



Troubleshooting the Backorder Flush

What It Does

When you flush backorders, the system fills pick tickets with items you have received, and prints these pick tickets.

Occasionally you receive merchandise that should fill a backorder, but the pick ticket does not print. This document explains how you can determine what went wrong and correct it.

Note: Complete instructions for flushing backorders can be found in "Chapter 9: Flushing Backorders" of *Book V: Purchasing and Communications*.

How to Do It

We'll discuss eight different possibilities here, beginning with the most common. Check each possibility until you find and solve your problem.

Was Your P/O Final-Received?

See if the purchase order containing merchandise for your pick ticket was final-received. (This is the most common reason why pick tickets fail to be filled and printed.)

Go to the (F) screen and view the P/O. If there is no received quantity, it has not been received.

If there is a received quantity, look for an asterisk (*) next to the order quantity, as shown in the figure. This asterisk indicates that the line item has been pre-received. Since only final-received lines will flush, you must final-receive this P/O before it can be flushed to fill backorders.

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15:50:32          (F) Purchase Order Entry rev. (01/07/00)          04/12/00
===== Inv Loc [ 1 ] ===== File [PO-MASTER ] Vol [IN ]
ACTION [I] (C=Chg,I=Inq,D=Del,O=Ord,M=Deb,R=Rec,S=S.Buys,T=Trans,P=Print,F=Fax)
Vendor #CAL          Contact :BILL CALLAHAN          Phone #815-432-9830
Name :CALLAHAN'S SUPPLIES          Fax #815-432-9840 R.Phone #815-432-9830
Street :3468 MAIN STREET          Account #4178          Last P/O # 10006
City :DENVER           State :IL Zip #61078-          Current P/O # 10006
===== Total weight # 17.640 $ 711.12 ===== Due Date : / /
STOCK NUMBER__ CO.____ DESCRIPTION_____ UNIT C ORDER RECEIV ACK. NBR.
40010          ACI          PAPER,COPY,GRADUATED YELL PK W 12* 12 890776
65432          MAS          CASTER,K,2",HRD,BRAKE4/ST ST W 12* 12 890776
65533          MAS          CASTER,K,2"SFT,BRAKE4/ST ST W 12* 12 890776
END

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Vendor :UNITED Prefix MAS Buy Unit :ST of : 1 Bin (P) : (S) :
Pick # [] List [38.600] Cost [27.020] Ord :04/12/00 Recv :04/12/00
END OF P/O - PRESS ANY KEY TO CONTINUE !

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Do the Inventory Locations Match?

Make sure that the pick ticket and P/O both have the same inventory location.

If you created the P/O through the short-buy process, the inventory locations will match, and there is no need to check.

However, if you created the P/O manually, inquire on it in the (F) screen. Its inventory location will be displayed in the Inv Loc field at the top of the screen.

Inquire on the pick ticket in the (G) screen, and make sure the inventory location, shown in the Inv Loc# field at the top of the screen, matches the P/O's location.

If the inventory locations do *not* match, change the P/O's location by following these steps:

Reversing the Receiving for the Original P/O

- 1 From the (F) screen, select the [C] Change action code.
- 2 At Vendor #, press RETURN.
- 3 At Current P/O #, enter the P/O number and press RETURN.
- 4 Press RETURN until the system displays the first item, along with the Change This One prompt.
- 5 Type Y

- 6 Tab to the Recv field, and enter a negative number to reduce the received quantity to zero. If the received quantity is 12, for example, specify -12.
- 7 Repeat this for each item on the P/O, until you have completely reversed the receiving process for this P/O.

Creating a New P/O

- 8 Press ESC to go back to the action code field, and select the [T] Trans action code.
- 9 At Inv Loc, specify the pick ticket's location.
- 10 At Vendor #, retrieve the record for the vendor you purchased from.
- 11 At Current P/O #, press RETURN to let the system assign a new P/O number, or specify the new number you want to use.
- 12 At Enter P/O Number to Transfer From, specify the original P/O number, and press RETURN if it has fewer than 10 characters.
- 13 At All Not Received, type Y
- 14 At Stock Number, press RETURN.
- 15 At Indicate Purchase Order as "END", type Y
- 16 Final-receive the new P/O, and repeat the backorder flushing procedure.

