



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

**LESS THAN TRUCKLOAD (LTL)**

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

MODIFIED: 3/4/2011

Transportation Shipment Status Messages (EDI214) are considered event driven and must be transmitted as the event takes place. The Shipment Status Message (EDI214) 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 has acknowledged shipment information from EDI 211 (if applicable).
- Carrier pickup appointment date and/or time
- Carrier has arrived at pickup location
- Carrier departed pickup location with shipment
- Carrier has arrived at a terminal including the terminal location
- Carrier has departed a terminal including the terminal location
- Carrier estimated delivery
- Carrier has shipment out for delivery including the delivery terminal location
- Carrier arrived at delivery location
- Carrier completed unloading at delivery location
- Also, carrier rescheduled status updates such as consignee related, driver related, shipper related, 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.**

- [Lowe's 214 specs and business examples](#) are located on [www.loweslink.com](http://www.loweslink.com) under the EDI tab > Lowe's EDI Specifications and Business Examples > Transportation Carrier > 214 LTL 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.
  - ***A special note:*** if you encounter any type of delay this is considered an exception. A reason code must be provided that indicates the type of delay - Shipper Related, Carrier Related, Consignee Related, or Weather Related. This Reason code should be submitted with the Shipment Status Code Message.

*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)".*

- **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. You have BOL, Lowe's PO, SCAC, Ship From, Ship To information so be sure this information matches 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 to 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.

#### **HOW DO YOU KNOW IF YOUR EDI DATA IS IN COMPLIANCE?**

- Our transportation area sends out weekly EDI 214 Reason Code 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 – TAKE A LOOK AT [www.LowesLink.com](http://www.LowesLink.com)**

- Use our LowesLink® website to review our 214 LTL Specifications and Business Examples at [www.loweslink.com](http://www.loweslink.com) > EDI Tab > Lowe's EDI Specifications and Business Examples > Transportation Carrier > 214 LTL Transportation Carrier Shipment Status Message.

**COMMON ERRORS**

- A common error on a 214 is the carrier not returning the exact PRO, BOL, SCAC, and PO.
  - The PRO is sent in the B10-01 segment.
  - 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.**

**Lowes's Required Shipment Status Message Codes (AT7 segment)**

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

REQUIRED SHIPMENT STATUS CODES								
	Element ID	Element Ref	Code	Definition & Explanation	Element ID	Element Ref	Code	Definition & Explanation
1	Shipment Status Code (1650)	AT7-01	XB	Shipment Acknowledged	Shipment Status Appointment Reason Code (1651)	AT7-02	NS	Normal Status
2	Shipment Status Code (1650)	AT7-01	X3	Arrived at Pick Up Location	Shipment Status Appointment Reason Code (1651)	AT7-02	NS	Normal Status
3	Shipment Status Code (1650)	AT7-01	AF	Carrier Departed Pick Up Location with Shipment	Shipment Status Appointment Reason Code (1651)	AT7-02	NS	Normal Status
4	Shipment Status Code (1650)	AT7-01	AG	Estimated Delivery	Shipment Status Appointment Reason Code (1651)	AT7-02	NS	Normal Status
5	Shipment Status Code (1650)	AT7-01	X4	Arrived at Terminal Location	Shipment Status Appointment Reason Code (1651)	AT7-02	NS	Normal Status
6	Shipment Status Code (1650)	AT7-01	P1	Departed Terminal Location	Shipment Status Appointment Reason Code (1651)	AT7-02	NS	Normal Status
7	Shipment Status Code (1650)	AT7-01	X1	Arrived at Delivery Location	Shipment Status Appointment Reason Code (1651)	AT7-02	NS	Normal Status
8	Shipment Status Code (1650)	AT7-01	D1	Completed Unloading at Delivery Location	Shipment Status Appointment Reason Code (1651)	AT7-02	NS	Normal Status

OPTIONAL SHIPMENT STATUS CODES							
	Element ID	Element Ref	Code	Definition & Explanation	Element ID	Element Ref	Code
1	Shipment Status Code (1652)	AT7-03	AA	Pick Up Appointment Date and/or Time	Shipment Status Appointment Reason Code (1651)	AT7-04	NS
2	Shipment Status Code (1650)	AT7-01	A9	Shipment Damaged	Shipment Status Appointment Reason Code (1651)	AT7-02	NS
3	Shipment Status Code (1650)	AT7-01	AJ	Tendered for Delivery	Shipment Status Appointment Reason Code (1651)	AT7-02	NS

**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 & Explanation
1	Shipment Status Appointment Reason Codes (1651)	AT7-02	NS	Normal Status
2	Shipment Status Appointment Reason Codes (1651)	AT7-02	AG	Consignee Related
3	Shipment Status Appointment Reason Codes (1651)	AT7-02	AH	Driver Related
4	Shipment Status Appointment Reason Codes (1651)	AT7-02	AM	Shipper Related
5	Shipment Status Appointment Reason Codes (1651)	AT7-02	AO	Weather or Natural Disaster Related