

# Walmart Stores, Inc.

Getting Started with EDI  
Implementation Guideline

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**Business Usage:**

The following packet was created to speed-up your EDI implementation.

**Please read all information carefully** before beginning your EDI partnership with Walmart.

If you need additional information that has not been included in this packet, please contact our EDI implementation team. We will be happy to assist you!

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## Getting Started with Walmart EDI

### I. Walmart, EDI, and You

*Welcome to the world of EDI! 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.*

**For additional information:**

- Walmart's Implementation guidelines can be accessed through Retail Link™ [E-Commerce/EDI](#).

**Please note that for EDI purposes, "Walmart" refers to Walmart Stores, Inc. This includes Sam's Clubs, Supercenters, Walmart Stores, Neighborhood Markets and Distribution Centers.**

### II. What is EDI?

Simply stated, EDI (Electronic Data Interchange) is the electronic exchange of business documents between suppliers and retailers.

EDI is comprised of two components: translation and communication. During translation, a business document is changed—or “translated”—into a standardized EDI format.

There are various EDI standards (or formats) that a company may use. Walmart currently supports ANSI X12 (American National Standards Institute), UCS (Uniform Communications Standards) and VICS (Voluntary Inter-industry Commerce Standard). Walmart stays within the VICS and UCS guidelines.

Once a business document is translated into an EDI format it is communicated—or electronically sent—to the intended recipient. There are several methods of EDI communications available, but the method utilized by Walmart and our suppliers is AS2.

### III. What is EDIINT AS2?

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. Although EDIINT was initially designed to transport EDI data, it may also be used to transfer non-EDI data.

One version of EDIINT is AS2, or EDIINT, Applicability Statement 2. The UCC (Uniform Code Council) has facilitated the development and interoperability testing of the AS2 standard. AS2 supports EDI or other data file transmissions over the Internet using HTTP/HTTPS.

AS2 is a specification about how to *transport* data, not how to validate or process the content of the data. AS2 specifies the means to connect, deliver and receive data in a secure and reliable way.

AS2 is not an asynchronous or FTP solution; it is an Internet Protocol based solution that uses standard HTTP/HTTPS communications to transmit data.

For more information on EDIINT AS2, or for a list of interoperable-tested AS2 software providers, visit <http://www.drummondgroup.com>.

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

#### IV. How is EDI data formatted?

The information is formatted using EDI standards. Walmart currently supports

1. ANSI X12 (American National Standards Institute)
2. UCS (Uniform Communications Standards)
3. VICS (Voluntary Inter-industry Commerce Standard)
  - Walmart stays within the VICS and UCS guidelines.

#### V. Translation Software:

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

#### VI. How is EDI accomplished?

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. To exchange EDI with Walmart, you MUST BE AS2 COMPLIANT.

#### VII. Is EDI the only option available to trade purchase orders and invoices?

It depends on how many invoices your company does per year. *If your company does more than 3,500 invoices per year you must do EDI and AS2.*

If your company does *less than 3,500* invoices per year you may choose to do EDI/AS2 or Web EDI.

Web EDI is a free, web-based solution that allows suppliers to receive purchase orders and send invoices without the expense of an EDI package. More information on Web EDI is available on Retail Link™ [E-Commerce/EDI](#).

#### VIII. Using a third party company to exchange EDI with Walmart:

Connecting directly to our network is the preferred communications method and reduces the points of failure in data transmissions. 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. AS2 also provides increased reliability and speed, improving supply chain efficiency.

If the use of a third party is required by a supplier, the third party **must be Walmart-approved. EDI data, as well as AS2 communications, must be completely outsourced to that third party.** The supplier will receive data from their third party via fax, email, or in a flat file format.

There are two different models of third parties, one is known as an *Interconnect* and the other is a *Service Provider*.