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Is the (TR) Screen Using the Correct Location?

Make sure that the inventory location in the (TR) screen matches the inventory location for the pick tickets you're trying to fill.

If you're not sure of the pick ticket's inventory location, inquire on it in the (G) screen. The inventory location is displayed in the Inv Loc # field at the top of the screen.

The inventory location in the (TR) screen is set in the Loc field; you can change it, if necessary, when flushing backorders.

Do the Items Appear on the Stock Receipts Report?

Print a copy of the Stock Receipts Report without releasing to on-hand. To do this, follow these steps:

- 1 From the (TR) screen, select the [H] Stock Receipts Report function.
- 2 At Release to On-Hand, type N
- 3 At Labels, press RETURN.
- 4 At Loc, specify the inventory location for the pick tickets you're trying to flush.
- 5 At Printer, press RETURN to accept the default, or specify a different printer.
- 6 At Are You Sure, type Y

- 7 See if the items you're trying to flush appear on the report. Check the Left column; a quantity in this column can be flushed to fill backorders.

If the items do not appear on the report, they may already be on-hand. To check, go to **Are Your Items Already On-Hand?**

If the items do appear on the report, and you have already completed the previous checks (your P/O was final-received, the inventory locations match, and the (TR) screen uses the correct location), go to **Does your P-MASTER File Need Reindexing?**

Are Your Items Already On-Hand?

If the items you're trying to flush have already been released to on-hand inventory, you will not be able to flush them.

To check, inquire on some of the items in the (E) screen, and see if the On Hand field reflects the quantities you received.

If the items have already been released to on-hand, you can fill the backorders in two ways:

- Manually verify each pick ticket, changing the Ship column to reflect merchandise that you can ship.
- Set the parameter When Flushing, If Item Cannot be Filled From Receipts, Fill From O/H in the (LF1)

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screen to **Y**. This will let you flush from on-hand quantities. However, DDMS recommends this **only** if you accurately maintain inventory control.

Does your P-MASTER File Need Reindexing?

If your items appear on the Stock Receipts Report, and you've checked the other possible causes listed earlier, try reindexing your P-MASTER file. If the order entry indexes are incomplete or corrupt, it may prevent you from flushing correctly.

Note: Reindexing is a dedicated function. Make sure that no one uses order entry, or works with sales journals or P-MASTER, until you complete this procedure.

- 1 Go to the (TR) screen, and select the [E] Pick File Report function.
- 2 At Reindex, type **Y**
- 3 At Enter Password, enter the reindexing password, which is set in the Reindex field in the (LGØ) screen. If the password has fewer than four characters, press RETURN.
- 4 At Pick File Name, press RETURN.
- 5 At P-INDEX, press RETURN to accept the default list of indexes.

6 At Are You Sure, type **Y**

7 **On PGDOS:** Check the (Y) screen to make sure that reindexing is complete before you let people back on the system. Look at the Batch rows, in the Program NM column. If ;RPT:TE is displayed, the reindexing has not been completed.

On Windows NT/2000: Go to the TBL Server window, and click the name of the person who did the reindexing. In the Program column, the system displays ;RPT:TE until reindexing is complete. After it disappears, close TBL Server. To do this, select the File menu in the TBL Server window, and click **Exit**. At the warning message, click **OK**. After TBL Server closes, restart it.

On UNIX: Check the (Y) screen to make sure that reindexing is complete before you let people back on the system. Look at the Batch rows, in the Program NM column. If ;RPT:TE is displayed, the reindexing has not been completed. On UNIX, you must leave the (Y) screen and go back to it to refresh the display. After ;RPT:TE disappears, go to the Key Op menu, stop the utilities, and then restart them.

