



Getting Started with EDI  
Implementation Guide

**Business Usage:** Basic Guidelines  
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# Getting Started with Walmart EDI

## 1. Walmart, EDI, and You

- a. Welcome to the world of EDI!
- b. We hope that the following information will be helpful in implementing an EDI partnership with Walmart. If you have additional questions please contact the Walmart EDI Support team, we look forward to assisting you.
- c. All contacts ( phone, email, etc. )to Wal-Mart EDI Support require a person from your company with Retail Link access.
  - i. If you do not have Retail Link access, please contact our Retail Link team at [vendoraccess@wal-mart.com](mailto:vendoraccess@wal-mart.com) for assistance.
- d. **For additional information:** Walmart's Implementation guidelines can be accessed through Retail Link™ [E-Commerce/EDI](#).
- e. Please note that for EDI purposes, "Walmart" refers to Walmart Stores, Inc.
  - i. This includes Sam's Clubs, Supercenters, Walmart Stores, Neighborhood Markets and Distribution Centers.

## 2. What is EDI?

- a. Simply stated, EDI (Electronic Data Interchange) is the electronic exchange of business documents between suppliers and retailers.
- b. EDI is comprised of two components: translation and communication.
  - i. During translation, a business document is changed—or “translated”—into a standardized EDI format.
- c. There are various EDI standards (or formats) that a company may use.
  - i. Please view “How is EDI data formatted?” for more information about the EDI standards that we support.
- d. Once a business document is translated into an EDI format it is communicated—or electronically sent—to the intended recipient.
- e. There are several methods of EDI communications available, but the method utilized by Walmart and our suppliers is AS2.

## 3. What is EDIINT AS2?

- a. EDIINT (EDI over the Internet) is a set of communication protocols, introduced by the IETF (Internet Engineering Task Force) in 1995, used to securely transmit data over the Internet.
  - i. Although EDIINT was initially designed to transport EDI data, it may also be used to transfer non-EDI data.
- b. One version of EDIINT is AS2 or Applicability Statement 2.
  - i. The UCC (Uniform Code Council) has facilitated the development and interoperability testing of the AS2 standard.
  - ii. AS2 supports EDI or other data file transmissions over the Internet using HTTP/HTTPS.
- c. AS2 is a specification about how to transport data, not how to validate or process the content of the data.
- d. AS2 specifies the means to connect, deliver and receive data in a secure and reliable way.
- e. AS2 is not an asynchronous or FTP solution; it is an Internet Protocol based solution that uses standard HTTP/HTTPS communications to transmit data.
- f. For more information on EDIINT AS2, or for a list of interoperable-tested AS2 software providers, visit <http://www.drummondgroup.com>.

- g. For additional information see the EDIINT FAQ's within Retail Link™ on the [E-Commerce/EDI](#) page.

**4. How is EDI data formatted?**

- a. The information is formatted using EDI standards.
- b. Walmart currently supports:
  - i. ANSI X12 (American National Standards Institute)
    - 1. UCS (Uniform Communications Standards)
    - 2. VICS (Voluntary Inter-industry Commerce Standard)
  - ii. EDIFACT (Electronic Data Interchange For Administration, Commerce and Transport)
- c. Walmart stays within the VICS and UCS guidelines for our major documents within the United States and Canada. EDIFACT is only used for suppliers outside of the US and Canada and those that will be directly importing merchandise for our company.

**5. Translation Software:**

- a. Walmart does not require suppliers to have specific software for EDI translation.
- b. Walmart's only requirement is that you connect to our network using an interoperable-tested AS2 communication package.
- c. The cost of your EDI translation software is determined by your company's needs and by individual software suppliers.
- d. Some software packages are bundled with EDI translation software.

**6. How is EDI accomplished?**

- a. Business documents are translated into a standard EDI format as defined by industry standards. The data is then pushed to the receiver via the AS2 communications protocol.
- b. To exchange EDI with Walmart, you MUST BE AS2 COMPLIANT.
- c. If you are a low-volume supplier, please read the next section below thoroughly.

