How to use Global Enterprise Mailbox (GEM)

Implementation Guide

Business Usage: Basic Guidelines

Implementation Guide
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GEM Overview

What is GEM?

GEM, or Global Enterprise Mailbox, is an EDI mail boxing system accessed through Retail Link™. It utilizes EDIINT AS2 communications, allowing event driven, and real time delivery of data to the supply chain.

To access your Mailbox, you must be set up as a user. Once granted access, go to Retail Link™> Apps> EDI B2B> Global Enterprise Mailbox (GEM).

Functionality of GEM:

1. For new vendor who is onboarding the EDI process, GEM gives the user the ability to create their own EDI mailbox.
2. AS2 EDI documents can also be requested and tested through the GEM application using the Document Testing Application
3. GEM gives the user the ability to update or modify the vendor AS2 profile (AS2 ID and URL) and AS2 certificates.
4. GEM gives the user the ability to view a list of all inbound and outbound data in a mailbox.
5. GEM initially directs the user to the Batch Search screen which allows searches on several criteria including mailbox id, file name, files "To Walmart", files "From Walmart", and date.
6. Once the search is performed a list of all inbound and outbound batches within 7 days is displayed on a web screen. Other information, such as batch status and transmittal time is also displayed.
7. View batches on-line - After performing a search on the Batch Search screen, the user may select a batch from the list and view the data by clicking on the File Name. It directs the user to a web screen that allows various activities associated with that specific batch (such as reprocessing or exporting the data to a PC).
8. Reprocessing batches - A batch may be reprocessed by selecting the "Reprocess Batch" button on the Batch Search screen.
9. Downloading data - Batch data can be downloaded from the Batch Search Criteria or Batch Details screen.
10. Maintain AS2 security certificates (such as uploading a new vendor certificate or generating a new Wal-Mart certificate).

Retail Link™ Access:

1. To use GEM you must have your Retail Link™ ID attached to your Company's AS2 Mailbox.
    a. It is recommended for multiple people at a supplier to have their own Retail Link account in case the primary user is not available. Everyone using the mailbox needs to receive access from the AS2 Support Team.
    b. *Note - It is against Wal-Mart's policy for more than one user to access Retail Link™ with the same user account.*

2. For Retail Link™ access please utilize the following methods:
    a. Go to https://retaillink.wal-mart.com and click on Create Account Now. If you have any issues, please call 479-273-8888.
    b. If your company has at least one Retail Link™ ID and needs additional users added:
        i. Contact the Site Administrator for your company (their user ID will end with an "a").

ii. Site Admin can request an additional user by going to RL> Tools >Suggest New User Account

iii. Additional users can also go to https://retaillink.wal-mart.com and click on create Account Now to be set up as an additional user.

c. If you have a Retail Link™ ID, but do not have access to your GEM mailbox, or, if you would like additional users added to your GEM mailbox, contact the EDI Support Team at 479-273-8888 or go to Retail Link > Apps > Supplier Self Service to log an incident directly to the EDI Support Team.

Locating GEM in Retail Link™:
1. Once logged into Retail Link™ click on "Apps"
2. Click on "Edi B2B"
3. Now click on "Global Enterprise Mailbox (GEM)" (*Figure 1*)

Figure 1

Overview of Links on the EDI-B2B Page:
1. Now on the "EDI-B2B" page you will find several other helpful tools important to our EDI customers.
2. There are "Headers" that are **BOLDED** (*Figure 2*).
   a.   **Self Service Tools**
      i. These give an overall categorization.
3. There are also Topics that are **Bolded** and within a **Gray Strip**.
   a.   **EDI Applications**
      i. WEBEDI V2
      ii. Global Enterprise Mailbox **(GEM)**
         a. This is the AS2 Mailbox application
      iii. Vendor Self-Testing Portal
         a. User will be directed to the GEM Portal Dashboard to perform document testing, also accessible via GEM
   b.   **Letters & Announcements**
      i. Important notification
   c.   **EDI Application Documentation**

