



EDI Error Resolution Guide

When an inbound EDI document fails validation at Kohl's, it is rejected and will not be processed. Trading partners are responsible for reviewing, correcting, and resubmitting rejected documents.



VENDOR NOTE

If you do not have EDI capabilities, you may use a third-party provider.

All providers must meet Kohl's EDI requirements.



1. EDI VALIDATION LEVELS

Kohl's has two levels of edits where inbound EDI documents can fail:

- Translation
- Application



2. ERROR NOTIFICATION METHODS

Kohl's notifies trading partners of inbound EDI errors through one of the following methods:



864 Text Message (Translation Errors)



Email Notification (Application Errors)



3. TRANSLATION ERRORS

Notified via 864 Text Message



Translation errors will be communicated to the trading partner via an EDI 864 Text Message.



Trading partners should **review and resolve** all translation errors as soon as possible to prevent delays in document processing.



Trading partners will receive a separate 864 Text Message for **each error** that occurs within the same file.



The 864 Text Message does not include an attachment. Review the **error details** contained within the message to determine the required correction.



Work with your internal EDI team or EDI provider to review and correct any translation errors. After the necessary corrections have been made, the affected EDI document(s) **must be resent** to Kohl's for processing.



Trading Partners are responsible for researching and resolving any translation errors. Trading Partners who use a third party EDI provider are responsible for working with their provider to resolve any errors in a timely manner.



See the EDI 864 Text Message mapping guide for an example of the Text Message.



4. APPLICATION ERRORS

Notified via Email



Application errors will be communicated to trading partners via an email from edimio@kohls.com.



Review the email notification, **correct** the identified issue, and **resend** the affected EDI document as soon as possible.



Trading Partners are responsible for researching and resolving any application errors. Trading Partners who use a third party EDI provider are responsible for working with their provider to resolve any errors in a timely manner.



5. SUPPORT & QUESTIONS

For onboarding, connectivity setup, testing, production support, or EDI questions, please contact the Kohl's EDI Team.



Email: edimio@kohls.com



Please allow 24 to 48 business hours for a response.



IMPORTANT

Vendors are responsible for ensuring compliance with Kohl's EDI implementation requirements. Refer to the applicable implementation guides for document mapping, testing requirements, and production readiness.