



## Medline Electronic Commerce

# WHAT IS EDI?

**EDI (Electronic Data Interchange) is the application-to-application exchange of formatted data between enterprises via a communications link.**

- An *application* is a computer program. Materials Management, Purchasing and ERP systems are examples of applications.
- *Application-to-application exchange* means that data goes from one program to the other automatically, untouched by human hands.
- *Formatted data* is information arranged so that a computer program can read it.
- *Between enterprises* usually means between businesses, such as hospitals sending orders to Medline. Government agencies or divisions of the same company can also be enterprises.
- A *Communications Link* is typically a telephone connection, but there can be other kinds.

**Every document in the sales cycle has an EDI equivalent. EDI documents are known by their numbers. The standard EDI documents that Medline uses are:**

- Purchase Order (850)
- PO Confirmation (855)
- Invoice (810)

**Other common EDI documents are:**

- Payment Advice (820)
- Price/Sales Catalog (832)
- Sales Tracing/Rebate Request (867)
- Advance Ship Notice (856)

# MEDLINE EDI - FAQ'S

**Q.** How do I know if my customer is capable of doing EDI?

**A.** Ask the customer, "Are you doing EDI with other vendors?" and "Is your Materials Management or Purchasing System connected to your EDI software?" If both answers are yes, your customer is EDI-capable. If the answer to the second question is no, your customer will be better off placing orders on the Web.

**Q.** Who will need to be involved with EDI setup at the customer?

**A.** Materials Management or Purchasing usually handles the day to day operations, but the customer's IS department will need to be involved in the initial setup. If the customer is interested in EDI invoicing the customer must involve their AP department.



**Q.** Will my customer's EDI software work with Medline?

**A.** Probably. EDI is a standard, so software that's capable of producing EDI documents for one vendor will probably work with others. Ask the customer if the software can be configured to connect to more than one vendor. If so, it will probably work with us.

**Q.** How long does it take to get set up?

**A.** Setup and testing usually take around 10 days.

**Q.** What kind of turnaround can I expect for confirmations?

**A.** Confirms take, on average, about two hours to go out.

**Q.** Who should the customer call if problems come up?

**A.** Most questions are about an order itself, not the way it was placed. So the customer should start with EDI Customer Service (800-835-8239). Customer Service will refer the call to the EDI Team if necessary. We want EDI to be a tool to increase sales and improve customer relationships. So please call our EDI team at 800-835-8239 with any questions that come up. We welcome calls from both sales reps and customers.

## **GETTING STARTED WITH EDI**

### **Setup & Testing**

- 1.** Have your EDI hardware & software installed & tested.
- 2.** Talk to Medline's Team EDI to decide which transaction sets you need and how we will communicate the files. Also tell them your basic EDI information (see below for an example).
- 3.** Test your communications capability by sending a Purchase Order (850) to Medline's test system. That PO should be for a single item, one that you order frequently.
- 4.** Medline will post your PO to its test system to make sure that the data and formats are correct (the order will not ship). If changes are needed, your Team EDI contact will discuss them with you.
- 5.** Medline will send a PO Confirmation (855) to confirm your test PO. You should process this confirmation in your system to make sure your setup is correct and that the 855 gives you the information you need. If all is well, you're ready to send live orders.
- 6.** Medline will test EDI Invoices (810s) after the first few POs & Confirmations have been successfully processed. Medline will send test 810s that duplicate the paper invoices until we both agree that the invoice data is complete and correct. Paper invoices will then be discontinued.
- 7.** Questions about orders should be directed to Customer Service when all transactions are tested and running.



EDI

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**Medline EDI Information**

*EDI Connections:* AS2, Sterling Commerce, GHX

*EDI Addresses (ISA ID / Qual):*

Test MEDLINET / ZZ

Production MEDLINE / ZZ

*ANSI X.12 Versions Supported:*

Preferred: 4010 (other versions can be supported)

**Customer Information:**

Please fill in the information below and email to any Medline EDI Analyst listed below.

Company Name: \_\_\_\_\_ Date: \_\_\_\_\_

EDI Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

Email: \_\_\_\_\_

**Trading Partner Information:**

Information	Test	Production
Qualifier		
ISA		
GS		

Transactions: \_\_\_\_\_

Version: \_\_\_\_\_

Connection Type (AS2, VAN, Mailbox or 3rd Party):  
\_\_\_\_\_

**Medline EDI Contact Information:**

Email your EDI and contact information to [edisupport@medline.com](mailto:edisupport@medline.com) and one of the EDI analysts will contact you to begin the process.