Frequently Asked Questions

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1. I can't see the 860 PO Changes in the inbox?

Every time you log into MX Client, the program will automatically download any new documents from EDI Gateway. If you had originally 860 PO changes in your inbox and you can't see them anymore you might have deleted or archived them. Click on the deleted folder to see if the document is there, if not go to Archives, Incoming. If the document you are looking for is still not there then you can go to Tools and re download the documents. To do this click on 'Tools' in the menu bar at the top of the MX Client and then click download old documents. You will be given a window where you can search for old document on the EDI Gateway server. Top

2. How to download old documents?

At the top Menu Bar Click on Tools then Download old documents, select your date range and click on Search Documents. Once the documents are downloaded click on the left of document number a red check will appear, then click on Download documents, they will appear in your Inbox. Top

3. Why do I go back to the inbox when I send the ASN?

The system will automatically refresh the application and the default starting folder is the Inbox. Here you will see the original transactions that you have downloaded, to check to see if your ASN has been sent, click on the sent folder, if the ASN is in this folder then the document was successfully sent to EDI Gateway. Top

4. *What do I do when my ASN that I am sending is stuck in the outbox?*

In order to send your ASN, you must set the ASN in your Outbox to ready. To do this right click on the ASN in your Outbox and click Set to Send. This will put a red check mark on the left of the ASN number. You can do a Send and Receive, or Send only. Top

The MX client uses your internet connection to send and receive documents. If your internet connection is down you will not be able to send documents from your outbox.
Also MX Client uses port number 45211 you must make sure that your fire wall has this port open to successfully send and receive documents.

If you application freezes in the middle of transition terminate the program and try to resend the document. Call EDI Gateway to confirm that your document has been received. To Terminate the program go to your bottom tool bar and right click on it, select Task Manager, select EDIGate.exe and click on End Process. Top

5. *Why I don't see my Acknowledgments?*

After successfully sending your ASN, Edi Gateway will process the ASN and send it to the specific retailer within 30 minutes. It takes about 15-30 minutes (depending on the retailer) before the ASN is processed by the retailer and an Acknowledgment is sent to EDI Gateway. After doing a receive an A will appear on the left colum of your ASN sitting in your Sent Box. Please make sure that you follow up on non-Acknowledged ASN. Top

6. *Can I re-load my ASN to make corrections?*

Yes, if your ASN is in your Outbox or Sent Box, just right click and select Load, it will go back into the ASN module and you can then do your changes. Top

7. *Can I put multiple orders on the ASN?*

Yes you can put multiple PO's into one ASN as long as it is the same type of PO's, same ship date and time and also to the same DC. You have to flag all the POs needed and click on Load. Top

8. *Can I merge multiple Orders for the same store in the same boxes.*

Yes, you must load one PO then go to maintenance and check Merge Pos. Click on Cancel /Exit then re-load the POs needed. Top

9. How do I print a packing list?

First you must load the document, then you can click on the Pick List button at the top of the module., then click on the small Printer Tab. Top

10. How do I drag multiple lines in one box?

First you must highlight the line numbers that you wish to drag into the new box. To do this you can hold down the shift button and press the down keys to highlight the line numbers. You can also hold down the ctrl button and click random line numbers to highlight them.
To drag the highlighted lines, hold down the ctrl button to lock them, left click the mouse to drag the line numbers over to the new box. Top

11. How do I select what printer I would like to print from?

When viewing a report there is a button that looks like a printer with a blue wrench on it. That is the print options if you click on that button you can select your printer options. Top