



**214 (TRANSPORTATION) CARRIER
SHIPMENT STATUS MESSAGE**

TRUCKLOAD (TL)

**REQUIRED SHIPMENT STATUS CODES, BEST
PRACTICES
AND
COMMON ERRORS**

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Transportation Shipment Status Messages (EDI 214) are considered event driven and must be transmitted as the event takes place. The Shipment Status Message (EDI 214) is required from Lowe's Carriers to:

- ❖ Provide the status and ensure visibility of Lowe's product from pickup at the Origin Shipper to Delivery at a Destination location.
- ❖ Enable the measurement of Key Performance Indicators (KPIs) such as delivery performance, reporting performance, and status response time.

Many of you know why it is important to send the perfect 214. As a recap, the 214s tells us:

- Carrier Pickup Appointment Date and/or time
- Carrier has arrived at Pickup location
- Carrier departed Pickup location with Shipment
- Carrier Estimated Delivery
- Carrier arrived at Delivery location
- Carrier completed unloading at Delivery location
- Also, carrier rescheduled status updates such as consignee related, driver related, shipper related, Pre-arranged appointment/pickup adjusted for transit time, or Weather/Natural Disaster related.

BEST PRACTICES

- ***Use Lowe's 214 specs*** - When setting up the 214 to test with Lowe's, confirm your map matches our 214 specifications. Keep in mind if you already have a 214 map built for another customer, they may not require the same variables (such as status codes) for the 214 as Lowe's. Additionally, their 214 structure may be different. By reviewing this, it will save time before testing. **If you are already in production and are receiving errors from Lowe's on the 214, please review the 214 specs to ensure your document is mapped correctly.**
 - Lowes 214 specs and business examples are located on www.loweslink.com under the EDI tab > Lowes EDI Specifications and Business Examples > Transportation Carrier > 214 Truckload Transportation Carrier Shipment Status Message > Implementation Guide or Business Examples.
- ***Send it timely*** - Additionally, the 214 is of no use if you send it after the load is complete. We require sending the 214 as the event occurs.
 - EDI 214s are considered event driven however, for reporting purposes we request all status no later than 10:00 am ET the morning after the original requested pickup or delivery date. Whenever a load is not going to pickup or deliver on the original requested dates, a rescheduled appointment must be sent in by the original requested date, via an AA code for pickup and/or AG code for delivery.
 - *If Not picking up or Delivering on requested dates:* if you encounter any type of delay this is considered an exception. A new occasion date must be submitted with a proper reason code that indicates the type of delay - Shipper Related, Carrier Related, Consignee Related, or Weather Related. Please note: *BK should only be submitted when too much transit time is set. By providing "BK" you are indicating that you will be picking up at a later date, however still meeting our requested delivery date.*
 - Shipment Delay Code "SD" should only be submitted when you can not get a confirmed pick up appointment or delivery appointment. Reason Code other than normal status must be used when submitting "SD".

A list of all 214 inbound required shipment status and reason codes can be found within this document under the heading "Lowe's Required Shipment Status Message Codes (AT7 Segment)".

- **Are 214s Required for All loads?** – Yes, please send all required status codes for all shipments.
- **Match the invoice** - Use the 214 data to build your invoice. The 214 contains the BOL, Lowe's PO, SCAC, Ship From, and Ship To information, these fields needs to match your 210 invoice.
- **Send only 214s within one Interchange** – Our communication package cannot handle multiple GS's in the same ISA. Because of this, we ask you to only send 214s within one interchange. If more than one EDI document type is sent within an interchange it will cause the errors for both documents. 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 may not be able to process both documents.
- **Send data from Lowes as often as possible** - We treat EDI 214 as "fast batch" meaning we process them every 15 minutes. We would like carriers to send this data as often as possible.
- **Use JDA website when EDI is down (ONLY Recipients that receive a 204)** - As a backup, you can access the JDA website to receive and send information. Lowes prefers all EDI data transactions, however you can use JDA website as a backup resource. If you don't have access to JDA website, you can contact your Lowes carrier relations representative for instructions on how to get setup. A list of Lowes carrier relations representatives are located on www.loweslink.com, you will need to log in with your digital certificate to obtain this information.

How do you know if your 214 Shipment Status data is in compliance?

