Common Shipment Confirmation Errors

- Values in red are values that were sent in the shipment confirmation file
- Values in green are values that were sent in the order file
- If you need any additional assistance correcting your shipment confirmation file, you can reach out to the Rithum Support team at support@dsco.io
- You always have the option to manually ship confirm orders in the portal. The linked support documentation page will provide you step by instructions and screenshots to reference.

Error	Resolution
Duplicate line_number value "X" detected	The line number provided was already ship confirmed or already referenced in the shipment confirmation file and can no longer be ship confirmed. **Update the line number in the shipment confirmation file and resubmit.**
Invalid "X" shipping method for "Tracking # X" shipment. Allowed options are: FECG, FEHD, FESP, UPCG	You must use a DSW enabled carrier and service level. You can find all of the carriers and service levels with their associated ship codes in the 'Settings<'Mapping Settings<Ship Mapping" area of the portal. The carrier/service level combinations that are highlighted are the carriers/service levels that have been enabled by DSW. You can use the Rithum provided ship code or customize these carriers/service levels with your own internal ship code by selecting the 'Customize' checkbox and entering your ship code in the 'Service Code' column. **Once you either map to the DSCO ship code or customize the carrier/service level with your own ship code, you will then need to resubmit your shipment confirmation file accordingly.**
Invalid tracking number "Tracking Number X" detected for carrier "X"	DSW uses Rithum's tracking # validation. This means that the tracking # you provide belong to the carrier and service level provided in your shipment confirmation file. **Review the tracking number and carrier/service level submitted in your shipment confirmation file and make the necessary updates. Once updated, resubmit your shipment confirmation file.**
The "X" segment does not have the appropriate number of sub-elements (8). Skipping. **856: po_number X : The following EDI Segments are required for a DSCO 856 transaction but were not provided or not complete (segment).**	You are missing the entire segment or required values in that segment. **Review the DSW Required Field by Workflow** and **EDI Guides** to make sure you are providing the segment and all elements required for that segment. Make the necessary updates and resubmit the shipment confirmation file.
X quantity is available (X requested) to ship for SKU X on PO X	The quantity sent on the shipment confirmation file must be equal to or less than the quantity sent on the order file for the SKU on the line item.