

# #327678 Production Order Error

**Submitted** 8 December 2021 at 10:00 **Received via** Mail **Requester** Jaymie Nixon <jaymie.nixon@goughgroup.co.nz>

**CCs**  
Jess Beattie <jess.beattie@terracat.co.nz>, Sue Petersen <sue.petersen@terracat.co.nz>, IT Service Desk <servicedesk@terracat.co.nz>

**Status** Solved **Type** - **Priority** Normal **Group** Service Desk **Assignee** Femi Cannell

**Category**  
NAXT

**Jaymie Nixon** December 8, 2021 at 10:00 AM  
Hi,

Can you please check and advise what’s causing the error below when processing a production order for oil

PRD0049457

Item number: 3012233EL

Delivery: 8/12/2021

Quantity: 950.00

General

Identification

Production: PRD0049457

Item number: 3012233EL

Name: CAT DEO 15W/40 ULS 1Ltr

Order class

Order class: PARTEQUIP

Production

Type: Standard

Quantity: 950.00

Delivery: 8/12/2021

Time: 12:00 am

Colour:

Status

Status: Estimated

Scheduling status:

Remain status: Material consumption

Quality order status:

Groupings

Pool:

Production group:

Date scheduled

Start date: Start time: 12:00 am

End date: End time: 12:00 am

Setup

References

Update

Inventory dimensions

Financial dimensions

One or more critical STOP errors have occurred. Use the error messages below to guide you or call your administrator.

Production - Operations scheduling

Production: PRD0049457

Requirement calculation of production PRD0049457

Item number: 3012233EL

Dimension No.: D00688797

Coverage planning of item 3012233EL has been cancelled because receipts meeting the requirement cannot be found.

Update has been cancelled.

Thank you,

**Jaymie Nixon**  
**Parts Support Administrator - Terra Cat**  
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**Jess Beattie** December 8, 2021 at 10:36 AM

Internal note

No idea what this error means but Sue deals with Production orders :)

**Femi Cannell** December 8, 2021 at 10:47 AM

Internal note

[Sue Petersen](#) could you please look into this?

**Jess Beattie** December 10, 2021 at 2:14 PM

Internal note

[Sue Petersen](#) Hey Sue,  
Jaymie has called about this same error that she is getting on another production order. Are you able to please look into this? :)

The screenshot shows a web application for managing production orders. The main table lists various production orders with columns for Production, Item number, Quantity, Remain status, Created by, Created date and time, Delivery, Status, Reference type, Pool, Report remainder as finished, Quality order status, and Locked for reschedule. An error message dialog is open over the table, titled "Infolog (1)". The message states: "One or more critical STOP errors have occurred. Use the error messages below to guide you or call your administrator." The error details show a hierarchy: Production: PRD0049531, Requirement calculation of production PRD0049531, Item number: 3012233EL, Dimension No.: D00688797, and the error message: "Coverage planning of item 3012233EL has been cancelled because receipts meeting the requirement cannot be found." Below this, it says "Update has been cancelled." The dialog has "Clear" and "Close" buttons. On the right side of the interface, there are tabs for "Schedule detail" and "Item details".

