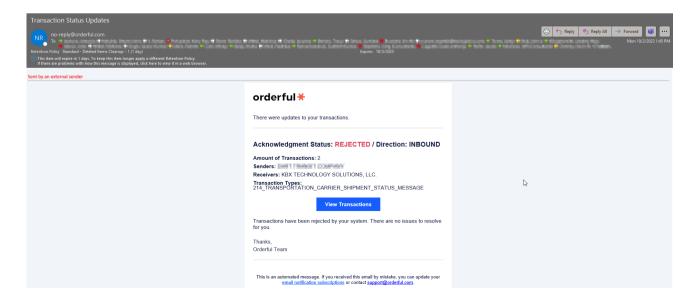# ORDERFUL 214/210 REJECTION ERROR MESSAGES

If a 214 or 210 carrier is set up to receive 997 Functional Acknowledgments in Orderful and a transaction is rejected, a Reject 997 will be sent back to the carrier. (example below)

In addition to or in place of the 997 Functional Acknowledgments, Carriers can subscribe to 'Acknowledgement Status' email notifications for their organization in Orderful as found under https://ui.orderful.com/settings/notifications. (shown below)
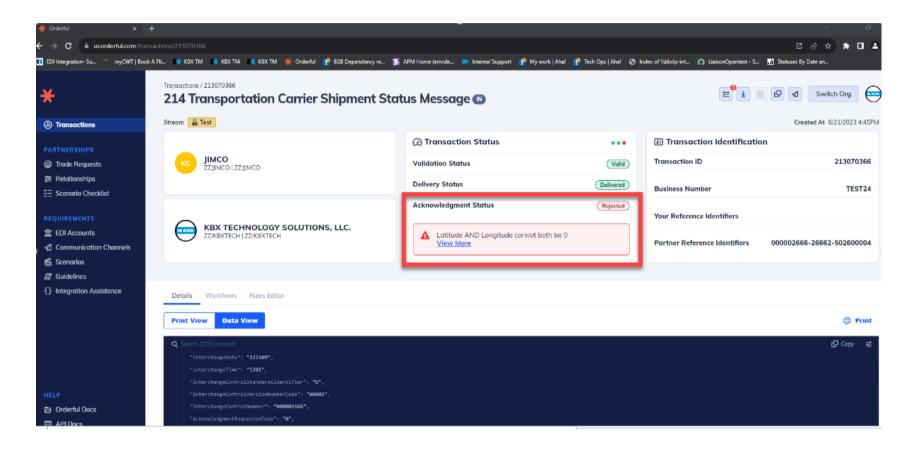

Once subscribed, the carrier will receive an email notification when a transaction is rejected. (example below)

ORDERFUL 214/210 REJECTION ERROR MESSAGES

If a transaction is rejected, Orderful's UI will display the reject reason within each transaction. (example below)

A list of error messages, the cause, and resolution steps are listed on the next page.

If you have additional questions, please contact b2bonboarding@kbx.global

Error Message	What caused the Reject Acknowledgement?	Steps for Carrier to Resolve
CODE (AF, X6, X1, CD) must contain 'equipmentNumber'	214 Status codes (AF,X6,X1,CD), must have equipment number on the EDI 214	Resend the 214 status code indicated with the equipment Number.
CODE (AB,AG,X1,CD) cannot be paired with QN of 01	214 Delivery Status codes (AB,AG,X1,CD), cannot have a QN of 01 which is always the pickup stop.	Resend the 214 delivery status code indicated with the QN value related to the delivery stop number of the 204 tender.
CODE (AA, AB, XB, X3, AF, AG, X6, X1, CD) must include QN noting stop sequence	214 Status codes for a specific stop (AA, AB, XB, X3, AF, AG, X6, X1, CD) must have the QN value on them.	Resend the 214 status code indicated with the QN value related to the stop number of the 204 tender.
MS1_04 longitudeCode ' 'hhh' is INVALID. Must be <=180	214 Longitude Code MS1_04, first 3 digits must be <=180	Resend the 214 status code indicated with the first 3 'hhh' characters of the longitudeCode being less than or equal to 180 and indicating the coordinates where the load was tracking.
MS1_05 latitudeCode 'hhh' is INVALID. Must be <=90	214 Latitude Code MS1_05, first 3 digits must be <=090	Resend the 214 status code indicated with the first 3 'hhh' characters of the latitudeCode being less than or equal to 090 and indicating the coordinates where the load was tracking.
MS1_04 longitudeCode 'mm' is INVALID. Must be <=60 OR MS1_05 latitudeCode 'mm' is INVALID. Must be <=60	For 214 both MS1_04 and MS1_05, mm must be <=60	Resend the 214 status code indicated with the 'mm' characters of the longitudeCode or latitudeCode being less than or equal to 60 and indicating the coordinates where the load was tracking.
MS1_04 longitudeCode 'ss' is INVALID. Must be <=60 OR MS1_05 latitudeCode 'ss' is INVALID. Must be <=60	For 214 both MS1_04 and MS1_05, ss must be <=60	Resend the 214 status code indicated with the 'ss' characters of the latitudeCode or longitudeCode being less than or equal to 60 and indicating the coordinates where the load was tracking.
Latitude AND Longitude cannot both be 0	For 214 both MS1_04 and MS1_05, both Lat and Long cannot be zeros	Resend the 214 status code indicated with the the latitudeCode or longitudeCode as valid coordinates.
B3_07 netAmountDue value $$$$$ does NOT match SUM of L1_04 amountCharged line items $$$$$	For 210 invoices, B3_07 net amount due value does not match the sum of the L1_04 amount charged line items	Resend the 210 invoice with the B3_07 netAmountDue value matching the sum of all the L1_04 amountCharged line items.
CODE (AA,XB,X3,AF) cannot be paired with QN of 02 for testing	For tenders in the test stream, which are 1 PU and 1 DL the 214 PU statuses (AA,XB,X3,AF), must have QN 01	Resend the test 214 pickup status code indicated with a QN of 01 to match the PU stop on the tender.
CODE (AB,AG,X1,CD) cannot be paired with QN of 01 for testing	For tenders in the test stream, which are 1 PU and 1 DL the 214 DL statuses (AB,AG,X1,CD), must have QN 02	Resend the test 214 delivery status code indicated with a QN of 02 to match the PU stop on the tender.
Future '(ZZ,X3,AF,X6,X4,P1,X1,CD)' Status Date/Time: YYYYMMDD HHmm > 12 hrs vs GS : YYYYMMDD HHmm	The status code events (ZZ,X3,AF,X6,X4,P1,X1,CD) which should be sending past status dates and times are sending future event dates and times. Sending a future date and time is okay when sending an ETA or Appointment status, but milestone status code events in the future are not logical.	Resend the status code indicated in the error with a past date and time instead of a future date and time.