**7. Is EDI the only option available to trade purchase orders and invoices?**

- a. This depends on how many invoices your company does per year.
  - i. If your company does more than 5,500 invoices per year you must do true EDI through AS2 communication protocol.
  - ii. If your company does less than 5,500 invoices per year you may choose to do EDI through AS2 or WebEDI.
    - 1. WebEDI is a free, web-based solution that allows suppliers to receive purchase orders and send invoices without the expense of an EDI package.
    - 2. If a supplier chooses to use WebEDI, they must remain on this system for a minimum of one year. WebEDI is not used as a temporary EDI solution.
  - iii. If your company meets the requirements for WebEDI, please review the WebEDI documentation available on Retail Link™ [E-Commerce/EDI](#) to be able to make an informed decision regarding which system would best suit your company's needs.

**8. Using a third party company to exchange EDI with Walmart:**

- a. Connecting directly to our network is the preferred communications method and reduces the points of failure in data transmissions.
  - i. With the use of AS2, direct connects to our network provide cost savings to our suppliers through the elimination of day to day third party charges and long distance dial ups.
  - ii. AS2 also provides increased reliability and speed, improving supply chain efficiency.
- b. If the use of a third party is required by a supplier, the third party must be Walmart-approved.
  - i. EDI data, as well as AS2 communications, must be completely outsourced to that third party.
  - ii. The supplier will receive data from their third party via fax, email or in a flat file format.
  - iii. If the third party sends the data as another format of EDI, this is not allowed.
- c. There are two different models of third parties, one is known as an Interconnect and the other is a Service Provider.
  - i. **Interconnects are not allowed by Walmart.**
    - 1. Interconnects receive EDI data from a supplier and resend the data to either another interconnect or to Walmart.
    - 2. Interconnects do not process the EDI data in any way other than routing the communication to and from the supplier.
  - ii. Approved Service Providers are allowed by Walmart.
    - 1. Service Providers receive application data from the suppliers directly in a flat file format, through a website or via fax.
    - 2. Service Providers translate the data into EDI standard before transmission.
- d. **Note:** Use of a non-approved third party is a direct violation of Walmart policy and will jeopardize your EDI relationship with Walmart.
- e. **Note:** Walmart does not and will not provide a list of approved service providers.
  - i. If you have questions if a company is approved or not, please contact Walmart EDI Support at 479-273-8888, option 2 for confirmation.
  - ii. If the company is not approved, we can provide the documentation needed for the service provider to become approved.
    - 1. This is not a guarantee that this company will be approved.

**9. How to get started with EDI data testing**

- a. In order to exchange EDI with Walmart, you must become AS2 compliant first.
- b. Select and install computer software and hardware, keeping in mind your projected long-term needs.
  - i. **Remember:** You will need software and hardware for EDIINT (AS2) communication as well as EDI translation.
  - ii. Communication - AS2 client allows for the exchange of information. "Pushes" the encrypted EDI data from the sender to the receiver.
  - iii. Translation - The translation software interprets the transmitted EDI data into a readable format.
- c. There are EDI packages that contain both the communication and translation software.

# Vendor Tasks before testing AS2

## 1. Obtain access to Retail Link™

- a. If no one from your EDI department has access to retail link, contact the Retail Link™ Supplier Support team at (479) 273-8888, option one to apply for access.
- b. It is recommended that more than one person in your EDI department has access to Retail Link in case your primary user is unavailable.
- c. All contacts ( phone, email, etc. )to Wal-Mart EDI Support require a person from your company with Retail Link access.
  - i. If you do not have Retail Link access, please contact our Retail Link team at [vendoraccess@wal-mart.com](mailto:vendoraccess@wal-mart.com) for assistance.
- d. **Remember:** Sharing a Retail Link™ ID is against Walmart policy/RL agreement and can cause you or your entire company to lose RL access not to mention it could jeopardize your EDI relationship with Walmart.

## 2. Read all available documentation

- a. Go to the Retail Link™ [E-Commerce/EDI](#) page to see all documentation.

## 3. Select and install computer software, and complete all internal testing.

- a. Keep in mind your company's projected long-term needs.
- b. **Remember:** You will need software and hardware for EDIINT (AS2) communication as well as EDI translation.
  - i. Communication - AS2 client allows for the exchange of information. "Pushes" the encrypted EDI data from the sender to the receiver.
  - ii. Translation - The translation software interprets the transmitted EDI data into a readable format.
- c. Go to [www.drummondgroup.com](http://www.drummondgroup.com) for a list of interoperable AS2 software providers. There are EDI packages that contain both the communication and translation software.