- Our EDI Transportation Compliance team sends out weekly EDI 214 Shipment Status Compliance Reports
 - **Missing status**- Research and determine why the required status codes were not sent and how to prevent future errors.
 - **Late status**- Research and determine why the required status codes were transmitted late and how to prevent future errors.
 - **Errors are Costly** – Keep in mind Lowe's EDI team wants your 214 data to be accurate. This is required so that we are passing good 214 data to all of our internal applications.
- **997** - Do not use the 997 to determine if the 214 was valid. It should be used for the purpose of confirming Lowe's received the 214. If you do not get a 997, we did not get the 214.

Where to find help to improve the 214 – Visit www.loweslink.com

- Use our LowesLink® website to review our 214 LTL Specifications and Business Examples at www.loweslink.com > EDI Tab > Lowe's EDI Specifications and Business Examples > Transportation Carrier > 214 Truckload Transportation Carrier Shipment Status Message.

COMMON ERRORS

- The accuracy and timeliness of the 214 are vital. A common error on a 214 is the carrier not returning the exact BOL, SCAC, and PO.
 - The BOL is sent in the B10-02 segment.
 - The SCAC is sent in the B10-03 segment.
 - The PO is sent in the PRF-01 segment.
 - Send all statuses as they occur and be sure all statuses are sent by 10:00 am ET the morning after the original event date

Remember, transmitting good, accurate and timely 214s are critical to the overall Shipment Status Compliance process.

Lowe's Required Shipment Status Message Codes (AT7 segment)

REQUIRED STATUS UPDATES: Lowe's requires the status information for all Shipments to ALWAYS be communicated AS THE EVENT OCCURS by using the below required status codes.

Domestic (OTR and Intermodal) Required Codes:

Element ID	Element Ref	Code	Definition and Explanation	Element ID	Element Ref	Code	Definition and Explanation
Shipment Status Appointment Status Code (1652)	AT7-03	AA	Pick-up Appointment Date and/or Time	Shipment Status Appointment Reason Code (1651)	AT7-04	NA	Normal Appointment
Shipment Status Code (1650)	AT7-01	X3	Arrived at Pick-Up Location	Shipment Status Appointment Reason Code (1651)	AT7-02	NS	Normal Status
Shipment Status Code (1650)	AT7-01	AF	Carrier Departed Pickup Location with Shipment	Shipment Status Appointment Reason Code (1651)	AT7-02	NS	Normal Status
Shipment Status Code (1650)	AT7-01	AG	Estimated Delivery	Shipment Status Appointment Reason Code (1651)	AT7-02	NS	Normal Status
Shipment Status Code (1650)	AT7-01	X1	Arrived at Delivery Location	Shipment Status Appointment Reason Code (1651)	AT7-02	NS	Normal Status
Shipment Status Code (1650)	AT7-01	D1	Completed Unloading at Delivery Location	Shipment Status Appointment Reason Code (1651)	AT7-02	NS	Normal Status

Mexico(Import) to US Required Codes:

Element ID	Element Ref	Code	Definition and Explanation	Element ID	Element Ref	Code	Definition and Explanation
Shipment Status Appointment Status Code (1652)	AT7-03	AA	Pick-up Appointment Date and/or Time	Shipment Status Appointment Reason Code (1651)	AT7-04	NA	Normal Appointment
Shipment Status Code (1650)	AT7-01	X3	Arrived at Pick-Up Location	Shipment Status Appointment Reason Code (1651)	AT7-02	NS	Normal Status
Shipment Status Code (1650)	AT7-01	AF	Carrier Departed Pickup Location with Shipment	Shipment Status Appointment Reason Code (1651)	AT7-02	NS	Normal Status
Shipment Status Code (1650)	AT7-01	J1	Deliver to Cartage Co for customs processing (Laredo Only**)	Shipment Status Appointment Reason Code (1651)	AT7-02	NS	Normal Status
Shipment Status Code (1650)	AT7-01	K1	Arrive at Customs	Shipment Status Appointment Reason Code (1651)	AT7-02	NS	Normal Status
Shipment Status Code (1650)	AT7-01	B6	ETA US Border Crossing Facility (Laredo Only**)	Shipment Status Appointment Reason Code (1651)	AT7-02	NS	Normal Status
Shipment Status Code (1650)	AT7-01	X4	Arrive US Border Crossing Facility	Shipment Status Appointment Reason Code (1651)	AT7-02	NS	Normal Status
Shipment Status Code (1650)	AT7-01	P1	Depart US Border Crossing Facility	Shipment Status Appointment Reason Code (1651)	AT7-02	NS	Normal Status
Shipment Status Code (1650)	AT7-01	AG	Estimated Delivery	Shipment Status Appointment Reason Code (1651)	AT7-02	NS	Normal Status
Shipment Status Code (1650)	AT7-01	X1	Arrived at Delivery Location	Shipment Status Appointment Reason Code (1651)	AT7-02	NS	Normal Status
Shipment Status Code (1650)	AT7-01	D1	Completed Unloading at Delivery Location	Shipment Status Appointment Reason Code (1651)	AT7-02	NS	Normal Status

