

Loblaw Companies Limited

Electronic Data Interchange (EDI)

Information Guide



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What are Error 864 Messages?

864 errors occur after Loblaw's EDI system has validated that a document conformed to EDI standards and after an accepted acknowledgement 997 document was returned to a supplier. These types of rejections are not **EDI errors**, but are data errors (business data) within the EDI document. Documents for which 864 notices are issued **are not** processed by Loblaw's Inc.

Suppliers must review and if applicable, correct and retransmit documents for which 864's were issued. The supplier must wait until a full 24 hours has elapsed before retransmitting the corrected document.

If a supplier requires further assistance understanding 864 errors they must contact **their own** EDI Department or EDI Software provider/consultant **not** Loblaw's Inc. **The same applies if a copy of raw EDI documents is required by a supplier.**

NON-EDI related issues:

Please redirect your email to the appropriate contact listed below.

864 Inquiry Contact List

SUPPLIERS	
INQUIRY	CONTACT
Data Related Inquiries on 856 documents	asnsupport@loblaw.ca
Data related Inquiries on debit notes (812) and remittances (820)	vendor.inquiry@loblaw.ca
Data Related Inquiries on O&A Debit Notes (812)	Loblaw Category Representative
Blocked Customer	Loblaw AP Representative
Department not Authorized	Loblaw Category Representative
Invalid Customer Number	Loblaw AP Representative
Payment Related Inquiries	vendor.inquiry@loblaw.ca
Tax Registration # Errors	vendor.inquiry@loblaw.ca
Tax Related Errors or Cannot find Prov/DC	Loblaw AP representative
Sap Non EDI Payment Details	Loblaw AP representative
UPC, Unit of measure errors for warehouse and DSD invoices	Loblaw AP representative
ASN DSD and warehouse data related	asnsupport@loblaw.ca
Data Related Inquiries on 830 documents	flowsupply@loblaw.ca

CARRIERS	
INQUIRY	CONTACT
Invoice and Payment related Inquiries	
Ontario	OntarioAP@loblaw.ca
West	westap@loblaw.ca
Quebec	finance-traffic@provigo.ca
Atlantic	atlanticaccountpayab@loblaw.ca
Transport related Inquiries	TMSEDS@loblaw.ca

- If you are uncertain of whom your **Loblaw Senior Finance Payable Representative or Loblaw Category Representative or Supply Chain Analyst** please calls **Loblaw reception at 905-459-2500**. Ask for the extension of applicable representative conveying your specific delivery type (Warehouse or DSD), your product type (Grocery, General Merchandise, Meat, or Produce), as well as your company name. Loblaw's Reception does not necessarily need to know the issue.

Reference Information

CROSS-DOCK / LCL PICK-UP INVOICES

Approximately 20% of all **warehouse invoices** are either cross-docked (a stop along the way on route to the final destination / purchasing DC) or picked up by Loblaw at a set destination. In either case, it is imperative to recognize that **taxes are applicable based on the first destination where Loblaw takes possession of the goods, not the final destination**. Therefore, taxes will not always be based on the purchasing DC.

Explanation – Assume a purchase order is created for a DC in Newfoundland and is sent to a supplier located in British Columbia. The supplier ships the product and is aware that the goods are first going to be cross-docked in Quebec on route to the final destination of Newfoundland. Because this first stop / destination is in Quebec, the invoice is subject to **QST**, rather than the HST that is applicable to Newfoundland. Accordingly, the supplier should create the invoice with amounts for QST on all taxable items.

EDI Visual Illustration

ST*810*3790001
BIG*20100730*03009817*20100725***480910000**
REF*BM*000000000750188
REF*GT*R123253510
N1*BT*LOBLAWS INC.*9*2471916380099
N3*1 PRESIDENT'S CHOICE CIRCLE
N4*BRAMPTON*ON*L6Y 5S5*CA
N1*ST*NGW Division – Maplegrove Whs*9*2471916380003
N3*1105 Fountain St. N.
N4*Cambridge*ON*N3H 4R7*CA
N1*VN*SUPPLIER'S NAME*9*9999999999999
N3*SUPPLIER STREET ADDRESS
N4*CITY*PROVINCE*PO-CODE*COUNTRY
DTM*011*200100729
FOB*CC*OR*CUSTOMER PICKUP

These two digits will be read on all warehouse invoices to reference the Cross-dock / Loblaw's Pick-up location table. If these two digits are '00' then the DC Number will be used to determine the Appropriate tax rate to check against

N1*ST LINE: DUNS Number

Cross-Dock / LCL Pick-Up Location Table

01	Alberta
02	British Columbia
03	Ontario
04	New Brunswick
05	Newfoundland
06	Nova Scotia
07	Prince Edward Island
08	Quebec
09	Saskatchewan
10	Manitoba
11	Northwest Territories
12	Yukon
13	Nunavut
20	United States

For all warehouse invoices only, the tax verification component will also look at the DUNS # of ST 'N1' segment. If applicable, the supplier will indicate the cross-dock or pick-up location by changing the 00 in front of the DC (last two digits) of this DUNS #. A list of the cross-dock and pick-up locations is displayed on the left.