## 4. Obtain GEM mailbox and up/download security certificates

- a. Once you have your AS2 software installed and configured, you will need to call the EDI Implementation team at 479-273-8888, option 2 to set up the GEM Mailbox.
- b. At the time of the call ensure you have all the information for your AS2 software, such as, IP address or URL, AS2 name and certificates available.
- c. Once you have exchanged Certificates, your company is ready to test AS2.

## 5. Completing AS2 Testing

- a. Before a company may begin EDI data testing, AS2 testing must be completed.
- b. This testing period between Walmart and your company is used to test communications only.
- c. At least one file must be successfully sent and received from Walmart to complete AS2 Testing.
- d. This file is normally the connection test to ensure that the connection is working successfully.
- e. When you and the Walmart EDI technician feel confident that you have successfully completed testing, you will be moved to production on AS2 communications.
- f. All suppliers will then begin EDI data testing via our Vendor Self Testing Portal.

# Setting up for EDI

## 1. Expectations of EDI suppliers

- a. Before beginning EDI data testing you must have completed the following:
  - i. AS2 Communication testing with Walmart
  - ii. Have all internal flows tested and operational prior to EDI data testing.
  - iii. Verify that you have active items
  - iv. Contact your buyer or sales representative to make sure you have active items with Walmart. If you do not have active items, you cannot test.
- b. Most Retail suppliers will need to do the basic EDI document set:
  - i. The basic documents are:
    1. 810 Invoice
    2. 812 Claim
    3. 816 Address Listing
    4. 820 Remittance
    5. 850 Purchase Order
    6. 864 Text Message [ for invoice errors ]
    7. 997 Acknowledgement
  - ii. Any documents outside of these are considered as specialty documents and require all suppliers to complete the full testing process outlined below.
- c. In most cases, EDI data testing will last no longer than two weeks. We allow a maximum of six weeks for the testing of all of the basic documents.
  - i. Although there are exceptions, most vendors will be testing all of the basic documents simultaneously.
  - ii. If the testing takes longer than six weeks, the supplier may be removed from EDI testing for non-compliance.
  - iii. If a supplier will exceed six weeks of testing, they must contact as soon as possible our team and provide both an ETA and reason for the testing to exceed the six week timeframe.
- d. In order to trade EDI with Walmart, vendors are also expected to:
  - i. Maintain a consistent AS2 connection.
  - ii. Send functional acknowledgments no more than 24 hours from when the PO's were placed in the mailbox.
    1. Suppliers that are unable to send an acknowledgement(s) for any reason, must contact the EDI Support Desk
- e. Have at least one associate with a valid retail link ID.

## 2. EDI Separators

- a. Walmart's normal EBCDIC and ASCII separators are as follows.
- b. If you need different separators set-up, please let the EDI Support team know.

EBCDIC	Hex Value	Character
Element separator:	5C	*
Sub-element separator:	6E	>
Segment terminator:	A1	~

ASCII	Hex Value	Character
Element separator:	2A	*
Sub-element separator:	3E	>
Segment terminator:	7E	~

3. **EDI Data Testing via Vendor Self-Testing Portal**

- a. Once a GEM mailbox has been created, the implementation team will grant the Retail Link user access to the Vendor Self-Testing Portal on Retail Link.
- b. The following features will be available through the Vendor Self-Testing Portal.
  - i. Download Implementation Guidelines
  - ii. Input your own sender/receiver codes
  - iii. Send and receive test data for Initial validation
    1. It provides example data files Walmart will send so the supplier may test their mapping.
    2. The portal also validates uploaded files that would be sent to Walmart.
    3. Uploaded files will be checked against EDI standards as well as an assortment of Walmart's Business Rules for the document.
  - iv. Select a "Production" date
  - v. Request new document sets
  - vi. Multiple search features
  - vii. Quick visibility to vendor transaction statuses
  - viii. Systematic e-mails for status updates
  - ix. Offline testing at any time
- c. Please remember that your testing experience may vary slightly, depending on the types of documents that you are testing.
- d. If you have additional questions please call the Implementation team at 473-273-8888 (option 2).