8 Try flushing backorders again.

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12:24:22	(G) Order Entry (01/04/00)	04/17/00
Order Writer : 101 Inquiry Name : ABC COMPANY 901 SAVANNAH DR KELLER	G/L Loc # 1 Charge Account # 10001 S 10.0 Slsm : 101 Route #DWTN Limit \$151389 TX 76248 817 555 1234	Inv Loc # 1 File : P-MASTER Vol : IN 10001 Status : M P/O #543333 Lines # 3 42.9% Sub-Total \$ 1303.99

#	Item	Mfg Description UM C Order Ship Price

5430	SPR HAND TRUCK,DUAL HDLE,600 LB	EA W 3 3 288.79
7890	VPC MACHINE,BINDING KIT	EA W 12 12 971.46
87601	PAP PEN,BALL PT,GRIPI0FINE,BE	EA W 36 36 43.74

Date 04/17/00 Due / / Invoice / / P/O #	Due / /	
List \$ 1.350 Contract :	Discount :S 10.0%	Sell \$ 1.215 22.6
P.Cost \$.940 A.Cost \$.940 D.C.=1 C.C.=1	More Lines or V=Vendor	

happens, when you inquire on the ticket, the line item's status will be at status 3. See the figure on the next page.

Tickets may fail to print for a number of reasons, including:

- Your printer was out of paper
- The printer was jammed
- The ticket format was incorrect
- The wrong printer was specified during the flush
- The printer was off-line.

If your items are at status 3, what happens next depends on whether you print your pick tickets in batches or on-line.

If you print in batches, the status 3 tickets will print at status 7 when you print the batch. These tickets will be mixed in with the tickets that normally print in the batch. You need to separate these from the pick tickets that would normally print in the batch. Make sure that none of the tickets that failed to print were accidentally picked twice.

If you print online, you can correct your status 3 tickets by:

- Batch printing them at status 6
- Final-verifying them at status 8.

To do this, follow these steps:

Is the Ticket Still Backordered?

Inquire on the pick ticket in the (G) screen. Do the items you're trying to flush show as shipped? This can happen if someone manually verified the ticket.

If the items show as shipped, check the status of the line items, as shown in the figure above. If the status is 7 or higher, you can process the tickets normally. If the status is 3, follow the instructions below.

Did Your Items Flush to Status 3?

Another possibility is that the system filled the line item through the flush, but the ticket failed to print. If this

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- 1 Go to the (TR) screen, and select the [A] Picking Tickets function.
- 2 If the Future Shipping parameter in the (LGØ) screen is set to **A**, the prompt Print Allocated Due Date Tickets appears. Press RETURN.
- 3 At Pick #, press RETURN.
- 4 If you have the parameter Prompt to Flush and Batch Print Furniture Orders Separately in the (LGC) screen set to **Y**, the prompt Include, Exclude, or Only Furniture Orders appears. Answer as you usually do.
- 5 At Route, press RETURN.
- 6 At Sort, you can change the sort order. Accept the default sort order (by pick ticket number) by pressing RETURN, or select one of the sorts shown on the screen by entering the appropriate code. (To sort by customer name, for example, type C.)
- 7 At Loc, press TAB to accept the default inventory location, or specify a location if your status 3 tickets use a different one.
- 8 At Printer, accept the default by pressing TAB or specify a different one.
- 9 At Format, accept the default by pressing TAB or specify a different one.

10 At Status, type **6** and press RETURN.

11 At Are You Sure, type **Y**

Note: The next part of this procedure is dedicated *if other users share a logical terminal name with you*. If your terminal is T3, for example, any one else with a T3 terminal needs to stay out of order entry until you complete this procedure.

12 Go to the (L1) screen, and select the [C] Change action code.

13 Press RETURN until the cursor moves to the line for the logical name your terminal uses.

14 Tab to the Invoices Onl field, and set it to **N**. This sets invoices for batch printing.

15 Save your change by pressing RETURN until the cursor returns to the action code field.

16 Final verify the tickets that were at status 3. Because you set your terminal to batch print invoices, these tickets will move to status 8 when you final verify them, not status B.

These tickets will now go through your normal flow.

Note: If none of these troubleshooting steps solved the flushing problem, please call DDMS Support for assistance.
