



Global Enterprise Mailbox (GEM)

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What is GEM?

Global Enterprise Mailbox, or GEM, is a place for Traditional EDI suppliers and non-EDI Managed File Transfer users to [manage their connection\(s\) and exchange their certificates](#). For Traditional EDI suppliers it is also a place to [start your initial onboarding](#), [manage and search for your documents](#), or [manage you're location updates](#).

Adding additional users to GEM

To add additional users to GEM navigate to the Mailbox Maintenance screen (Mailbox > Mailbox Search, click mailbox ID), then scroll to the bottom of the page and add user under 'Mailbox Access' section. If you can't determine who in your company has access or the only person with access has left the company contact [EDI support](#).

Managed File Transfer – AS2

How do I setup a new AS2 mailbox?

New suppliers should use the 'Document Testing' portal to setup an AS2 mailbox and be on boarded with their initial EDI documents. Non-EDI mailbox setups should contact [EDI support](#).

What is required for a proper AS2 setup with Walmart?

During the setup process Walmart will provide at the appropriate points:

- An AS2 Name
- A Public Signing/Encryption Certificate, similarly to the one requested above

As a supplier you need to provide:

- **Public AS2 certificate**
 - Certificate format: X.509
 - RSA Encryption Key: Minimum 2048-bit key
 - Signature Key: Minimum SHA256 key, sometimes called SHA2
 - Expiration Date: greater than 30 days and less than 8 years, with 2 years preferred
- **An AS2 Name for your company**
- **Manager File Transfer (MFT) software capable of sending/receiving AS2**
 - Installed on a high availability server
- **An externally facing URL**
 - Static IP preferred ideally referenced using a domain name
 - Dynamic DNS services may be used but have a high outage risk due to DNS caching
 - URL should include a single destination port, if a port is not specified the default of 80 (HTTP) or 443 (HTTPS) will be used.

Firewall Rules to allow for safe & secure connectivity

Walmart owns the following static IP address ranges and our MFT solution will send files using the following IP ranges.

- 161.165.0.0/16 (161.165.0.0 thru 161.165.255.255) any port greater than 1023
- 161.167.0.0/16 (161.167.0.0 thru 161.167.255.255) any port greater than 1023
- 161.168.0.0/16 (161.168.0.0 thru 161.168.255.255) any port greater than 1023

Because our IPs are subject to change with little notice, we strongly encourage the above IP ranges be used. However, if you must apply a more restrictive IP range these are our present transmission IP addresses.

- 161.165.133.74 (replacing 161.165.133.47)
- 161.168.133.31 (replacing 161.168.133.94)
- 161.165.133.49 (replacing 161.165.133.48)
- 161.168.133.27 (replacing 161.168.133.95)
- 161.167.229.49
- 161.167.229.7

We ask that all transmissions to Walmart be sent to one of the following:

- <http://gem.wal-mart.com:5080> [default]
- <https://gem.wal-mart.com:5443>
 - Requires additional TLS certexchange, contact [EDI support](#) for details
- Although we ask that suppliers not limit the destination IP of AS2 communication in their firewall, the following IPs are presently associated with the above URLs:
 - 161.165.132.16
 - 161.168.132.16
 - 161.167.228.55

How do I update new or expiring certificates?

From the Main Menu select:

- 'Mailbox' then 'Mailbox Search'
- *Select your mailbox if prompted*
- Select 'Certificate Maintenance'

From this screen you can select what certificate(s) you would like to exchange your options are:

- Walmart Certificate – Download a new Walmart Public Certificate
- Vendor Certificate – Upload a new Supplier/Vendor Public Certificate
- Walmart & Vendor Certificate – Do both above

To complete the certificate exchange, you will need to perform a connectivity test with your newly exchanged certificates and receive a successful response. Once a successful test has occurred your new certs will automatically take effect.

How do I change my AS2 URL or AS2 Name?

Under 'Mailbox' > 'Mailbox Search' select your mailbox if necessary if not look for a link labeled 'EDIINT(AS2)' and follow it. From here you can change your URL and/or AS2 name as needed.

Document Search

How do I search for documents to verify receipt, download through browser, or request retransmission?

There are two methods of searching for documents in GEM...

File based batch search – shows all files regardless of EDI translation status

Upon entering GEM, by default you will be brought to the 'Batch Search' page here you can specify file name, date/time range, and/or document direction to search for a document.

From the result you can view transmission logs, MDN (receipt confirmation), download files, retransmit file(s), manually mark file(s) as received, and view the document within the browser (at least to a certain file size).

Document/Transaction base search – only includes files successfully translated by Walmart

This option can be found under 'Document Search' on the main menu. It allows documents to be searched by unique document number, group control number, trading partner profile (sender/receiver/doc/standard/version/setup type/country), and of course mailbox.

Files can be viewed and downloaded from this view.

Global Location Number (GLN)

How do I change or request a list of Walmart Global Location Number via EDI (816 or PARTIN)?