Production	Item number	Quantity	Remain status	Created by	Created date and time	Delivery	Status	Reference type	Pool	Report remainder as finished	Quality order status	Locked for reschedule
PRD0049531	3012233EL	200.00	Material consum...	JaymieN	10/12/2021 02:06:56 pm	10/12/2...	Estimated			200.00		
PRD0049530	1527753	1.00	Material consum...	chriv	10/12/2021 02:01:16 pm	10/12/2...	Started	Sales order		1.00		
PRD0049528	2050983	1.00	Material consum...	chriv	10/12/2021 01:18:37 pm	10/12/2...	Started	Sales order		1.00		
PRD0049525	3012233EL	200.00	Material consum...	JaymieN	10/12/2021 12:47:25 pm	10/12/2...	Estimated			200.00		
PRD0049523	3096938EL	200.00	Ended	JaymieN	10/12/2021 12:39:48 pm	10/12/2...	Ended					
PRD0049522	7X7854EL	200.00	Ended	JaymieN	10/12/2021 12:40:29 pm	10/12/2...	Ended					
PRD0049521	3072648	1.00	Ended	chriv	10/12/2021 12:22:16 pm	10/12/2...	Ended	Sales order				
PRD0049520	8W4013	1.00	Report as finished	chriv	10/12/2021 12:20:4							
PRD0049519	3104071	1.00	Report as finished	chriv	10/12/2021 12:19:3							
PRD0049518	1012845CL	54.00	Ended	JaymieN	10/12/2021 09:39:0							
PRD0049517	7X7857EL	400.00	Ended	JaymieN	10/12/2021 08:56:0							
PRD0049516	3096938EL	540.00	Ended	JaymieN	10/12/2021 08:55:2							
PRD0049515	7X7857EL	100.00	Ended	JaymieN	10/12/2021 08:54:5							
PRD0049514	7X7854EL	100.00	Ended	JaymieN	10/12/2021 08:54:2							
PRD0049513	3012233EL	200.00	Ended	JaymieN	10/12/2021 08:53:4							
PRD0049512	3012233EL	340.00	Ended	JaymieN	10/12/2021 08:53:1							
PRD0049511	3542628	1.00	Ended	chriv	10/12/2021 08:26:0							
PRD0049509	3542629	1.00	Ended	chriv	10/12/2021 08:21:4							
PRD0049508	3542630	1.00	Ended	chriv	10/12/2021 08:18:5							
PRD0049507	3012233EL	950.00	Ended	JaymieN	9/12/2021 05:04:0							
PRD0049506	3096938EL	200.00	Ended	JaymieN	9/12/2021 04:59:2							
PRD0049505	3012233EL	200.00	Ended	JaymieN	9/12/2021 04:58:4							
PRD0049504	1797770	1.00	Ended	chriv	9/12/2021 04:14:5							
PRD0049503	1797771	1.00	Ended	chriv	9/12/2021 04:14:0							
PRD0049502	711303	2.00	Ended	chriv	9/12/2021 04:13:0							
PRD0049501	2496742	1.00	Ended	NadineW	9/12/2021 03:23:2							
PRD0049500	1094395EL	40.00	Ended	CandyB	9/12/2021 02:57:5							

PRD0049531  
Name: CAT DEO 15W/40 ULS 1Ltr  
Scheduling status: BOM date: 10/12/2021  
BOM number: 0591240  
Reservation: Start  
Route number:

**Sue Petersen** December 13, 2021 at 9:15 AM

To fix this issue follow the step - Planned Production orders and filter on the Item number from the error message and then Highlight them all and delete. - this should clear the error and let you continue to process the Order

GGNZ > Production control > Common > Production orders > Planned production orders

Planned order View

File Edit Split Edit in grid Change to Delete 4 Firm Approve Reschedule Change status Derived requirements Route Jobs Refresh Export to Microsoft Excel List Remove worker - warehouse filter View Attachments Attachments

Planned order New Maintain

Planned production orders

Type to filter Stocked

Plan: MasterPlan

3 Available physical Item number 2

		Product name	Req. quantity	Unit	Package quantity	ABC-code calls	Dealer activity	Calc. minimum	Calc. maximum	Extended D/N	SOS	C
11.00	GA9C1033	Live Single Oil/Coolant Kit	10.00	EA	0.00	A	Fast	80	208	379.50	170	N
	GA9C1033	Live Single Oil/Coolant Kit	34.00	EA	0.00	A	Fast	0	0	1,290.30	170	N
1,199.00	GA9C1033	Live Single Oil/Coolant Kit	703.00	EA	0.00	A	Fast	1085	2126	26,678.85	170	N
36.00	GA9C1033	Live Single Oil/Coolant Kit	9.00	EA	0.00	A	Fast	0	0	341.55	170	N
17.00	GA9C1033	Live Single Oil/Coolant Kit	76.00	EA	0.00	A	Fast	47	71	2,884.20	170	N
	GA9C1033	Live Single Oil/Coolant Kit	1.00	EA	0.00	A	Fast	0	0	37.95	170	N
64.00	GA9C1032	Single Oil/Coolant Kit	45.00	EA	0.00	A	Fast	63	148	1,707.75	170	N
2,020.00	GA9C1032	Single Oil/Coolant Kit	2,613.00	EA	0.00	A	Fast	2576	5072	99,163.35	170	N
1,007.00	GA9C1032	Single Oil/Coolant Kit	820.00	EA	0.00	A	Fast	640	1398	31,119.00	170	N
	GA9C1011	Diesel South Island	3.00	EA	0.00	A	Fast	0	0	539.85	170	N
	KIT740B1P1000	740 B1P 1000HR	1.00	EA	0.00	None	Slow	0	0	533.36	060	A
	KIT777F1000HR	777F JRP 1000HR	2.00	EA	0.00	None	Slow	0	1	1,444.26	060	A
40.00	GA9C1032	Single Oil/Coolant Kit	78.00	EA	0.00	A	Fast	75	181	2,960.10	170	N

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