Note: If you are having trouble logging onto the GEM page, please go to **Retail Link**> **Apps**> **Supplier Self Service** to log an incident directly to the EDI Support Team.
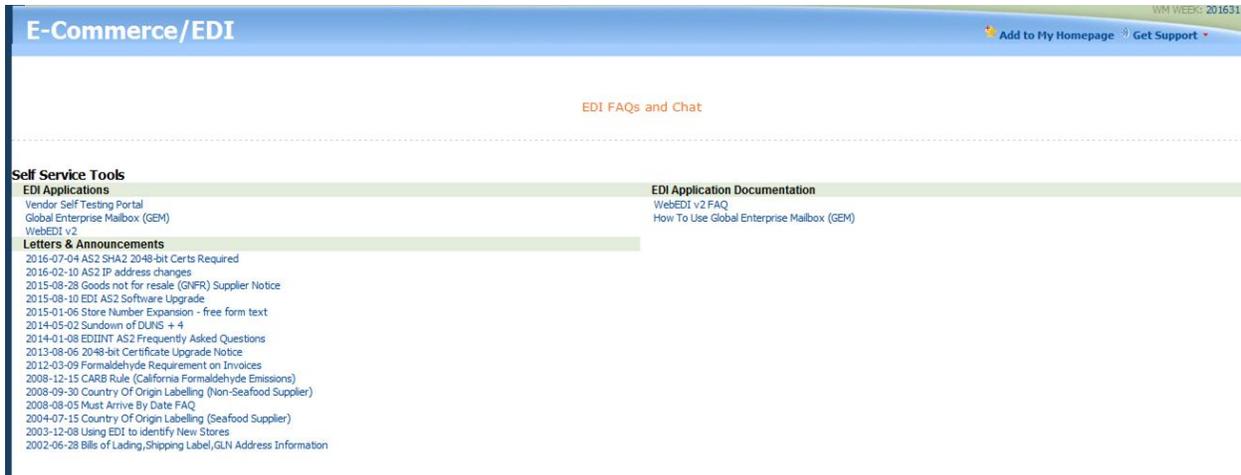
Figure 2

Mailbox Creation:

1. GEM Portal
    a. New vendor onboarding EDI will be prompted to complete a survey when they access the GEM application.
        i. Page 1 of survey
            1. Select the vendor number and 'New Mailbox', then continue to the next page or 'Save and Exit' (Figure 3)
                a. User will only see the vendor number(s) attached to his/her Retail Link user id.
            2. A Mailbox ID will automatically be created after completing page 1 of the Portal survey.
        ii. Page 2 of survey
            1. Based upon the selection made on this page, the user will be given the options to either do WebEDI setup or continue with an AS2 setup.
        iii. Page 3 of survey
            1. Provide the Vendor Contact Information and click 'Next Page'
        iv. Page 4 of survey
            1. Select the business type that applies to your vendor agreement, then click 'Next Page'.
        v. Page 5 of survey
            1. User will be provided with a list of EDI transactions related to the business type selected.
            2. Select the EDI transactions, then click 'Complete'
    b. After completing the Portal survey, user will be directed to the Portal Dashboard page to begin testing the selected EDI transactions.

2. AS2 profile configuration
    a. To establish an AS2 connection, user MUST configure the vendor AS2 profile in the GEM Mailbox Maintenance screen.
        i. Step 1 - In the GEM application, click on the 'Mailbox' down drop menu, then select 'Mailbox Search'.
        ii. Step 2 - Click on your Mailbox ID displayed on this page to access the Mailbox Maintenance screen.
        iii. Step 3 - In the Mailbox Maintenance screen, click on 'EDIINT(AS2)'.
        iv. Step 4 – Enter your AS2 Name and URL, then click 'Save'.
        v. Step 5 – Exchange both the Walmart and vendor AS2 Certificates
            1. Refer to page XX of this document for details regarding how to exchange AS2 certificates.
        vi. Step 6 – Run a connectivity test
            1. GEM will only commit to the new AS2 certificate(s) if you have a successful connectivity test. Refer to page 18 of this document for details on how to run a connectivity test

Note: DO NOT change/ update the AS2 Name or URL with pending certificates as it will break the AS2 connection.

If you have any questions about document testing you can go to **Retail Link** > **Apps** > **EDI-B2B** > **Global Enterprise Mailbox** > **Document Testing** > **FAQ**.

Accessing GEM:
1. **Batch Search Screen**
    1. After clicking on the "GEM" link, your web browser will open the "Batch Search Screen" in the browser window (*Figure 3*)

Figure 3

2. Your Mailbox ID is automatically filled in the Mailbox ID field; hit Search to pull up a listing of all AS2 EDI transactions currently in your company mailbox.
    i. Mailbox ID: A unique, case sensitive ID assigned to your company when the mailbox is created.
3. If you have multiple Mailboxes attached to your Retail Link™ ID, you will notice that the Mailbox ID field is a drop-down menu. Clicking the "down arrow" will drop a list of all the mailbox ID's attached to your Retail Link™ ID.
4. Select the one you want to view by clicking on it, and then hit search to pull up the mailbox.

