



30 Questions Every New EDI Team Should Be Able to Answer

Test Your Team's EDI Knowledge

If your team can confidently answer these questions, they're well on their way to successfully managing daily EDI operations.

EDI Basics

1. What is EDI?
2. Why do retailers require EDI?
3. What is a trading partner?
4. What is an implementation guide?
5. What is a mapping?

Documents

6. What is an 850?
7. What is an 855?
8. What is an 856?
9. What is an 810?
10. What is a 997?

Business Process

11. What happens after an 850 arrives?
12. When is an ASN created?
13. When is an invoice generated?
14. What starts the order-to-cash process?
15. Which department owns each step?

Systems

16. What does the ERP do?
17. What does the EDI platform do?
18. What does the WMS do?
19. Which system is the system of record?
20. How do these systems communicate?

Operations

- 21. How do you know an order failed?
- 22. How do you know an invoice was accepted?
- 23. Where do you monitor transactions?
- 24. How are alerts delivered?
- 25. What happens during an outage?

Troubleshooting

- 26. Who owns retailer communication?
- 27. When should you contact your EDI provider?
- 28. What information should you gather before opening a support ticket?
- 29. Who approves changes to mappings?
- 30. How do you know an issue has been fully resolved?

Score Yourself

26–30

Excellent understanding of day-to-day EDI operations.

20–25

Good foundation. Continue building operational experience.

Below 20

Focus on business processes and document flow before troubleshooting complex EDI issues.