210 (TRANSPORTATION) MOTOR CARRIER FREIGHT INVOICE

BEST PRACTICES
AND
COMMON ERRORS

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Many of you know why it is important to send the 210 (Motor Carrier Freight Details and Invoice) in the correct format. As a recap, the 210 tells us
- Your invoice number
- BOL and PO(s) numbers
- Currency
- Shipper and Consignee location information
- Detailed charges
- Net amount due

The accuracy of the 210 invoice is vital to insure on time payments

BEST PRACTICES

- **_Use Lowe's 210 specs_** - When setting up the 210 to test with Lowe's, confirm your map matches our 210 specifications. Keep in mind if you already have a 210 map built for another customer, they may not require the same variables for the 210 as we do. Additionally, their 210 structure may be different. If you are already in production and are receiving EDI rejections from Lowe's on the 210s, please review the 210 specs to ensure your document is mapped correctly.
  - Lowes 210 specs and business examples are located on www.loweslink.com under the EDI tab > Lowes EDI Specifications and Business Examples > Transportation Carrier > 210 Motor Carrier Freight Invoice > Implementation Guide or Business Examples.

- **_Elements from the 204 or tender_** – If you receive EDI 204s Make sure your systems accurately transfers BOL, Lowes store number and PO(s) to the 210 invoice.

- **_One 210 per BOL_**- Once you are paid for a BOL, you will not be able to send Lowes another invoice for additional charges once the BOL is setup for payment or paid. If you have additional charges for a BOL that has already been invoiced, you will need to obtain approval from our transportation area. If approved, you will be issued a MFC number to use as the BOL (B3-03). **Note:** you must use a different invoice number as Lowes pays off invoice number and we will not pay an invoice number twice.

- **_Match the invoice_** – if you received the EDI 204, use this data to build your 210 invoice.

- **_Send only 210s within one Interchange_** - Our communication package cannot handle multiple GS's in the same ISA. Because of this, we ask you to only send 210s within one Interchange. If more than one EDI document type is sent within an interchange, it will cause the documents within the interchange to be processed twice. For example, if you send both a 210 Invoice and a 214 shipment status in different GS loops within an interchange; you may receive an error on both documents or we will not be able to process the second document.

- **_Balance Dues_** - When sending a balance due invoice to Lowes we ask you to add an alpha letter to the end of the invoice number and use the BD balance due indicator in the B308 of the EDI 210 invoice. For example if the original invoice number was 12345 and a balance due was owed on this invoice, we ask you to send the balance due invoice number as 12345A and use the BD in the B308. When Lowes pays the invoice, the invoice number referenced on your check will read 12345ABD. Please note: if you add BD at the end of the invoice number instead of a letter (example invoice number 12345BD) and then use the BD indicator in the B308, the invoice referenced on your check will read 12345BDBD.

HOW DO YOU KNOW IF YOUR 210 DATA IS IN COMPLIANCE?

- ***EDI Rejections and Delete emails***- Is your company receiving EDI Rejections and Delete emails from your 210 data? If so, that means your 210 needs review. The EDI Rejections and Delete emails are used to communicate back to your company when we could not process your 210 data successfully. The EDI Rejection and Delete emails should help you pinpoint the data discrepancy within each 210 transaction. It is important that you pinpoint what is causing the data errors and eliminate the issue. If you get a Rejection or Delete email on an invoice that means we no longer have that invoice in our system and you will need to correct and retransmit if needed.

- ***Do you have access to LowesLink®?*** There are two applications on LowesLink® that will benefit your company when sending EDI 210s. The first application is Vendor Inquiry which will show you invoices setup for payment, invoices paid, and check numbers. The second application is Freight Pay- which will show rejected and deleted invoices. These are the same rejected and deleted invoices you have received email notices on. However, on the Freight Pay application, you can review up to 90 day history of rejects and deleted invoices. If you do not have access to LowesLink®, please go to www.loweslink.com and register by completing the steps under getting started. Be sure you register for Vendor Inquiry and Freight Pay applications.

- ***997*** - Do not use the 997 to determine if the 210 was valid. It should be used for the purpose of confirming Lowe's received the 210 file. If you do not get a 997, we did not get the 210.

