

Resolution Guide: TKT-2024-002

Category: EDI/Integration

Priority: Critical

Issue Description:

Unable to generate Advanced Shipment Notice (ASN) for Purchase Order PO-445671. System throws error 'Invalid carrier configuration' when attempting to process outbound shipment to vendor location VL-8829.

Step-by-Step Resolution Guide:

Step 1: Identified missing carrier configuration in EDI setup.

Step 2: Resolution: 1) Added carrier code 'FEDX-GROUND' to carrier master table 2) Configured EDI transaction set 856 mapping for this carrier 3) Updated vendor location profile to include proper carrier assignment 4) Tested ASN generation successfully.

Step 3: Root cause: Recent vendor onboarding process missed carrier setup step.

Resolved by Team: L2-Integration

Resolution Time: 15.92 hours