2. **Refining your searches:**
    1. In some cases, it is easier to pull up specific transmissions instead of an entire mailbox. Use the following search fields to refine your search. Typing in a partial name will perform a wildcard search for the file or files that matches.
        i. **File Name**:
            1. This will pull up specific transmissions. If you know the name of the document you are looking for, type in the name, and hit Search.
        ii. **Date/Time interval**:
            1. Used in conjunction with the Mailbox ID, this will pull up transmissions sent during a specific time period.
                a. #Days: This field indicates how many days back from the current day you want to view. (i.e. type in 3, and batches sent back 3 days from current day will be displayed)
        iii. **Using the two Check Boxes:**
            a. Below the Date/Time interval section of the Batch search page you will see a check box "To Walmart" and a check box "From Walmart".
            b. If the boxes are not checked and none of the search criteria are filled out, the system will automatically default to search all batches. (***Figure 3***)

Using your GEM Mailbox:
1. **Batch Search Listing:**
    a. Once you have entered your search criteria and clicked Search you will see a listing of everything that Wal-Mart has sent to your company, and everything that Wal-Mart has received from your company for the last 7 days.
        i. One inbound or outbound transmission will be listed per row, most recent first, and each row is divided into five columns. (***Figure 4***)

Global Enterprise Mailbox Mailbox ▾

Batch Search Criteria

Mailbox ID: XXXX   Mailbox Text: XXXXXXXX   Mailbox Desc: XXXXXXXXXX

	File Name	Date/Time	Direction	Size(bytes)	Status	
☐	AS2INBOUND.124149587.2.2004	8/12/2016 12:41:49 PM	To Walmart	270	success	
☐	001859~X12~005010~850~OUT-3.011013593.1489269198	8/12/2016 12:40:55 PM	From Walmart	2030	success	
☐	X12~005010~997~OUT-3.123549990.1489260428	8/12/2016 12:36:43 PM	From Walmart	450	success	
☐	AS2INBOUND.123549990.4.2004	8/12/2016 12:35:50 PM	To Walmart	8310	success	
☐	X12~005010~997~OUT-3.114023231.1489171593	8/12/2016 11:41:31 AM	From Walmart	281	success	
☐	AS2INBOUND.114023231.2.2004	8/12/2016 11:40:23 AM	To Walmart	757	success	
☐	X12~005010~997~OUT-3.113553541.1489166591	8/12/2016 11:37:29 AM	From Walmart	400	success	
☐	AS2INBOUND.113553541.2.2004	8/12/2016 11:35:53 AM	To Walmart	37452	success	
☐	X12~005010~997~OUT-3.112143147.1489139673	8/12/2016 11:22:24 AM	From Walmart	281	success	
☐	AS2INBOUND.112143147.2.2004	8/12/2016 11:21:43 AM	To Walmart	1205	success	

Go to page: 1 Show rows: 10 ▾ 1-10 of 167 ◀ ▶

RePprocess Batch   Mark as Transmit

Figure 4

2. **Column Descriptions:**
    a. The batch search columns show at a glance what has been sent and received, and if communication was successful. These columns have blue headings named "File Name", "Date/Time", "Direction", "Size", and "Status". (**Figure 4**)
        i. **File Name:**
            1. The File Name is a unique alphanumeric name that GEM uses to track each batch. It will be used by Wal-Mart if your company needs to retrieve or research data in the GEM mailbox. Clicking on the File Name will open that specific transmission.
                a. Identifies files as either incoming or outgoing; if the files are incoming From Wal-Mart, the File Name will display the text "OUT" as part of the file name. (**Figure 4**).
                b. All EDI files that your company sends to Wal-Mart will be labeled AS2INBOUND.XXXXXXXXXX.
                c. If you have questions about a particular transmission, please locate the File Name in your GEM mailbox and have the File Name ready before calling the AS2 support desk.
                d. If a transmission that you sent is not in the mailbox (and it is not over a week old), then Wal-Mart did not receive the file.
                e. If you are expecting a transmission from Wal-Mart, it is not in the Mailbox and it is not over a week old, then the transmission has not been sent yet.

        ii. **Date/Time:**
            1. Displays the date and time that the batch was put into the mailbox. This column displays the most recent file starting from the top of the list.
        iii. **Direction:**
            1. **From Walmart –** This option will only display data sent TO your company FROM Wal-Mart.
            2. **To Walmart** – This option will only display data sent FROM your company TO Walmart.
        iv. **Size:**
            1. Identifies the size (in bytes) of the given transmission
        v. **Status:**
            1. The condition or status of a file.
                a. A successful transmission will have a "success" status.