- Interconnects are **not** allowed by Walmart. Interconnects receive EDI data from a supplier and resend the data to either another interconnect or to Walmart. Interconnects *do not process the EDI data* in any way other than routing the communication to and from the supplier.
- Approved Service Providers **are** allowed by Walmart. Service Providers receive application data from the suppliers directly in a flat file format, through a website or via fax. Service Providers translate the data into EDI standard before transmission.

**Note:** Use of a non-approved third party is a direct violation of Walmart policy and will jeopardize your EDI relationship with Walmart.

## IX. How to get started with EDI

*In order to exchange EDI with Walmart, you must become AS2 compliant first.*

- 1) **Select and install computer software and hardware**, keeping in mind your projected long-term needs. *Remember:* You will need software and hardware for EDIINT (AS2) communication as well as EDI translation.
  - a. Communication - AS2 client allows for the exchange of information. “Pushes” the encrypted EDI data from the sender to the receiver.
  - b. 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

*This 1-2 week testing period between Walmart and your company is used to test communications only.*

1. **Obtain access to Retail Link™**
  - If no one from your EDI department has access to retail link, contact the Retail Link™ Supplier Support team at (479) 273-8888. Select option one, then option one to apply for access.
  - It is recommended that more than one person in your EDI department has access to Retail Link in case your primary user is unavailable.
  - 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**
  - Go to Retail Link™ [E-Commerce/EDI](#) to see all documentation. If you do not have visibility to the Web EDI or Global Enterprise Mailbox (GEM) sections call the EDI Support team at (479) 273-8888, option 2.
3. **Select and install computer software, and complete all internal testing.**
  - Keep in mind your projected long-term needs. *Remember:* You will need software and hardware for EDIINT (AS2) communication as well as EDI translation.
    - Communication - AS2 client allows for the exchange of information. “Pushes” the encrypted EDI data from the sender to the receiver.
    - Translation - The translation software interprets the transmitted EDI data into a readable format.
  - Go to [www.drummondgroup.com](http://www.drummondgroup.com) for a list of interoperable software providers. There are EDI packages that contain both the communication and translation software.
4. **Obtain GEM mailbox, up/download certificates**
  - 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. At the time of the call ensure you have all the information for your AS2 software, such as, IP address, AS2 name and certificates available.
5. **Once you have exchanged Certificates, your company is ready to test AS2.**
  - Call 479-273-8888, option 2, to begin your connectivity test. Testing will be done on a first-come, first-serve basis.

## Completing AS2 Testing

1. **Successfully send and receive at least one file** from Walmart to complete AS2 Testing. When you and the Walmart EDI technician feel confident that you have successfully completed testing, you will be **moved to production on AS2** communications.
2. **New suppliers will then need to begin EDI data testing.** (See next section.)

### Expectations of EDI suppliers:

Before beginning EDI data testing you must have completed the following

- AS2 Communication testing with Walmart
- Have all internal flows tested and operational prior to EDI data testing.
- Verify that you have active items
  - 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.**

In most cases, EDI data testing will last no longer than two weeks. Although there are exceptions, most vendors will be testing purchase orders and invoices simultaneously.

In order to trade EDI with Walmart, vendors are also expected to:

- Maintain a consistent AS2 connection.
- Send functional acknowledgments no more than 24 hours from when the PO's were placed in the mailbox. Suppliers that are unable to send an acknowledgement(s) for any reason, must contact the EDI Support Desk
- Have at least one associate with a valid retail link ID.

## Setting up for EDI

### I. Vendor Self-Testing Portal

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. The following features will be available through the vendor Self-Testing Portal.

- Download Implementation Guidelines
- Input your own sender/receiver codes
- Send and receive test data for Initial validation
- Select a "Production" date
- Request new document sets
- Multiple search features
- Quick visibility to vendor transaction statuses
- Systematic e-mails for status updates
- Offline testing at any time

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### II. EDI Separators:

Walmart's normal EBCDIC and ASCII separators are as follows. 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	~

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

### III. Global Location Number (GLN) formats

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. 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. 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. (Please see the 816 EDI Implementation Guide for more details.)