Rail Codes:

Element ID	Element Ref	Code	Definition and Explanation	Element ID	Element Ref	Code	Definition and Explanation
Shipment Status Code (1650)	AT7-01	AF	Carrier Departed Pickup Location with Shipment	Shipment Status Appointment Reason Code (1651)	AT7-02	NS	Normal Status
Shipment Status Code (1650)	AT7-01	K1	Arrive at Customs	Shipment Status Appointment Reason Code (1651)	AT7-02	NS	Normal Status
Shipment Status Code (1650)	AT7-01	X4	Arrive US Border Crossing Facility	Shipment Status Appointment Reason Code (1651)	AT7-02	NS	Normal Status
Shipment Status Code (1650)	AT7-01	AG	Estimated Delivery (Sent at Border Crossing)	Shipment Status Appointment Reason Code (1651)	AT7-02	NS	Normal Status
Shipment Status Code (1650)	AT7-01	AR	Arrive Destination Rail Yard (CP)	Shipment Status Appointment Reason Code (1651)	AT7-02	NS	Normal Status
Shipment Status Code (1650)	AT7-01	X1	Arrived at Delivery Location (AP)	Shipment Status Appointment Reason Code (1651)	AT7-02	NS	Normal Status
Shipment Status Code (1650)	AT7-01	D1	Completed Unloading at Delivery Location	Shipment Status Appointment Reason Code (1651)	AT7-02	NS	Normal Status

Optional Status Code Non-Required (all modes): This code should only be submitted when you can not get a confirmed pick up appointment or delivery appointment. Reason Code other than normal status must be used when submitting "SD".

Element ID	Element Ref	Code	Definition and Explanation	Element ID	Element Ref	Code	Definition and Explanation
Shipment Status Appointment Status Code (1652)	AT7-01	SD	Shipment Delay	Shipment Status Appointment Reason Code (1651)	AT7-02	AM	Shipper (Vendor) Related

REASON CODES: All in-transit events must have a proper reason code. Normal Status is expected unless an exception takes place. When an exception takes place, one of the following reason codes must be submitted.

Required Reason Codes:

Element ID	Element Ref	Code	Definition and Explanation
Shipment Status Reason Code (1651)	AT7-04	NA	Normal Appointment
Shipment Status Reason Code (1651)	AT7-02	NS	Normal Status (Default)
Shipment Status Reason Code (1651)	AT7-02	AG	Consignee Related - Lowes Related
Shipment Status Reason Code (1651)	AT7-02	BK	Prearranged Appointment/ Too much Transit Time
Shipment Status Reason Code (1651)	AT7-02	AH	Carrier Related
Shipment Status Reason Code (1651)	AT7-02	AM	Shipper (Vendor) Related
Shipment Status Reason Code (1651)	AT7-02	AO	Weather Related
Shipment Status Reason Code (1651)	AT7-02	BQ	Shipment Overweight
Shipment Status Reason Code (1651)	AT7-02	AS	Hold Due to Customs Documentations (Import Only)
Shipment Status Reason Code (1651)	AT7-02	BD	Border Clearance (Import Only)
Shipment Status Reason Code (1651)	AT7-02	P2	Waiting Inspection (Import Only)
Shipment Status Reason Code (1651)	AT7-02	CA	Customs (Import Only)
Shipment Status Reason Code (1651)	AT7-02	T6	Border Crossing In- Bond Hold - (Import Only)
Shipment Status Reason Code (1651)	AT7-02	BG	Divert to another Border Crossing (Import Only)

Please Note: BK should only be submitted when too much transit time is set. By providing "BK" you are indicating that you will be picking up at a later date, however still meeting our requested delivery date (MAOD).