4. **Document Statuses**

- a. Pending
  - i. "Pending" status is only for a requested EDI Transaction that is awaiting approval from the appropriate Walmart representative.
  - ii. An email notification will be sent to the EDI Vendor Contact when the transaction is approved or denied by Walmart EDI Support.
  - iii. The EDI Transaction status will change to "Not Started" for approved transactions.
  - iv. EDI Transactions that are denied will immediately be deleted from the Vendor Dashboard.
  - v. EDI Transaction should be in "Pending" status for one business day or less.
- b. Not Started
  - i. "Not Started" status occurs when an EDI Transaction is newly requested from the Vendor Survey and/or Available EDI Transaction Screen.
  - ii. "Not Started" status also occurs after approval has been received for a transaction that was in "Pending" status.
  - iii. Once the vendor has clicked the "Start" button the status will systematically change to "Setup Information".
  - iv. EDI Transaction should be in "Not Started" status for two business days or less.

- c. Setup Information
  - i. "Setup Information" status occurs when the vendor has clicked on "Start", but has not entered their EDI Setup Information.
  - ii. The vendor is required to populate necessary information which will be used for the envelope and item detail during EDI Data testing, when applicable.
  - iii. When the vendor clicks on the "Save" button, the status will change to "Test EDI Data".
  - iv. EDI Transaction should be in "Setup Information" status for one business day or less.
- d. Test EDI Data
  - i. "Test EDI Data" status occurs when the vendor has successfully completed "Setup Information" and is ready to test EDI Data.
  - ii. The vendor is required to receive a "Successful" test for all sub-usages that are marked with a must test flag of "Yes" in order to proceed to the next step.
  - iii. After the vendor clicks on the "Request Parallel" button, they will be prompted to verify the setup information as this will be used in trading partner creation. This also systematically changes the transaction status to "Requested Parallel".
  - iv. EDI Transaction should be in "Test EDI Data" status for five business days or less.
  - v. **For suppliers using approved third parties:** When all basic documents are at this step, please contact us so we can move the documents forward. Any specialty document must be completely tested through the testing portal.
- e. Requested Parallel
  - i. "Requested Parallel" status occurs when a vendor indicates they are ready to send and receive test EDI data for the specified EDI Transaction **through AS2**.
  - ii. When the EDI technician completes the required setups within the Walmart system the status will change to "Monitor Parallel", an email notification will be sent to the EDI Vendor Contact advising them they may begin sending/receiving test data **through AS2**.
  - iii. All documents currently being tested must be in this status to be able to move into the next step.
  - iv. EDI Transaction should be in "Requested" status for one business day or less.
- f. Monitor Parallel
  - i. "Monitor parallel" status occurs when a vendor is actively sending and receiving test data **through AS2**.
  - ii. In "Monitor Parallel" the vendor must meet all testing criteria as specified by Walmart EDI Support before moving to the next step.
  - iii. When the testing criterion has been met the EDI technician will change the transaction status to "Schedule Production".
  - iv. An email notification will be sent to the EDI Vendor Contact advising them to log into the Portal to schedule a production date.
  - v. EDI Transaction should be in "Monitor Parallel" status for ten business days or less.

- g. Schedule Production
    - i. "Schedule Production" status occurs when a vendor has successfully completed parallel testing and is deemed ready to have their EDI Transaction moved to production.
    - ii. The vendor has a 15 business day window in which to schedule a production date.
    - iii. On the scheduled production date, the EDI technician will make all the necessary changes to the setup within the Walmart system to reflect production and will change the status to "Complete".
    - iv. An email will be sent to the EDI Vendor Contact notifying them, they are production for the specified EDI Transaction.
    - v. A production date for the EDI Transaction should be selected within two business days.
  - h. Complete
    - i. "Complete" status occurs when a vendor has met all testing requirements for the specified EDI Transaction and is turned "Production" within the Walmart system.
5. **Purchase order testing**
- a. **Note:** This phase of testing begins when the documents in the Vendor Self-Testing Portal are in Monitor Parallel Status.
  - b. Purchase orders will be placed in your mailbox within 48 hours of being put into Monitor Parallel status.
    - i. If you do not receive any purchase orders it is your responsibility to follow up with the EDI Implementation Team.
    - ii. Depending on your buyer, you may receive paper copies of your production PO's during EDI testing.
  - c. Once you have received a purchase order, you must return a functional acknowledgement within 24 hrs.
    - i. Please wait a minimum of 15 minutes from the time that you receive the order to send the acknowledgment.
    - ii. If the 997 is sent too early, the file will not update properly and will cause a delay in your testing until the 997 is resent and it updates the orders correctly.
  - d. After the 997 has been sent, a follow-up call about two hours after sending the document from your company will help speed the testing process by having the EDI implementation team check your functional acknowledgment and notify you of the results.
  - e. To complete purchase order testing, you must successfully receive 3 purchase orders batches, and return a functional acknowledgement for each batch.
6. **Global Location Number (GLN)**
- a. Walmart requires that a Global Location Number (GLN) be sent in the N1 ST Segment element 04 (with the appropriate qualifier in element 03) on **ALL** EDI invoices, including all invoices without purchase orders.
    - i. This number can be found in the N1 ST segment element 04, the N1 BY segment element 04 or the SDQ segment of the EDI purchase order.
    - ii. Also, the GLN numbers for all of our stores, warehouses, & clubs can be retrieved via AS2 by pulling the GLN listing from your GEM mailbox.
    - iii. Please see the 816 EDI Implementation Guide for more details.

