# TROUBLESHOOTER: PICKING JOURNALS

## Introduction

This document outlines fixes to common NAXT issues when working with picking journals.

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## 

## STEPS

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| CLICKED PICKED PRIOR TO PICK IN PICKING JOURNAL | |
| *For the correct process, see PRT\_5.1(SOP)Manage Picking Packing and Delivery Notes* | |
|  | If you have skipped the step where you click **Pick**, click **Close** |
|  | *The notification window will display that had advised you the picking journal had been created*  Click **Close** |

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|  | *The* ***Transfer orders*** *window will display*  Highlight the transfer order again and click **Picking journal**  C:\Users\johi\AppData\Local\Temp\SNAGHTML17dcd15.PNG |
|  | *A notification will display advising that a new picking journal has been created*  Click on the “Picking journal created” line and the **Show** button will appear  Click **Show** |
|  | *The* ***Picking journal*** *window will display*  Continue with the picking journal process as per normal. For more information, see *PRT\_5.1(SOP)Manage Picking Packing and Delivery Notes – Step 6*  C:\Users\johi\AppData\Local\Temp\SNAGHTML1824689.PNG |

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| CLICKED PICKING LIST PRIOR TO PICKING JOURNAL | |
| *For the correct process, see PRT\_5.1(SOP)Manage Picking Packing and Delivery Notes*  If you have clicked Picking list then you will need to complete the following steps before continuing with the picking journal process | |
|  | Open the sales order and click **Picking list registration**  C:\Users\johi\AppData\Local\Temp\SNAGHTMLc6a73a.PNG |
|  | *The* ***Picking list registration*** *window will display*  Click **Functions > Cancel picking route**  C:\Users\johi\AppData\Local\Temp\SNAGHTMLc85074.PNG |
|  | *A notification will display*  Click **OK**  C:\Users\johi\AppData\Local\Temp\SNAGHTMLce6e6f.PNG |
|  | *The* ***Picking list registration*** *window will display with the* ***Handling status*** *field updated to ‘Cancelled’*  Click **Close**  C:\Users\johi\AppData\Local\Temp\SNAGHTMLcfa6cd.PNG |
|  | *The* ***Sales order*** *window will display with the* ***Picking list*** *button available again.*  Click on **Picking journal** and continue as required  C:\Users\johi\AppData\Local\Temp\SNAGHTMLd083a4.PNG |