Under 'Mailbox' > 'Mailbox Search' select your mailbox if necessary if not look for a link labeled 'GLN Transmit' and follow it. From here you can do 1 of 3 things: Delete an existing GLN setup, setup a new GLN changes only file to be seen weekly or request a Full GLN file to be pushed immediately.

Document Testing

What is B2B-EDI?

Electronic Data Interchange (EDI) is part of a larger Business to Business (B2B) umbrella that relies on business/industries collaborating to establish standard which allow for documents from different companies to all have a standard structure to minimize the complexity of doing business with multiple parties. This can include delimited flat files, standards-based XML, and even government mandated proprietary standards.

I've been asked to be setup on EDI what do I need to do?

Within Walmart there are two main ways to comply with the Walmart EDI mandate: WebEDI and Traditional EDI

If you are reading this, we are assuming you already have a Retail Link™ ID and Walmart Vendor number if you were sent this and don't have these yet then stop and come back once you do.

WebEDI vs. Traditional EDI decision point

WebEDI is like the name implies a Web based EDI solution presently only available to Goods for Resale suppliers with Walmart and is limited to POs in all countries, Invoice in US/CA/GB, and DC ASNs in the US.

WebEDI is not an option if:

- You are a Goods Not for Resale supplier
- You are required to do any documents not listed above as supported by WebEDI
- You need a more automated or integrated B2B/EDI solution

If WebEDI seems to meet your business needs, then stop now and go back to the B2B-EDI page on Retail Link™ click WebEDI and continue the setup process there. Otherwise continue with Traditional EDI Preparation.

Traditional EDI preparation

If you are continuing with the Traditional EDI setup process you will need a few things:

- A Managed File Transfer (MFT) software capable of supporting EDIINTAS2(or just AS2)
 - For more detail on this see the Global Enterprise Mailbox (GEM) Support Guide
- An EDI software or service capable of accepting and processing EDI standards
 - Typically, this software needs to be capable of supporting X12 and/or EDIFACT but other standards do exist and differ based on location and industry. (For instance, Great Britain still largely uses TRADACOMS and Japan prefers the XML based BMS standard.)
 - If you aren't certain which standard is used for your industry, complete the Portal Survey and see what it selects for you and go from there.

Note: Walmart does not provide specific MFT or EDI software recommendations. Please take the time to research and pick what options best fit your business needs.

Walmart and 3rd party Software as a Service (SaaS) and/or Value-Added Network (VAN) based EDI solutions

Walmart naturally prefers direct connections with our suppliers because of the reduced points of failure and support complexity not to mention the increased data security.

However, the reality is that this is not always possible, and EDI may be part of a company's IT operation that they may choose to outsource for any number of business reasons. Even when this is the case certain EDI applications will not be accessible to 3rd parties because they cannot get access to Retail Link™ in addition to this Walmart cannot for security reasons discuss many aspects of a suppliers account without the supplier on the line, this is for the security of your supplier data as Walmart is the target of many socially engineered phishing attempts trying to get access to supplier details.

Even if you outsource EDI to a 3rd party there will still be a certain amount of EDI support and setup process that will require time and participation from a supplier employed contact with Retail Link™ access. This is for your supplier safety and security.

For suppliers using an AS2 3rd Party: If the supplier is using an approved AS2 3rd Party provider, testing can be bypassed for basic EDI transactions such the EDI 810-Invoice, 812-Debit/Credit, 820-Payment Order/Remittance Advice, 824-Application Advice, 850-Purchase Order, 856-Ship Notice Manifest, and 864-Text Message. Validation of the AS2 3rd Party provider is automatically implemented when the vendor completes the AS2 configuration in the GEM application. The vendor using an approved AS2 3rd Party provider will see the option to 'Complete' the transaction setup. Click 'Complete' to create the EDI document and complete the EDI transaction. Some specialty documents may have to be completely tested through the testing portal and AS2 system; this will be determined by the EDI technician.

What is an approved AS2 Third-Party EDI Service Provider? An approved AS2 Third-Party EDI Service Provider means that the Service Provider the supplier is utilizing for their AS2 EDI connection has at least two or more existing Walmart/Sams suppliers already onboarded with Walmart EDI..

Starting the Traditional EDI setup process

Upon entry to the GEM Document Testing portal, hereafter referred to as just Portal, new suppliers will be prompted to complete a brief survey to determine based on what type of business you are what document are required to complete your EDI setup. If you have questions about what type of business you are, reach back out to the Walmart party that is requesting you be setup on EDI for clarity. Based on your selection the appropriate mandatory documents will be selected for you and will be placed in your Portal Dashboard in a 'Not Started' status.

The GEM Document Testing Portal offers suppliers the full start-to-finish process where the suppliers can test, create and move their selected EDI transactions to production on their own.

You don't have to complete the supplier survey in one sitting if ever you get to a sticking point click the 'Save and Exit' option at the top of the screen and return when you are ready and pick up where you left off.

