POS Error Tracking

Resolution:

When the Trade In page is loaded a SKU is supposed to be created in the tbl\_tempTradeInCartSkus. That SKU is then updated with new information on the Save button push. What is happening is that there is an error in the Insert statement and the SKU cannot get created thus causes errors on the save button as well. The error on the Insert statement is that the “default model” that was selected is not in the tbl\_model table of the production site, only the test site. The Insert statement should be done at the Save button and not the page load. This will prevent incorrect “default” options from trying to be inserted. \*\*Temp fix in place now with a default that is in both tables. Needs to be refined for better source control.

The process was updated, and a sku is reserved in a different table that keeps track of the “max” sku. The only time a trade in is entered into the table is on the save item event.

**Description:** What were you doing that caused the error? (Please be as specific as possible)

Adding a Trade In item to the current Sale. Upon opening the Trade In page an error occurs. When this error occurs the Trade In cannot be saved and more errors occur.

**Intention:** What did you expect to happen?

The Trade In page to open with no errors and to save a Trade In to continue with the sale.

**Affected Items:** Please list the sku, invoice number, customer number, or any identifiable information.

All invoices, all customers, every time a Trade In is added.

**Please also attach a screen shot:** (To take a screen shot press the “print screen” button, then paste into this word document)