

ORDERFUL 214, 210, OR 310 REJECTION ERROR MESSAGES

If a 214, 210, or 310 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)

```
ISA*00*          *00*          *ZZ*KBXTECH      *02*00000000~
*231002*1134*U*00401*~*0*P*>~
GS*FA*KBXTECH*~*20231002*1134*~*X*004010~
ST*997*0001~
AK1*QM*~
AK2*214*0001~
AK5*R*~
AK9*R*1*1*0~
SE*6*0001~
GE*1*~
IEA*1*~
```

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)

Acknowledgment Status

Inbound

- Rejected (Recommended)
- Overdue

Outbound

- Rejected (Recommended)
- Overdue

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

The screenshot shows an email titled "Transaction Status Updates" from "no-reply@orderful.com". The email content includes the Orderful logo and the following text:

There were updates to your transactions.

Acknowledgment Status: REJECTED / Direction: INBOUND

Amount of Transactions: 2
Senders: [REDACTED] COMPANY
Receivers: KBX TECHNOLOGY SOLUTIONS, LLC.
Transaction Types: 214_TRANSPORTATION_CARRIER_SHIPMENT_STATUS_MESSAGE

A blue button labeled "View Transactions" is visible.

Transactions have been rejected by your system. There are no issues to resolve for you.

Thanks,
Orderful Team

At the bottom, a small note states: "This is an automated message. If you received this email by mistake, you can update your email notification subscriptions or contact support@orderful.com."

ORDERFUL 214, 210, OR 310 REJECTION ERROR MESSAGES

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

The screenshot displays the Orderful web interface for a transaction. The main heading is "214 Transportation Carrier Shipment Status Message". The transaction is associated with JIMCO (KC) and KBX TECHNOLOGY SOLUTIONS, LLC. The Acknowledgment Status is "Rejected", highlighted with a red box. The error message states: "Latitude AND Longitude cannot both be 0". Below the error message, there is a "View More" link. The Transaction Identification section shows the Transaction ID as 213070366 and the Business Number as TEST24. The Partner Reference Identifiers are 00002666-26662-502600004. The JSON payload is visible at the bottom of the screen.

```
Search JSON payload
{
  "interchangeDate": "221109",
  "interchangeTime": "1201",
  "interchangeControlStandardIdentifier": "U",
  "interchangeControlVersionNumberCode": "00401",
  "interchangeControlNumber": "000002666",
  "acknowledgmentRequestedCode": "0",
}
```

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

ORDERFUL 214, 210, OR 310 REJECTION ERROR MESSAGES

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.
MSI_04 longitudeCode 'hhh' is INVALID. Must be <=180	214 Longitude Code MSI_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.
MSI_05 latitudeCode 'hhh' is INVALID. Must be <=90	214 Latitude Code MSI_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.
MSI_04 longitudeCode 'mm' is INVALID. Must be <=60 OR MSI_05 latitudeCode 'mm' is INVALID. Must be <=60	For 214 both MSI_04 and MSI_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.
MSI_04 longitudeCode 'ss' is INVALID. Must be <=60 OR MSI_05 latitudeCode 'ss' is INVALID. Must be <=60	For 214 both MSI_04 and MSI_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 MSI_04 and MSI_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 LI_04 amountCharged line items \$\$\$\$	For 210 or 310 invoices, B3_07 net amount due value does not match the sum of the LI_04 amount charged line items	Resend the 210 or 310 invoice with the B3_07 netAmountDue value matching the sum of all the LI_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.