7. Invoice Testing Requirements

- a. All mapping of the 810 (invoice) document and any in-house programming must be completed before testing can begin.
- b. Please review the X12 Invoice segment and element requirements (see below) for specific instructions on the invoice document.
- c. Off-invoice allowances or charges must be included on your electronic invoices.
- d. The supplier must be able to match acknowledgments back to the invoices.
- e. Methods for handling incorrect invoices must be established and the supplier must have the capability of correcting and resending these invoices electronically.
- f. Once beginning the testing period, you will be expected to be production with EDI invoicing within 2 weeks.
  - i. Suppliers will not be allowed to go production with EDI invoices until all EDI and Walmart accounting requirements are met concerning the validity of your invoice data.

8. Invoice testing

- a. **Note:** This phase of testing will begin once the documents in the Vendor Self-Testing Portal are in Monitor Parallel status. EDI invoices will not be paid during the testing phase.
- b. Once you have received a purchase order, process the order and return the invoice to Walmart.
  - i. **Caution:** Do not send the invoice the same day that the purchase order was created. Otherwise, the invoice will fail to process successfully.
  - ii. If your company does not receive orders for your shipments, please let our team know.
- c. Within two hours after transmitting the invoice, a functional acknowledgement (997) will be sent to your mailbox.
  - i. Verify that the 997 is accepted.
    1. If it is not, you need to correct the invoice and send again.
    2. If you do not receive a 997, there is something wrong with the invoice data. Contact the EDI Support Team.
  - ii. After receiving your accepted 997, wait 24 hours to see if you receive an 864.
    1. If you receive an 864, you need to correct the data and send again.
    2. Information for most 864 errors is available on Retail Link via [this link](#).
  - iii. If you do not receive an 864, you have received an accepted 997 and you have waited for the 24 hour update to happen, then you likely have successfully sent an invoice. Contact your EDI tester to verify the results of your test.
- d. Continue this process until all problems are corrected, remembering to check your mailbox for 997's and 864's. You will need to send 3 successful invoices, 1 intentionally bad invoice and 1 fixed invoice [ it must be the same invoice as the intentionally bad one ] to complete invoice testing.
- e. **Remember:** EDI invoices will not be processed to be paid during the testing phase. Continue to mail your hard copy invoices to Walmart's Shared Services Department until production occurs.

9. **Invoice Functional Acknowledgement (997)**

- a. Walmart will acknowledge each invoice by the group (GS) and set (ST) control numbers sent on the invoice.
- b. Acknowledgements are placed in the mailbox typically within two hours but can take up to 24 hours to be sent.
- c. If you do not receive an acknowledgment within this time frame, please contact Walmart's EDI Support Desk within 24 hours from your transmission date.
- d. If you receive a rejected or partial acknowledgement, you need to correct the issue and resend the invoices that were rejected.