GEM Batch "status" terms:

Note Regarding "Status" Terms:

Throughout the dashboards, you will notice the following data items: **Status** and **General Status**. What is the difference between **Status** and **General Status**? **Status** relates directly to the detailed status of the transfer (i.e., "Success", "Error", "Warning", "Receipt Pending", etc.). **General Status** is a more general classification of simply "Failed", "Successful" and "In Progress". The table below shows the mapping between Status and General Status.

Status	General Status
Delete Error	Successful
Delete Resolved	Successful
Discarded	Failed
Error	Failed
Exception	Failed
In Progress	In Progress
Interim Success	In Progress
Interim Warning	In Progress
Interrupted	Failed
MDN Pending	Successful
Receipt Pending	Successful
Success	Successful
Warning	Successful

Viewing Data in the GEM Mailbox

1. To understand how this information can now be used for your company, look at the following example:
    a. **AS2INBOUND – Inbound to Wal-Mart**
        i. File Name – AS2INBOUND.124149587.2.2004
            1. AS2INBOUND tells us it was AS2, and that the file was inbound, as well as giving us another unique number to help us identify each batch.
        ii. Date/Time – 08/12/2016 12:41:49 PM
            i. This is when the file was placed into the mailbox.
    b. **OUTBOUND – Outbound to the Vendor**
        i. File Name - XXXXX~X12~005010~852~OUT~7.010698794.1138760164
            1. The file name for an outbound file is very different than the inbound file.
                a. The XXXXXX – This is normally the six digit vender number
                b. The X12 – This is the Standard of the data
                c. The 005010 – This is the Version
                d. The 852 – This is the Document type being sent
                e. The OUT – This is the direction of the data
                f. The 7.010698797.113876164 – This is give us the priority and the unique identifier for this batch

2. In order to view the actual data, you need to click on the File Name to open the batch details section. **(*Figure 5*)**
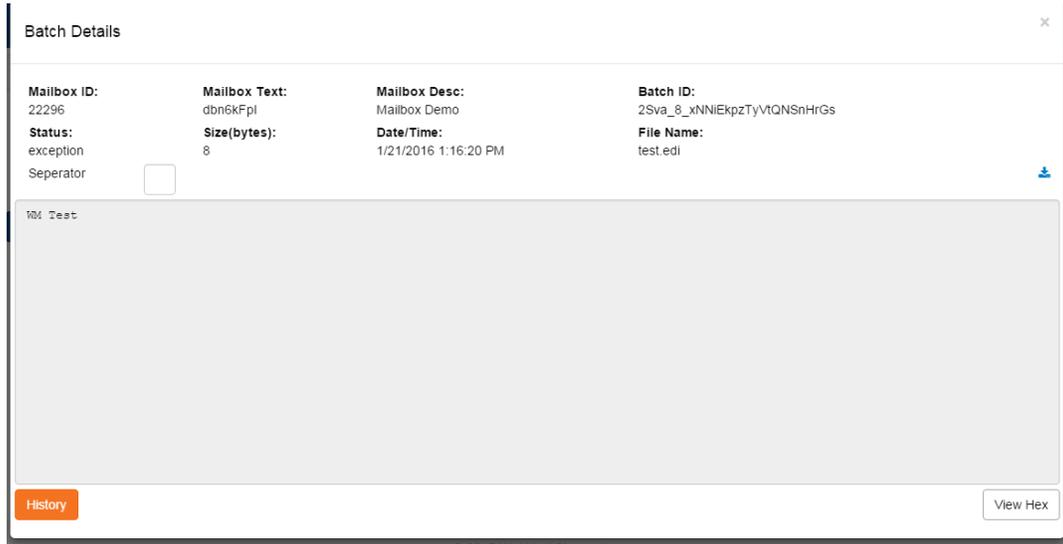

