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Text message transactions

The Text message transaction enables trading partners to exchange free-form, human-readable messages directly through standard EDI channels. Unlike transactional EDI messages that require structured data for system processing, the text message is designed for non-transactional communication such as instructions, clarifications, alerts, or one-time announcements that benefit from being shared within the EDI framework but do not need to trigger system actions.

As a standardized alternative to email, fax, or phone calls, the text message allows person-to-person communication within existing EDI workflows. Its lightweight and flexible format makes it ideal for delivering operational updates, compliance notices, regulatory announcements, or supporting messages related to other EDI transactions.

The direction of the Text Message depends on which party needs to communicate. Manufacturers, suppliers, distributors, 3PLs, or carriers use text message to share updates with customers, wholesalers, hospitals, or retailers—and vice versa. For example, a manufacturer could send a text message to inform a retailer about a product recall, while a wholesaler might use it to clarify a previously rejected order.

By embedding unstructured messages into the EDI environment, the text message transaction helps partners communicate faster, reduce confusion, minimize

manual follow-up, and avoid introducing new communication channels—streamlining business interactions across the supply chain.

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