10. **Insufficient Data Report (864 text document)**

- a. Walmart has established an insufficient data report in the form of an 864 text document.
- b. This document will be transmitted into your EDI mailbox along with your invoice acknowledgements if any invoice fails to meet Walmart's data requirements.
- c. This report will list the invoice number and a description of the error.
- d. It is important that you correct the invoices and resend, or the invoice will not get paid.
- e. Ensure that only the incorrect invoices are resent and not the whole file.
- f. Once in production, all invoices must be sent electronically unless pre-approved by Walmart Accounting to send paper invoices.
- g. Note: Walmart Accounting reserves the right to refuse or delay the payment of any invoice due to discrepancies.

11. **EDI Production**

- a. Once you have successfully met all EDI invoicing requirements, which includes three invoices sent without error, your company will be moved into production.
- b. All of your EDI documents (invoices, purchase orders, 864's, etc.) in the Vendor Self-Testing Portal will also be moved to Complete status
- c. All EDI data from this point forward must be sent via AS2.
- d. Once in production, you must continue to maintain a persistent Internet connection and always acknowledge purchase orders **within 24 hours**.
- e. **Remember:** All Invoices, all departments, all divisions (i.e. Sam's, Supercenters and Distribution Centers) for your supplier number must be sent electronically.

## Frequently Asked Questions

### AS2 communication FAQ:

**Q. Can my AS2 certificate have an expiration date further out than five years?**

A. No, Walmart's AS2 system will only allow for a certificate to have an expiration date of five or less years from its active date

**Q. Can we use a service provider that is not approved by Walmart?**

A. It is possible for a provider that is not approved to become an approved service provider with Walmart. The service provider will need to contact the EDI support desk at (479) 273- 8888 option 2 and will need to begin the process to become approved.

**Q. Can we have one service provider do EDI translation and have separate service provider do the AS2 communication?**

A. No. If a Service provider is utilized for trading EDI documents with Walmart we require only one provider do both the EDI translation and AS2 communication

**Q. How long can Wal-Mart view my EDI data for?**

A. Our mailbox system [ Global Enterprise Mailbox or GEM ] will hold all inbound and outbound data for a maximum of seven [ 7 ] days from the current date. Once the data is purged from GEM, the data is no longer retrievable within GEM.

### Purchase Order FAQ:

**Q. Does Walmart EDI include the Sam's Division?**

A. Yes, Walmart EDI includes all divisions of Walmart Stores, Inc.

**Q. How long will I be testing purchase orders?**

A. The usual testing period for PO's is approximately 2 weeks.

**Q. When is a purchase order transmitted into my GEM mailbox?**

A. Purchase Orders are put into GEM mailboxes immediately after being translated into EDI data. This can happen at any time, thus your company must maintain a persistent internet connection. There are many types of PO's created by Walmart and Sam's. The jobs which create and extract orders run around the clock, servicing all time zones and countries. Please note that if you are utilizing Web EDI instead of GEM it is highly recommended to check your Web EDI mailbox twice a day.

**Q. Is it my choice to receive PO's in either each quantities or case quantities?**

A. Yes, you decide which is best for your business needs. However, this will be something that you should decide before you are set-up to test. If this is not specified during setup, the default is to be setup in each quantities.

**Q. What is the difference between multi-ship and single-ship PO's?**

A. **Single-ship orders** (basic order) request merchandise to be sent to one specific location.

**Multi-ship orders** (spreadsheet) contain an SDQ segment and request merchandise to be sent to multiple locations.

**Your Walmart or Sams buyer** determines what type of order you will receive.

**All suppliers must be prepared to accept & process both single-ship and multi-ship orders.**

**Invoice FAQ:**

**Q. Does Walmart require all invoices to be sent via EDI?**

A. Yes, all invoices for saleable merchandise must be transmitted electronically once production with EDI invoicing. This includes Sam's Clubs, Walmart Warehouses, Walmart Stores (regular & store phoned in PO's), & Supercenters.

**Q. How long is the invoice testing period?**

A. The usual invoice testing period is 2 weeks. But this can be completed sooner as long as the testing documents are sent and your company follows up on them in a timely manner.

**Q. Should we transmit invoices with a zero (0) total dollar amount?**

A. No, Walmart cannot process any invoice with a zero (0) total dollar amount.

**Q. We receive one purchase order with multiple shipping (direct to store) locations. Are we supposed to bill back with one invoice for each location?**

A. Yes, each store receiving merchandise from that PO should receive an individual invoice for **only** the Merchandise shipped to that store. Thus, if one multi-ship PO has 100 ship-to locations, there should be 100 invoices created using the same PO number and different invoice numbers. **However with the AS2 System** it is recommended that you package multiple transmissions into one batch before sending.