Figure 5

Using the buttons in the Batch Details Window

1. History – The History button located on the Batch Details screen will show all attempts for that file.
    a. The attempts will be labeled with a "Batch ID" (*Figure 5.1*)
        i. Clicking on the batch id will display the AS2 Log.
            1. The Log will display the transaction information between the Supplier AS2 software and the Wal-Mart EDI system. Errors received during a transaction will be displayed here.
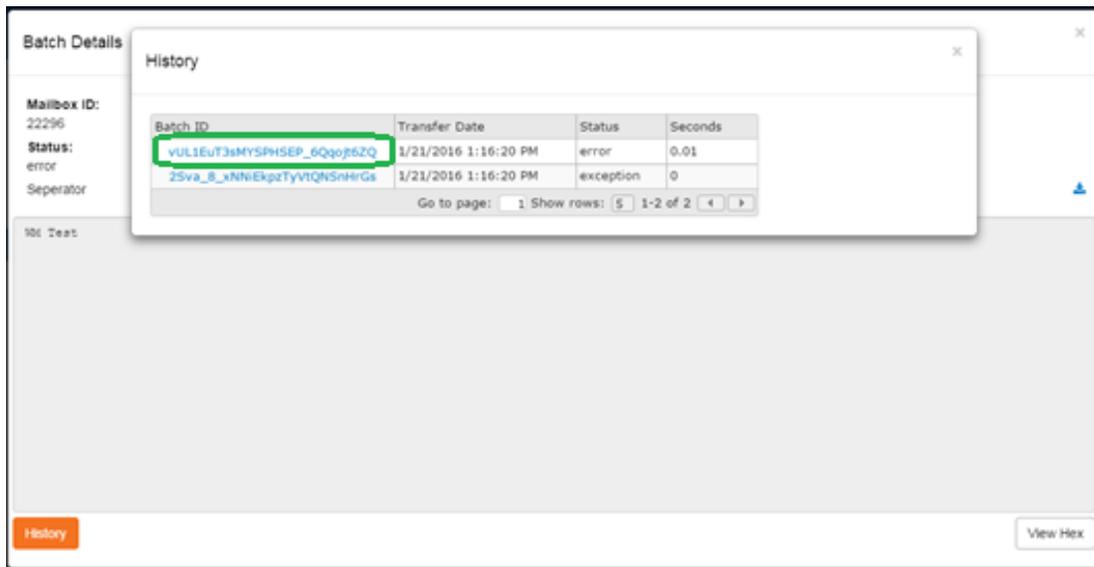
Figure 5.1

How to reprocess, mark as transmit, and download your EDI Data

1. **Reprocess** - In the event a supplier needs to have EDI data resent to their company, they can use this option to resend the data via AS2.
   a. Click on the check box to the left of the File Name and then click the Reprocess button located at the bottom left of the batches (***Figure 6***)
2. **Mark as Transmit** - Utilizing this button will flag the data as transmitted and we will discontinue sending the data.
   a. Click on the check box to the left of the File Name and then click the "Mark as Transmit" button located at the bottom left of the batches (***Figure 6***).
   NOTE: Please use caution in using this feature as it will mark the data transmitted even if it has not been successfully sent.

3. **Download data** - Download data will allow the supplier to save the EDI data to their computer. In the event that information is only partially displayed in the Batch Details window, the data can be downloaded, opened with most word processing programs, and searched for specific information (***Figure 6***).
   a. Click on the download icon located on the last column, right of the Status column.

Figure 6

How to receive the Full-File GLN

1. The GLN (816) document contains address information, and can be used by suppliers to update their database of Wal-Mart stores, DC's etc. There are two types of GLN, the Full File and the Change File.
   NOTE: the sender/receiver IDs on an 816 will not match those that are sent on other documents. Please see the 816 mapping on Retail Link™ for more information.

2. The 816-change file is a listing of any changes to a Wal-Mart/Sam's address, phone number etc., and is sent via AS2 once a week, typically on Sunday.

