# TROUBLESHOOTER: ARRIVAL JOURNALS

## Introduction

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

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## 

## STEPS

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| CLICKED REGISTERED PRIOR TO REGISTRATION IN ARRIVAL JOURNAL | |
| *For the correct process see PRT\_3.1(SOP)Create a Purchase Order from Backorder* | |
|  | Follow the menu path to open the **All purchase orders** screen:   * **GGNZ >** **Procurement and sourcing > Common > Purchase orders > All purchase orders**   Double click to open the required purchase order  C:\Users\johi\AppData\Local\Temp\SNAGHTML13a0092.PNG |
|  | *The* ***Purchase order*** *window will display*  Click **Receive >** **Arrival journal**  C:\Users\johi\AppData\Local\Temp\SNAGHTML13b7f14.PNG |

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|  | *The* ***Arrival journal*** *window will display with a* ***Status*** *of ‘Registered’*  Click **Closing** in the **Status** section  C:\Users\johi\AppData\Local\Temp\SNAGHTML13db5cd.PNG |
|  | *The* ***Change of status*** *window will display*  Click **OK** |
|  | *The* ***Arrival journal*** *window will display with a* ***Status*** *of ‘Closed’*  Click **Close** |
|  | *The* ***Purchase order*** *window will display*  Click **Receive >** **Arrival journal**  C:\Users\johi\AppData\Local\Temp\SNAGHTML145d906.PNG |
|  | *A notification will display advising that a new Receipt journal has been created*  Click on the “Receipt journal created” line and the **Show** button will appear  Click **Show** |
|  | *The* ***Arrival journal*** *window will display*  Continue with the arrival journal process as per normal. For more information, see *PRT\_3.1(SOP)Create a Purchase Order from Backorder – Step 14*  C:\Users\johi\AppData\Local\Temp\SNAGHTML1499aaf.PNG |

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| LOCATING ARRIVAL JOURNALS WHEN MULIPLE ONES EXIST |
| Click on arrival journal in the top menu in the area that you are trying to access the arrival journal from, for example, transfer order, purchase order: |
| *The* ***Arrival Journal***  *window will display*  Use the blue arrows in the bottom left hand corner to navigate between multiple arrival journals if they exist. |