**Q. Can invoices for purchase orders not sent via EDI (i.e. store phoned in orders) be Invoiced through EDI?**

A. Yes, any invoice for saleable merchandise can be sent via EDI invoicing regardless of how the purchase order was received. However, always remember to include the PO number, department number, & the GLN on **all** invoices.

**Q. We are a seasonal vendor, when is it appropriate to begin testing EDI invoices? Can we create bogus invoices in order to test EDI invoices?**

A. If you are a seasonal supplier, you may begin testing as soon as you have active items in the Walmart system. Walmart will use those items to create "dummy" orders that you may use for testing purposes

**Q. If I don't ship an item on the PO, should I still include that item on the invoice?**

A. No, Invoices should only contain those items that were shipped.

**Q. If I am invoicing non-taxable items for Canada, do I still need to send the TXI segment?**

A. Yes, the TXI is mandatory for all Canada invoices. When invoicing non-taxable items the TXI 02 (Amount) will need to be zero (0).

**Q. If my invoice is rejected by either the 997 acknowledgement or the 864 text message. Can we re-send the corrected invoice with the same invoice number?**

A. Yes. When an invoice is rejected by either of these documents then the invoice never makes an entry into the Walmart accounting system so the invoice number will still be unique until it is successful

**Vendor Self-Testing Portal FAQ:**

**Note:** This is only part of the FAQ for the Vendor Self-Testing Portal to provide a high level understanding of the application. A more complete FAQ is present within the portal under the Help Link.

**Q. What is the Vendor Self Testing Portal?**

A. The Vendor Self Testing Portal is a self testing application developed to allow vendors to easily test their EDI transactions with Walmart at their convenience. It also provides a way to easily add additional transactions to a specific vendor #.

**Note:** Vendor Self Testing Portal will be referenced as Portal from this point forward within the FAQ.

**Q. Which EDI standards are supported by the Portal?**

A. The Portal will support X12 version 5010 transactions and EDIFACT.

**Q. Can the Portal be used for International Countries?**

A. The Portal can be utilized for the following countries, United States, Canada, Mexico, Central America, Chile', and India.

**Q. What if I use a 3<sup>rd</sup> Party EDI Service Provider?**

A. Vendors who use a Walmart approved 3<sup>rd</sup> Party EDI Service Provider will be required to complete a Vendor Survey, and all necessary steps for "Setup Data". Then based on conversations held with the EDI Technician, the next steps for testing will be defined.

## EDI Support Desk Contact Information

### **EDI Support Team Hours:**

The EDI Support desk is open Monday through Friday, 7:00 a.m. to 5:00 p.m. Central

The EDI Support Team has a scheduled meeting on each Friday from 2:00 p.m. to 3:15 p.m. Central. Our team will not be available during this time.

Our team could have various other reasons why we may be closed [ inclement weather, other business meetings, etc. ]. If this is the case one of our phone numbers below, we will have a message to state the reason why and when we expect to reopen.

Also, our message can contain information about upcoming outages and other EDI related information.

The EDI Support desk is closed for the observance of the following holidays: New Years Day, Memorial Day, the Fourth of July, Labor Day, Thanksgiving, and Christmas Day.

### **Contact information:**

#### **Production Support**

Phone: 479-273-8888, option 2, option 2  
Fax: 479-273-8956  
Email: [edi@wal-mart.com](mailto:edi@wal-mart.com)

#### **Implementation Support**

Phone: 479-273-8888, option 2, option 1  
Fax: 479-273-8956  
Email: [rollout@wal-mart.com](mailto:rollout@wal-mart.com)

#### **AS2 Support**

Phone: 479-273-8888, option 2, option 3  
Fax: 479-273-8956  
Email: [gem@wal-mart.com](mailto:gem@wal-mart.com)

The EDI Support Desk can be reached via Web Chat on our [E-Commerce/EDI](#) page on Retail Link. This can be access by clicking on the EDI FAQ's and Chat link in the upper left corner of that page.

### **IMPORTANT NOTE:**

In order to assist you, we require that you have your Walmart assigned supplier number and Retail Link ID available whenever you call and/or noted on all email correspondence.