3. The 816-full file is a listing of all Wal-Mart/Sam's addresses. To receive the 816 through AS2 follow these instructions:
   a. Log into GEM
   b. Click on the "Mailbox" drop down menu>> select Mailbox Search
   c. In the Mailbox Selection screen click on your Mailbox ID (***Figure 7***).
      NOTE: Many suppliers will only see one mailbox ID. You may see multiple mailbox ID's if you have multiple vendor numbers attached to your Retail Link™ ID
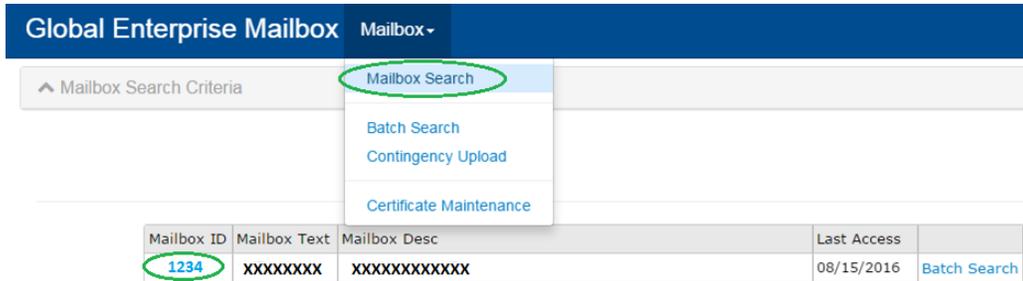
Figure 7

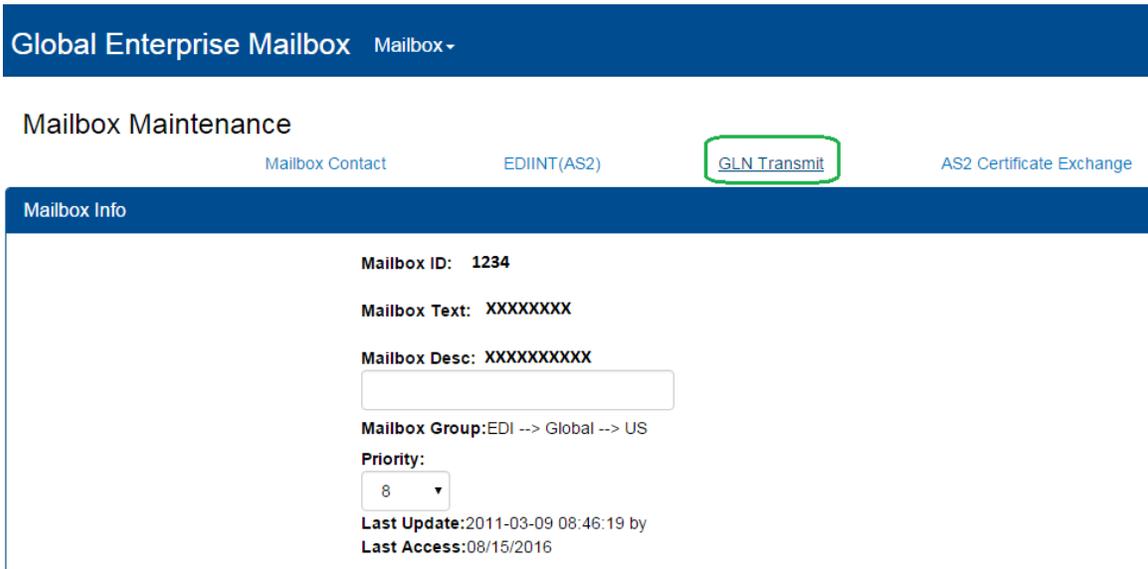   d. Click on the GLN Transmit link in the upper-right corner (***Figure 8***).

Figure 8

e. Select a country code and then at the bottom of the screen click "Transmit Full GLN". The data will be sent through AS2 within a few minutes. If you want to change the default settings, see the explanation of the drop-down menus below (*Figure 9*)

    i. EDI Standard: Specify what version of EDI you want (x12 or EDIFACT)

    ii. Country: Specify what country you want the GLN listing for.

    iii. Add State Level: Clicking "Yes" will include Hawaii and Alaska to the U.S. full file.

    iv. Segment Terminator: Specify the segment terminator you want on the file (choose between a tilde (~) and a new line (\n)).

Figure 9

How to deal with Critical Alert Emails/Stale batches

1. If a document was not successfully transmitted to a supplier they will receive a "Critical Alert" email from Wal-Mart telling them that there has been a problem with communication.
   a. Log into GEM and look for any batches with the status "**Error**, **Exception**, **Failed**, **Interrupted**, or **Warning**".
   b. Click the **View log** icon located to the right of the Status column to find out why the transmission failed (**_Figure 10_**)—this will help you troubleshoot the error. You may need to contact your software provider for further assistance.
   c. If a document fails in transmission, we will continue sending it every half-hour until it goes through, up to seven days. Unsent data will be purged after 7 days. *NOTE: Please log into your GEM mailbox and check the batch status before calling the AS2 help desk. There may no longer be a problem with the data!*

Figure 10

AS2 Error Log Glossary

1. The link below provides a PDF file showing different AS2 error messages, the error description for each message and the possible solutions.
   a. The explanation of the AS2 error messages can also be viewed by clicking on the Question icon located on the Batch Search Screen (**_see figure 10_**).

