a "Department not valid for this store" Error?	Sometimes TrueCommerce can look at the data and help to address the reason for the error, for others we may need to ask for more information. Application Advice might give us a segment that will point to the issue. You can also view the Transaction Details tabs to see if there is something unusual there or you can view the Raw EDI data that can assist in helping to identify the issue. Sometimes the Trading Partner can assist in identifying the issue as well. **NOTE**: See beginning at 41:00 mark of the associated recorded webinar for more information.
Can we filter on the red X transaction messages on the Transactions page 'Sent' folder/box?	You cannot filter via the red **X** but you can refer to the answer, immediately below, to add the "Rejected" column to the Transactions grid and filter by it within the **Sent** folder.
Is there a way to have an email notification or another method of notification of a rejected EDI document and the reason for the rejection?	There is not currently a way to be notified; however, something you can do is to add the additional "Rejected" column from inside of Transaction Manager on the Transactions page (**Send** folder), then move the column to wherever you want. To save the moved column setup, click **Options** in the action bar, then click **Save Configuration** from the drop-down. That said, we may have a different way of users being notified of rejected documents in the future. You can also filter on those Rejections in the Sent folder as well.

Winter Webinar 2024, Ep. 1: EDI Document Rejections

Questions and Answers	
If you see the red X on a transaction, can you perform a reverse search to find the EDI segment it pertains to? And is the information only available AFTER the document has been sent?	The following two articles on Functional Acknowledgements and the red **X** on Transactions that are published within the TrueCommerce Knowledge Base can provide more information about this: • Transaction Manager: Resend a Functional Acknowledgement • Transaction Manager: Red X on a Transaction
Wayfair Application Programming Interface (API) is sending us unacknowledged reminders and Inventory Feed failures. Once sent, they are not acknowledged as received in the Foundry platform but with no Errors. **Why might this be happening?**	TrueCommerce recommends that you submit a Support Case via **Account Management | My Support Dashboard** or by clicking the Help (question mark) button at top-right of the Foundry platform and selecting **Support Center**, or you can contact our Support team for assistance. While we will need additional details, we can assist in investigating what is occurring that is causing the issue and help to pinpoint a solution.
Is there a way in EDI to contact a Trading Partner in order to explain what data is needed on a rejected transaction?	In these situations it is better to email TrueCommerce Support or call the Support line directly at **1.888.430.4489**. If you need help after obtaining the details, do not hesitate to submit a case or call and we can work together to resolve it.
Is there a difference between a ship notice and an Advance Shipping Notice (ASN)?	They are the same. A ship notice is an ASN. Sometimes, you will see them in Transaction Manager as "Ship Notice," sometimes you will see the acronym "ASN". In EDI terminology, it is an 856 Transaction Type but they are all one-in-the-same.
In addition to Application Advice (EDI 824), are there other EDI documents that communicate errors and if so, what are they?	In Transaction Manager you might see one of the following transactions in your Inbox that indicate rejections or errors: • Application Advice (EDI 824) • Text Message (EDI 864)
What is meant by "bad data" on a Purchase Order (PO/EDI 850)? **Is it possible to send rejections back on bad data from incoming 850s?**	That is often between you and your Trading Partner. A lot of Trading Partners do support a PO Acknowledgement (EDI 855) transaction, but the difference would be what data they are seeking in the 855 as well. Sometimes the ability to reject a transaction based on incorrect data is within an 855 data. Ideally, contacting your Trading Partner is the ideal route to pursue.

TrueCommerce™

Winter Webinar 2024, Ep. 1: EDI Document Rejections

Questions and Answers	
Is there a way to unsend a sent Invoice?	A transaction cannot be unsent after it has been transmitted. It can be copied back to the Transactions **Outbox**, then corrected and resent. With most Trading Partners, the most recent transaction will take the place of any other transactions sent, so by resending a corrected Invoice, it will take the place of the one sent previously. To read a help article on this topic, click here.
We recently had an EDI Invoice rejected and the ODOT Accounting department did not have a reason as to why. There were no extra spaces or data errors. The red X we encountered had to do with the Encumbrance Numbers, where if more than 2 numbers are entered, the Invoice is rejected. This was the only data that we discovered, all other data was correct. **Any ideas of what could possibly be the cause?**	TrueCommerce recommends that you submit a Support case or call in to Support at **1.888.430.4489** for assistance with this. We will work with you to seek a solution to the challenge. If changes are needed to help avoid the errors in the future, we can also help.
Can I add data onto a Transaction after it's been sent and resend (for example, if the Bill of Lading/BOL is missing), or do I need a specific access level to do that? Or is the transaction just used for viewing errors?	A transaction cannot be unsent after it has been transmitted. It can be copied back to the Transactions **Outbox**, then corrected and resent. With most Trading Partners, the most recent transaction will take the place of any other transactions sent, so by resending a corrected Invoice, it will take the place of the one sent previously. To read a help article on this topic, click here.
Before resending a corrected transaction, should we first change the transaction purpose from original to replacement, or does it not matter?	In most cases it is not necessary to change unless it is indicated in the Rejection instructions to change the purpose. This is something you can ask your Trading Partner about if you need clarification.
In regards to rejections in the Inbox for an EDI 824 or Text Message (EDI 864), we do not see that we have necessarily received these. Is this something that needs to be turned on with Trading Partners?	This is something that you can ask your Trading Partner about; specifically, how they handle rejections and if they can send an EDI 824 or 864 transaction.

TrueCommerce™

Winter Webinar 2024, Ep. 1: EDI Document Rejections

Questions and Answers	
Under Account Management | My Support Dashboard | New Support Case in the Foundry primary navigation menu, I noticed there is a new "Customer Approval" form for whenever we need TrueCommerce to make changes to mapping for an existing Trading Partner. Where is this form that we are supposed to provide saved?	Thank you for bringing this to our attention, we see how this can be misleading. There is not a special form that needs to be used. What is meant by approval is an email or any other supporting documentation from the Trading Partner. TrueCommerce's internal teams will update the wording so that it is more understandable. You will see the change in the next few days.
If the update of the Invoice (810) map is reflective of Inbound data from the Trading Partner (i.e. a new Unit of Measure/UoM value sent in the EDI 850, so it needs to be added to the UoM code list for the 810), do we still have to complete the Customer Approval form? Internally, we view the change as valid since it was included in a Production PO.	If this is live Production data like the situation you explained, you do not need to submit any supporting documentation. Submit a Support case and TrueCommerce will have our Mapping team make the updates.
Miscellaneous Questions	
Where can I view the recording of this webinar or see other TrueCommerce webinar recordings, and where can I register for upcoming customer webinars?	We always post an article that features our current webinars on the TrueCommerce Knowledge Base at https://help.truecommerce.com. Note that you can use the Search field and enter key word "webinar" and all related articles will be yielded in the results.