### IV. Invoice Functional Acknowledgement (997)

Walmart will acknowledge each invoice by the group (GS) and set (ST) control numbers sent on the invoice. Acknowledgements are placed in the mailbox within two hours. 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. If you receive a rejected or partial acknowledgement, you need to correct the issue and resend the invoices that were rejected.

### V. Insufficient Data Report (864 text document)

Walmart has established an insufficient data report in the form of an 864-text document. This document will be transmitted into your EDI mailbox along with your invoice acknowledgements if any invoice fails to meet Walmart's data requirements. This report will list the invoice number and a description of the error. It is important that you correct the invoices and resend, or the invoice will not get paid. Ensure that only the incorrect invoices are resent and not the whole file. All invoices must be sent electronically, unless approved by the accounting department to send paper invoices.

*Note: Walmart Accounting reserves the right to refuse or delay the payment of any invoice due to discrepancies.*

## EDI Data Testing:

*Please remember that your testing experience may vary slightly, depending on the types of documents that you are testing. If you have additional questions please call the Implementation team at 473-273-8888 (option 2).*

### I. Vendor Portal Self-Testing Portal

The Vendor Self-Testing portal allows our vendors to test EDI documents before live data testing. It provides example data files Walmart will send so the supplier may test their mapping. The portal also validates uploaded files that would be sent to Walmart. Uploaded files will be checked against EDI standards as well as an assortment of Walmart's Business Rules for the document.

## II. Document Statuses

### ➤ Pending

- “Pending” status is only for a requested EDI Transaction that is awaiting approval from the appropriate Walmart representative.
- An email notification will be sent to the EDI Vendor Contact when the transaction is approved or denied by Walmart EDI Support.
- The EDI Transaction status will change to “Not Started” for approved transactions.
- EDI Transactions that are denied will immediately be deleted from the Vendor Dashboard.
- EDI Transaction should be in “Pending” status for one business day or less.

### ➤ Not Started

- “Not Started” status occurs when an EDI Transaction is newly requested from the Vendor Survey and/or Available EDI Transaction Screen.
- “Not Started” status also occurs after approval has been received for a transaction that was in “Pending” status.
- Once the vendor has clicked the “Start” button the status will systematically change to “Setup Information”.
- EDI Transaction should be in “Not Started” status for two business days or less.

### ➤ Setup Information

- “Setup Information” status occurs when the vendor has clicked on “Start”, but has not entered their EDI Setup Information.
- The vendor is required to populate necessary information which will be used for the envelope and item detail during EDI Data testing, when applicable.
- When the vendor clicks on the “Save” button, the status will change to “Test EDI Data”.
- EDI Transaction should be in “Setup Information” status for one business day or less.

### ➤ Test EDI Data

- “Test EDI Data” status occurs when the vendor has successfully completed “Setup Information” and is ready to test EDI Data.
- 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.
- 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”.
- EDI Transaction should be in “Test EDI Data” status for one week or less.

### ➤ Requested Parallel

- “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***.
- 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***.
- EDI Transaction should be in “Requested” status for one business day or less.

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### ➤ Monitor Parallel

- “Monitor parallel” status occurs when a vendor is actively sending and receiving test data through AS2.
- In “Monitor Parallel” the vendor must meet all testing criteria as specified by Walmart EDI Support before moving to the next step.
- When all testing criteria has been met the EDI technician will change the transaction status to “Schedule Production”.
- An email notification will be sent to the EDI Vendor Contact advising them to log into the Portal to schedule a production date.
- EDI Transaction should be in “Monitor Parallel” status for 2 weeks or less.

### ➤ Schedule Production

- “Schedule Production” status occurs when a vendor has successfully completed parallel testing and is deemed ready to have their EDI Transaction moved to production.
- The vendor has a 15 business day window in which to schedule a production date.
- 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”.
- An email will be sent to the EDI Vendor Contact notifying them, they are production for the specified EDI Transaction.
- A production date for the EDI Transaction should be selected within two business days.