How to update your AS2 Certificate

1. When accessing the GEM application, it will default you to the Batch Search Criteria screen. From the Batch Search screen, click on the Mailbox drop down menu and select "Certificate Maintenance" (***Figure 11***).
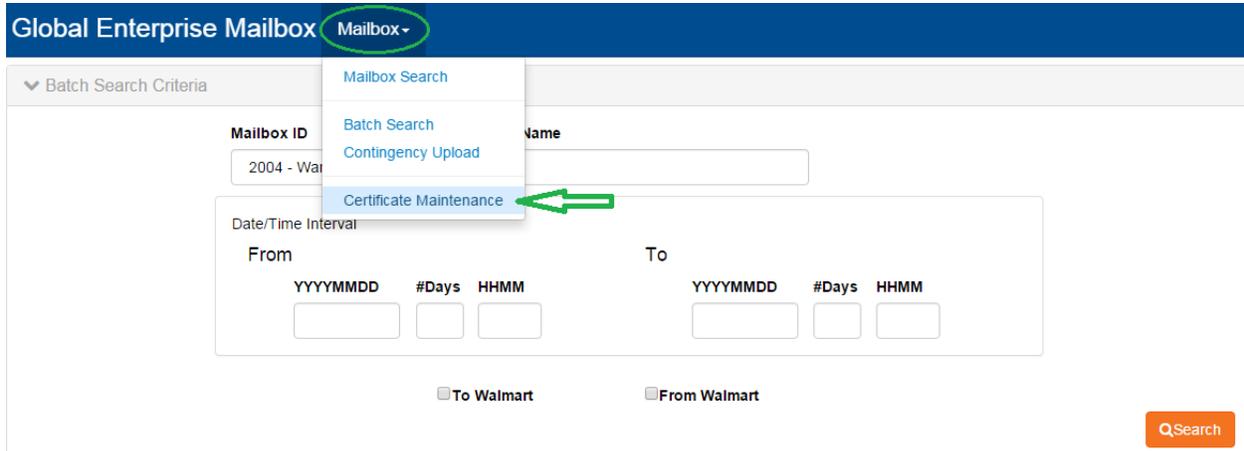

Figure 11

2. On Certificate Management page, click on "Start" to begin (***Figure 12***).
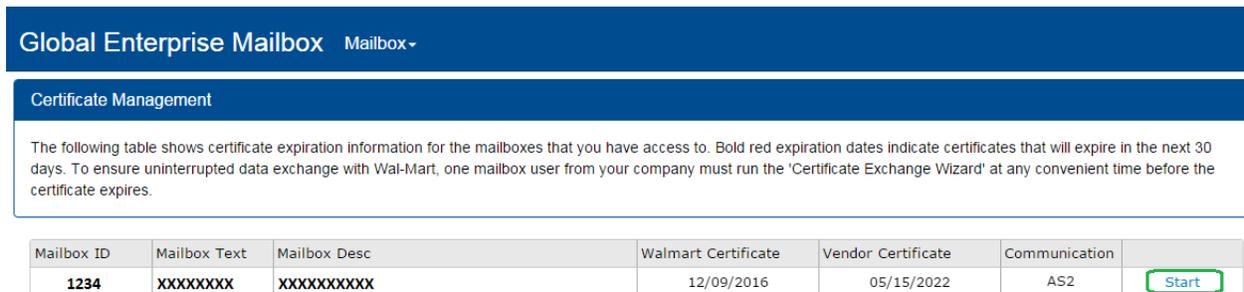

Figure 12

NOTE: Do not click the back-browse button while the certificate exchange is in progress.