WHERE TO FIND HELP TO IMPROVE THE 210 – TAKE A LOOK AT www.LowesLink.com

- Use our LowesLink® website to review our 210 Specifications and Business Examples located under the EDI tab > Lowes EDI Specifications and Business Examples > Transportation Carrier > 210 Motor Carrier Freight Invoice.

COMMON ERRORS

Are you receiving one of the following errors on EDI Rejects and delete emails? Of course, all 210 data errors should be eliminated; however, these particular errors need your attention as these are our top reject errors. The following is a brief overview of what causes the error. Please eliminate these errors for future 210s.

THE POSSIBLE CAUSES FOR THE TOP REJECT ERROR MESSAGES ARE OUTLINED BELOW:

- ***Missing or Invalid Purchase Order 0000000000000000***
  - ○ (possible cause) Rejected EDI because you cannot send two PO numbers in one SPO segment. **Note:** If you have multiple PO numbers, you must send in separate SPO segments
  - ○ (possible cause) Rejected EDI because missing Mandatory SPO segment which must contain the PO number.
  - ○ (possible cause) Rejected EDI because stop off loop transmitted incomplete, transmitted when not needed on invoice and missing mandatory SPO segment (which must contain the PO number). **Note**: a complete stop off loop contains a S5, SPO &

N1 segment. If no stops are present on the invoice, please remove the stop off loop. If stops are present on the invoice you must transmit a complete stop off loop.

- **Accessorial Charge Must be Billed Separate**
  - o Rejected EDI because accessorial charge cannot be billed with other charges and must be billed alone. **Note:** Accessorial charges such as Detention- must approved by Lowes Transportation who will then assign a MFC number which must be used in the BOL (B3-03). You must transmit invoice with a different invoice number from the original. However, you must include the original PO number, shipper and consignee from the original invoice.

- **C3 is Missing or Invalid for the Remit Currency**
  - o (possible cause) Rejected EDI because of missing mandatory C3 currency segment.
  - o (possible cause) Rejected EDI because a currency code of incorrect format for currency was sent in the C3-01. **Note:** The correct code for US dollars is USD. The correct code of Canada is CAD

- **Total Out of Balance**
  - o (possible cause) Rejected EDI because total charges do not balance the L3-05 and B3-07.
  - o (possible cause) Rejected EDI because the L3-05 and B3-07 do not match. **Note:** These elements must match exactly

- **Invoice Received Twice Within 24 Hour Period**
  - o Rejected EDI because same invoice number was transmitted twice. Never send the same invoice twice or retransmit an invoice unless instructed by Lowes to do so.

- **Invalid Charge Allowance Qualifier**
  - o (possible cause) Rejected EDI because charges such as fuel and stop-off must be billed with other charges and cannot be billed alone.
  - o (possible cause) Rejected EDI because missing Charge code in LX loop for L108 for second or third or so on… **Note:** Charge code in L1-08 must be present in all LX loops except for the first LX loop. The first LX loop is assumed for the freight charge and no code is required in the L1-08.
  - o (possible cause) Rejected EDI because of an invalid charge code in Lowes system. **Note**: A list of available Charge/Allowance codes can be found in the Lowes 210 specifications.

- **Missing or Invalid Consignee   0000**
  - o (possible cause) Rejected EDI because consignee N1-04 has an invalid Lowes store number.
  - o (possible cause) Rejected EDI because the stop-off loop N1-04 has an invalid Lowes store number.

- **Missing or Invalid Store Number 2345**
  - o Rejected EDI because the Shipper is not a Lowes location and the N1-03 & N1-04 were mapped.

- **Invalid Delivery Date Invalid Ship Date**
  - o Rejected EDI because the B3-09 and G62-02 were transmitted with 6 digit date. **Note:** The B3-09 and G62-02 must contain a 8 digit date

- *Invalid Ship Date*
  - o Rejected EDI because of missing mandatory G62 segment.

- *Unknown Claim Number*
  - o Rejected EDI because the invoice number in the B3-02 is missing.

- *Shipment Method of Payment Missing or Invalid.*
  - o Rejected EDI because incorrect shipment method of payment code in B304. **Note:** The only codes allowed in B304 are CC (Collect) & PP (Prepaid).

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