

## GENERAL INFORMATION

### **Transmission Verification:**

- Every transmission you receive from DHC is numbered in sequence. **If you show a gap in the interchange control numbers contact an EDI Specialist directly through the DHC Electronic Commerce Helpline.** This is the only check you have to see if you are missing a transmission.
- If you question the validity of your translated data, it's a good idea to try comparing your raw data (before translation) to the translated data. This will let you know whether the problem is in your translator or in the actual data DHC sent.

### **Retransmissions:**

- If you are transmitting with us through a third party VAN, contact the VAN for retransmission ASAP as they have a limited window to accomplish this. (There may be a fee involved for this service).
- If you are on DHCDirect you have 4 days from the date the transmission was put in the mailbox for retransmission. Contact a DHC EDI Specialist via the DHC Electronic Commerce Helpline.

### **Transmission Timing:**

- DHC expects to have outbound files transmitted to GEISCO and available through DHCDirect by **7:00 a.m. (CST) Tuesday through Friday.** We expect our Sunday outbound files **to be available at Midnight (CST).**
- To ensure you receive your files, **schedule your pickup times daily at 8:00 a.m. (CST) Tuesday through Friday and 3:00 a.m. (CST) Monday.**

### **Quantity:**

DHC transmits in EACHES only, not casepack eaches or display quantities.

### **Functional Acknowledgments:**

DHC requires FA's within 24 hours to all outbound files and will send FA's within 24 hours to all files received.

### **DHC Electronic Commerce Service Center Fax Number:**

(612) 761-4100

### **DHC Separators and Terminators:**

- Hex '5C' (\*) for element separators
- Hex '6E' (>) for subelement separators
- Hex '15' (SPACE) for segment terminators