3. The Certificate Maintenance page will display your AS2 profile and it will prompt you to select the certificate(s) you would like to update (***Figure 13, on page 15***).
   a. Selecting the **Walmart Certificate**
      i. Click the 'Generate' button to generate the Walmart Certificate
         1. Make sure you save the Walmart Certificate as a .cer file
      ii. Install the Walmart Certificate in your AS2 software
         1. If you are using an AS2 3rd Party, please have your 3rd Party install the Walmart Certificate.
   b. Selecting the **Vendor Certificate**
      i. Click the 'Browse' button to provide the Vendor Certificate
      ii. Click the 'Upload' button to submit the Vendor Certificate

c. Selecting both the **Walmart & Vendor Certificate**
   i. Click the 'Browse' button to provide the Vendor Certificate
   ii. Click the 'Exchange' button to submit the Vendor Certificate and generate the Walmart Certificate.
   iii. Make sure you save the Walmart Certificate as a .cer file
   iv. Install the Walmart Certificate in your AS2 software
      1. If you are using an AS2 3rd Party, please have your 3rd Party install the Walmart Certificate.

Global Enterprise Mailbox   Mailbox ▾

Certificate Maintenance

Mailbox Maintenance   Certificate Connectivity

Mailbox Info

Mailbox ID: **1234**   Mailbox Text: **XXXXXXX**   Mailbox Desc: **XXXXXXXXX**

Walmart Communication Profile

Expiration Date:
12/09/2016
Serial Number:
Hex: 200E0C090F331C14882CE38CE72997AA
Dec: 42608232127809564937274770411976497066
AS2 Name:
08925485US00
URL:
http://gem.wal-mart.com:5080/

Vendor Communication Profile

Expiration Date:
05/15/2022
Serial Number:
Hex: A5E3EF4DA773C11C
Dec: 11953660952772329756
AS2 Name:
TEST AS2
URL:
http://

Please select the certificate(s) you would like to update:

○ Walmart Certificate ○ Vendor Certificate ⦿ Walmart & Vendor Certificate

Walmart & Vendor Certificate

1. Click the 'Browse' button to provide the Vendor Certificate
2. Click the 'Exchange' button to submit the Vendor Certificate and generate the Walmart Certificate.
3. Make sure you save the Walmart Certificate as a .cer file

[Browse] [   ]

[Exchange]

Figure 13

4. Connectivity Test
    a. GEM will only commit to the new AS2 certificate(s) if you have a successful connectivity test.
    b. To run a connectivity test from the Certificate Maintenance screen, click on "Certificate Connectivity" and then "Test Connection" (*Figure 14).*
        i. Before you can test the connection, you must ensure the Walmart and Vendor certificates are successfully loaded within your communication software.
        ii. If the connectivity test is successful, the status will return with "Success" (*Figure 14*).
    c. To view the AS2 communication log, click "View" located under the Report Column (*Figure 14*).
        i. For details on AS2 communication errors, please refer to the AS2 Error Log Glossary on page 13.

Figure 14

EDI Support Desk Contact Information

EDI Support Team Hours:

The EDI Support Team is open Monday through Friday, 7:00 a.m. to 5:00 p.m. Central Standard Time.

The EDI Support Team is closed in observance of the following holidays:

New Year's Day	Labor Day
Memorial Day	Thanksgiving
Fourth of July	Christmas Day

Contact information:

> ### *Production Support*
> Phone: 479-273-8888
> Email: edi@wal-mart.com
>
> ### *Implementation Support*
> Phone: 479-273-8888
> Email: rollout@wal-mart.com

There is also an option to log questions and issues directly to the EDI Support Desk through the Supplier Self-Service application. This application is located on Retail Link under Apps.

IMPORTANT NOTE:
In order to assist you, we require that you have your <u>Walmart assigned supplier number</u> and <u>Retail Link ID</u> available whenever you call and/or noted on all email correspondence.

Change Log

Version	Date	Changes
2.0	December 2004	Created Change History Updated document to reflect GEM screen changes Replaced fig. 4, fig. 7 and fig 5
2.2	May 2005	Changes to EDI contact information Formatting Changes
2.3	January 2013	Changes to Third Party Rules and Guidelines Addition of Change Log Removal of Fax Number for EDI Added statement 5.b & 5.b.i on page 11
3.0	August 2016	Updated document to reflect new GEM screens Formatting Changes Changed information to match new EDI E-Commerce page Changed terms to be in line with new GEM Added AS2 Error Log information
4.0	June 2018	Updated document to reflect new GEM Portal screens Removal of Fax Number for Retail Link Removal of help line phone options Updated help line contact information
4.1	January 2019	Updated document to reflect new EDI portal name EDI B2B Removal of chat for EDI Removal of GEM email Address Updated help line contact information to include The Supplier Self Service App