### ➤ Complete

- “Complete” status occurs when a vendor has met all testing requirements for the specified EDI Transaction and is turned “Production” within the Walmart system.

## III. Purchase order testing

*Note: This phase of testing begins when the documents in the Vendor Self-Testing Portal are in Monitor Parallel Status.*

1. Purchase orders will be placed in your mailbox within 48 hours of being put into Monitor Parallel status. **If you do not receive any purchase orders it is your responsibility to follow up with the EDI Implementation Team.** Depending on your buyer, you may receive paper copies of your production PO's during EDI testing.
2. Once you have received a purchase order, you must return a functional acknowledgement within 24 hrs.
3. The EDI implementation team will check your functional acknowledgment and notify you of the results. If you do not hear from the EDI implementation team, a follow-up from you will help speed the testing process.

To complete purchase order testing, you must successfully receive 3 purchase orders, and return 3 functional acknowledgements.

#### IV. Invoice Testing Requirements:

- All mapping of the 810/880 (invoice) document and any in-house programming must be completed before testing can begin. Please review the X12 Invoice segment and element requirements (see below) for specific instructions on the invoice document.
- Off-invoice allowances or charges must be included on your electronic invoices.
- The supplier must be able to match acknowledgments back to the invoices.
- Methods for handling incorrect invoices must be established, and the supplier must have the capability of correcting and resending these invoices electronically.
- Once beginning the testing period, you will be expected to be production with EDI invoicing within 2 weeks. 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.

#### V. Invoice testing

*Please remember: 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.*

1. Once you have received a purchase order, process the order and return the invoice to Walmart
2. Within two hours after transmitting the invoice, a functional acknowledgement (997) will be sent to your mailbox. Verify that the 997 is accepted. If it is not, you need to correct the invoice and send again. *If you do not receive a 997, there is something wrong with the invoice data. Contact your tester.*
3. After receiving your accepted 997, wait 24 hours to see if you receive an 864. *If you receive an 864, you need to correct the data and send again.*
4. If you do not receive an 864, and you have received an accepted 997, than you have successfully sent an invoice. Contact your EDI tester to verify the results of your test.
5. 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 to complete invoice testing.

*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.*

#### VI. EDI Production

1. Once you have successfully met all EDI invoicing requirements, which includes three invoices sent without error, your company will be moved into production. Your documents in the Vendor Self-Testing Portal will also be moved to Complete status
2. All EDI data from this point forward must be sent via AS2.
3. Once in production, you must continue to maintain a persistent Internet connection and always acknowledge purchase **orders within 24 hours**.

*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 to have only one provider do both the EDI translation and AS2 communication*

### 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.*

**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.*
- *The Walmart buyer determines what type of order you will receive.*
- *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.*

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

A. No, Walmart can not 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. Portal will support X12 version 5010 transactions and EDIFACT.

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

A. 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.

## Walmart's EDI Support Desk Contact Information:

- **The EDI Supplier Support Team hours:**

The EDI Support desk is open Monday through Thursday, 7:00 a.m. to 5:00 p.m. central, and Friday from 7:00 a.m. to 3:00 p.m. central.

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.

- **EDI Production Support:**

Phone: (479) 273-8888 option 2      Fax: (479) 273-8956      E-mail: [edi@Walmart.com](mailto:edi@Walmart.com)

- **Implementation Support:**

Phone: (479) 273-8888 option 2      Fax: (479) 273-8956      E-mail: [rollout@Walmart.com](mailto:rollout@Walmart.com)

- **AS2 Support:**

Phone: (479) 273-8888 option 2      Fax: (479) 273-8956      E-mail: [gem@Walmart.com](mailto:gem@Walmart.com)

- **EDI Support Desk Mailing Address:**

Walmart EDI Help Desk  
805 Moberly Lane  
Mail Stop #26  
Bentonville, AR 72716

**IMPORTANT NOTE:**

In order to assist you, we ask that you have your Walmart assigned supplier number available when you call and noted on all email correspondence.