Example:

N1*ST*WESTFAIR FOODS *CALGARY*9*247191638**08**10

The goods on this invoice are destined for a DC in Calgary. However, by changing the two digits before the DC number to '08' (Quebec), this communicates to the tax verification component that the goods were either first cross-docked, or Loblaw picked up the goods in Quebec. Therefore, QST-applicable items may also appear on the invoice.

Item-Level Allowances and Charge Codes

It is imperative that only charge codes / allowances reflected in the following list are submitted at item-level on EDI invoice transmittals. Charge codes or allowances transmitted that are not on this list will not be recognized by Loblaw and may cause the EDI invoice to reject. The tax verification component in Loblaw's system has been programmed to expect any of the following allowance codes to reduce the pre-taxable amount of an item and any of the following charge codes to increase the pre-taxable amount of an item. Two exceptions to this rule are: C110 (all of Canada) and C090 (non-Western provinces only). See following notes below.

Is it an Allowance or Charge Code?					
↓	Code	Code Description	Group Description	WHS	DSD
A	D250	Leaks & Swells	Leaks & Swells	✓	
A	H560	Freshness	Leaks & Swells	✓	
A	E720	Distribution Allowance	Item Up/Down	✓	
A	I310	Truckload Allowance	Item Up/Down	✓	
A	F340	Freight Allowance	Freight Allowances	✓	
C	D200	Freight Charges	Freight Charges	✓	
C	C090	Ecology for West (BC, AB, SK, MB)	Bottle Deposit and Ecology Charges	✓	✓
C	C110	Bottle Deposit for West (BC, AB, SK, MB)	Bottle Deposit and Ecology Charges	✓	✓
C	C090	Bottle Deposit for the Rest of Canada	Bottle Deposit and Ecology Charges	✓	✓
A	D290	Full Truck Allowance	Off-Invoice Deals	✓	
A	I570	Warehouse Discount	Off-Invoice Deals	✓	
A	I170	Trade Discount	Off-Invoice Deals	✓	

C090 - Bottle Deposits and Ecology Charges

C090 can be used by suppliers for two different purposes depending on which province the invoice is billable to.

- In the West (BC, AB, SK, MB), suppliers must use the C090 charge code for items that are subject to ecology taxes. Please see the next section for an overview.
- For the remainder of the country, suppliers can use the C090 charge code for bottle deposits. Any C090 charges used for bottle deposits will not increase the pre-taxable cost of the item.

C090 for Western Provinces (BC, Alberta, Saskatchewan, Manitoba)

In Western Provinces it is possible that an item may not be taxable but is still subject to container / ecology tax. In this case, the amount of **ecology tax** on an item, which is submitted through charge code **C090**, **is till GST taxable, even if the item itself is not taxable.** This is relevant to **both DSD and WHS invoices.**

D200 – Freight Charges (Item-Level)

In a similar manner on how code C090 is managed in Western Provinces, D200 Freight Charges **are still GST taxable, even if the item on which freight is being charged is not taxable.** However, in contrast, D200 Freight Charges are only found on **warehouse invoices and can be submitted in every province.**

Therefore, **a second double-check calculation will be executed by the tax verification component, if a variation is found in an original calculation that contains a D200 charge.** The amount given for D200 itself will be multiplied by 5% and then compared with the amount the supplier has submitted for either D360 or D350. If both calculations for an item with a D200 charge fail, then the whole invoice will be rejected as "GST/HST AMOUNT DISCREPANCY." If one of the two calculations falls within a 1% tolerance or less than a \$1 difference then there should not be a rejection.

Summary-Level Allowances and Charge Codes

It is imperative that only the charge codes / allowances that appear on the following list are submitted at summary-level only on EDI invoices. Any charge codes or allowances not appearing on this list **will not be recognized by Loblaw and may cause the EDI invoice to reject**. Please note that summary-level charge codes / allowances should only be transmitted on **warehouse invoices** and applies only to small group of suppliers who are permitted to send an allowance or charge at the summary level.