If your business type has no mandatory documents, you will have to select at least one document and the appropriate Location Master document (816/PARTIN) to start your testing. If you have questions, [contact EDI support](#).

Testing Expectations

The Portal on-boarding process is meant to be self-paced and self-directed and can take anywhere from a few days to a couple weeks. That said manual order and invoice processing is not an option and suppliers should move at a reasonable pace through their testing and be driven to do so. If you get stuck on a step unexpectedly let us know and we can help or give you more time. However, if we don't see progress past a certain point and don't hear from you as a supplier we can escalate your testing to a member of your buying team who can take appropriate action based on most countries vendor agreements this includes withholding of payment till EDI testing is complete. Work at a reasonable pace and let us know if you get stuck or need more time.

Testing Flow

'Not Started' Status

Not Started status occurs when an EDI Transaction is newly requested from the portal Survey and/or Available EDI Transaction Screen. Once the supplier has clicked the **Start** button the status will systematically change to **Setup Information**.

This is a good time to download the corresponding Walmart Supplier Implementation Guides for each of the required documents. These can be found under 'Document Testing' > 'Available Transactions' be sure both the document and usage match what is in your Portal Dashboard. Some guides are used for multiple usages so if you see a repeat this is alright.

Take these guides and prepare your EDI software for document testing. When you are prepared, return to the Portal Dashboard and click the 'Start' button next to the document you wish to test.

'Setup Information' Status

This step is all about getting the necessary details to properly setup and format your EDI test documents as well as how they will appear once they are live in production. This includes but is not limited to sender/receiver ID, delimiters, sample item details, and anything else needed for proper test. This step should be short taking no longer than a few minutes to complete and should match the configuration in your EDI translator. Once you click 'Save' your document will automatically be moved to the next status.

Supplier Note: Please get with your AS2 Software Provider to obtain the id's needed for this setup step

'Test EDI Data' Status

This is exactly what it sounds like. Suppliers are required to complete at minimum all associated sub-usages marked with a Must Test status of "Yes" and should also test any optional sub-usages that apply to them. Test files in this status must end with a (.txt) file extension, should contain only one transaction and should not exceed a one-megabyte file size.

If you have not completed your AS2 setup and connectivity test, you must do so before proceeding from this status. For details on how to complete an AS2 setup see the 'GEM Support Guide'.

For suppliers using AS2 third parties: If the supplier is using an approved AS2 3rd Party provider, testing can be bypassed. Validation of the AS2 3rd Party provider is automatically implemented when the supplier completes the AS2 configuration in the GEM application. The vendor using an approved AS2 3rd Party provider will see the option to 'Complete' the transaction setup. Click 'Complete' to create the EDI document and complete the EDI transaction. Some specialty documents may have to be completely tested through the testing portal and AS2 system; this will be determined by the EDI technician.

'Testing Complete' Status

Testing Complete status occurs when a supplier has successfully tested the EDI and is ready to perform the 'Complete' function to create the EDI Trading Partner Code. Again, as noted above, the supplier will be able to bypass testing if they are using an approved AS2 3rd Party Provider.

'Complete' Status

Complete status occurs when a vendor has performed the 'Complete' function, and the EDI Trading Partner has successfully been created. At this point, your EDI documents are now in Production.

For documents sent to Suppliers, this means processing and acknowledging the document. For document sent by suppliers, this requires generating a file and sending it to Walmart and then ensuring the document is processed successfully. Note that some documents are only processed once a night, like invoice, so suppliers should look not only for an EDI acknowledgment response but also an application team-based rejection response within the following 24-hours. At this point, you can also do an intentional negative test to ensure your rejection flow is working properly as well.

Adding additional documents

If you have already completed the EDI setup process and are returning to portal, you would not need to complete the supplier survey again these details should be saved.

To add and test an additional EDI document navigate to 'Document Testing' > 'Available Transactions' and request the document you would like to test the flow will work the same as a new document described above.

I need to test my supplier system, can the Portal be used for offline testing?

Yes, you can perform offline data tests against documents you already have in production under 'Transaction Profile'. These tests will not affect your production setup and will test your data structure and, where available, a subset of the business validations for that document.

Post Production EDI Expectations

Once you are production it's important to monitor the following:

- Return an acknowledgement (997/CONTRL) for all X12 and EDIFACT files you receive within 24 hours of receipt, although at time of receipt is always preferred.
- Ensure that all your X12 & EDIFACT files receive acknowledgements (997/CONTRL) within 24 hours, the lack of an acknowledgement could indicate an issue.
- Look for Business Rule based Rejections (824/864/APERAK) that can take up to 48 hours to return depending on when they are sent, correct and resend these within a reasonable timeframe.

Contacting EDI Support

For the most up-to-date contact details for EDI support please see the Retail Link™ EDI B2B homepage and look for the header 'EDI Support - Supplier'.