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Assembly Error - "Item Not On An Open Order"🔒

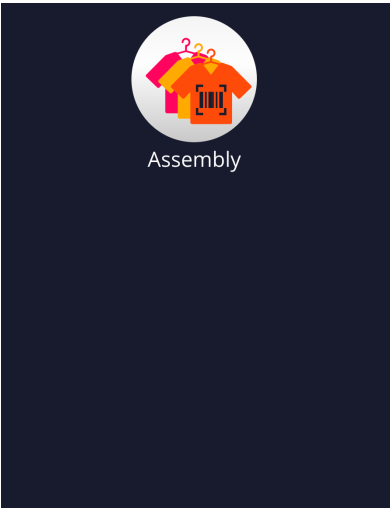


Josh Nye

1 year ago · Updated

Follow

If you are scanning items in Assembly and you get the "Item Not On An Open Order".



245345635

 **Item Not On An Open Order**

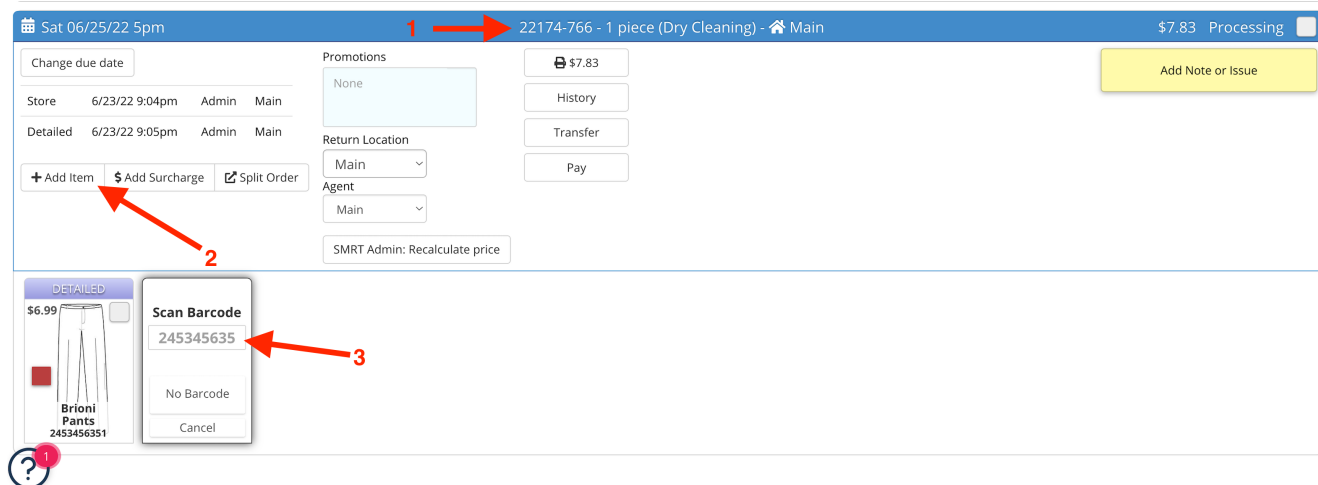
Redirect To Manager

Help

Scan the item in the main search box. This will open the customers account with the last order the item was on display at the top of Clothes Tracker. The item will have a green banner saying "Current".

The screenshot displays the SMRT Clothes Tracker interface. At the top, the SMRT logo is on the left, followed by navigation arrows and a search bar. On the right, there are icons for a clock, messages, a headset, and a user profile labeled 'Admin'. Below the header, the user 'Ron Burgundy' is logged in, with tabs for 'Clothes Tracker', 'Wardrobe', 'Payment', and 'History'. A 'No Card on File' warning and a 'Main' button are also visible. The main area shows two orders. The first order, 22174-765, is for '1 piece (Dry Cleaning)' and is 'Paid' at \$16.74, marked as 'Complete'. It features a 'CURRENT' green banner and a red arrow pointing to it. The item is a 'Brioni Jacket' with ID 245345635. The second order, 22174-766, is for '1 piece (Dry Cleaning)' and is 'Processing' at \$7.83. It features a 'DETAILED' purple banner and a red arrow pointing to it. The item is 'Brioni Pants' with ID 2453456351.

If there's an existing order in process for that customer click the order number of that in process order then click Add Item and scan the item that gave you the error.



Sat 06/25/22 5pm 22174-766 - 1 piece (Dry Cleaning) - Main \$7.83 Processing

Change due date

Store 6/23/22 9:04pm Admin Main

Detailed 6/23/22 9:05pm Admin Main

+ Add Item \$ Add Surcharge Split Order

Promotions None

Return Location Main

Agent Main

SMRT Admin: Recalculate price

\$7.83

History

Transfer

Pay

Add Note or Issue

DETAILED \$6.99

Brioni Pants 2453456351

Scan Barcode 245345635

No Barcode

Cancel

1

If the item belongs to a hotel customer or an account where you process many orders at a time for different hotel staff, guests, police officers, company employees, etc., Then just put the item on a new order with the same extra information as the last order it had, or look for an order in process with that same extra information and add it to that order.



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