Is it an Allowance or Charge Code?				
↓	Code	Code Description	Group Description	WHS
A	C000	Defective Allowance	Warehouse Discounts	✓
A	E760	New Warehouse Allowance	Warehouse Discounts	✓
A	C310	Up / Down Allowance	Vendor Up/Down	✓
C	H090	Special Handling	Vendor Up/Down	✓

Taxes applied by province		
Jurisdiction Codes	Taxes to be used in EDI	Actual Government Tax Breakdown
AB	5%GST	5% GST + 0% manufacturing tax (included in price of the product)
BC	5%GST	5% GST + 7% PST on non saleable supplies
MB	5%GST	5% GST + 7% manufacturing tax (included in price of the product)
NB	15%HST	5% GST + 10% PST
NL	13%HST	5% GST + 8% PST
NN	5%GST	5% GST + 0% manufacturing tax (included in price of the product)
NS	15%HST	5% GST + 10% PST
NT	5%GST	5% GST + 0% manufacturing tax (included in price of the product)
ON	13%HST	5% GST + 8% PST
PE	12%HST	5% GST + 7% PST
QC	5%GST+ 9.975%QST	5% GST+ 9.975% QST
SK	5%GST	5% GST + 5% manufacturing tax (included in price of the product)
YT	5%GST	5% GST + 0% manufacturing tax (included in price of the product)

Valuable Information

- 997 represents receipt of an EDI transmission, however it is not necessarily an acceptance of all documents. It is the suppliers' responsibility to understand and interpret the segments and react to any such rejections. Any rejections due to noncompliance errors will not be processed.
- 864 is a business rejection. It is the suppliers' responsibility to understand and interpret the segments and react to any such rejections. Any business related rejections will not be processed.

CONTACTING EDI DEPARTMENT

All **EDI enquiries** are to be sent to edigrp@loblaw.ca with the following information:

- Supplier Name
- Supplier Number
- Purchase order # , invoice # and date of document
- EDI Issue/problem

NOTE: Calls to the EDI group will not be returned. Enquiries must be sent to the email address above.

SPS COMMERCE PORTAL INSTRUCTIONS

Use the following instructions to obtain the Loblaw documentation you require:

1. Visit www.spscommerce.net
2. Username: **loblawsupplier**; Password: **spscommerce1**
3. On the right side - Select **English** or **French**
4. To obtain copy of **warehouse addresses Duns listing** and **ASN warning messages and rejections explanations (864)**
 - 4.1 Scroll down to **Loblaw's Supplier Information portal – Sections and Content**
 - 4.2 Click **Supply chain 2010 and SAP changes**
 - 4.3 Under EDI 856 advance ship notice, download a copy of the **Loblaw ASN manual**
5. To obtain copy of **EDI Document specifications** and **EDI Information Guide**
 - 5.1 Return **Loblaw's Supplier Information portal – Sections and Content**
 - 5.2 Click **EDI Information and setup guides**
 - 5.3 Scroll down for specifications and EDI Information Guide
6. To obtain copy of **Store listing**
 - 6.1 Scroll down to **Loblaw's Supplier Information portal – Sections and Content**
 - 6.2 Click **Information resources and information sharing**
 - 6.3 Click **Store listing for vendors**

MANDATORY BILLING ADDRESS

Effective May 2, 2011 for financial and accounting reasons, it is important that all vendors address all invoices **for all branches and Direct Store Deliveries** to

**Loblaw Inc.
1 President's Choice Circle
Brampton, Ontario
L6Y 5S5**

- Loblaw Accounts Payable department will withhold payment on invoices that are incorrectly addressed.

Invoices should also include the following:

1. Ship To: correct location where goods are sent
2. Supplier name and address
3. GST/HST/QST/PST registration #'s (as appropriate)

EXAMPLE segments of 810 invoice

BILL TO **N1*BT*LOBLAWS INC*9*2471916380099**
N3*1 PRESIDENT'S CHOICE CIRCLE
N4*BRAMPTON*ON*L6Y 5S5*CA

SHIP TO **N1*ST*LCE OTTAWA*9*2471916380016**
N3*2625 SHEFFIELD ROAD
N4*OTTAWA*ON*K1B 1A8*CA

VENDOR **N1*VN*VENDOR'S NAME*9*999999999999999**
N3*VENDOR STREET ADDRESS
N4*CITY*PROVINCE*PO-CODE*COUNTRY

GST/HST/QST/PST INFORMATION

TAX description appears at **DETAIL LEVEL** as follows:

SAC*C*D360***690*****02*****GST**

TAX registration #'s appears at **SUMMARY LEVEL** as follows:

SAC*N*D360***690*******105411199RT0001**GST**