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| IGATE |
| Resolution for Cartons with No Route in WMOS. |
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**Task name:** Resolution for Cartons with no Route in WMOS.

***Resolution for Cartons with no Route in WMOS issue.***

**Severity:** Medium

**Description:** Unable to add cartons to load in WMOS

**Issue:** User is Unable to add Carton to load as it is missing Route in WMOS.

**Identified:**

1. An email from the user or operations will report the issue with business process. The sample Case email attached here for reference.



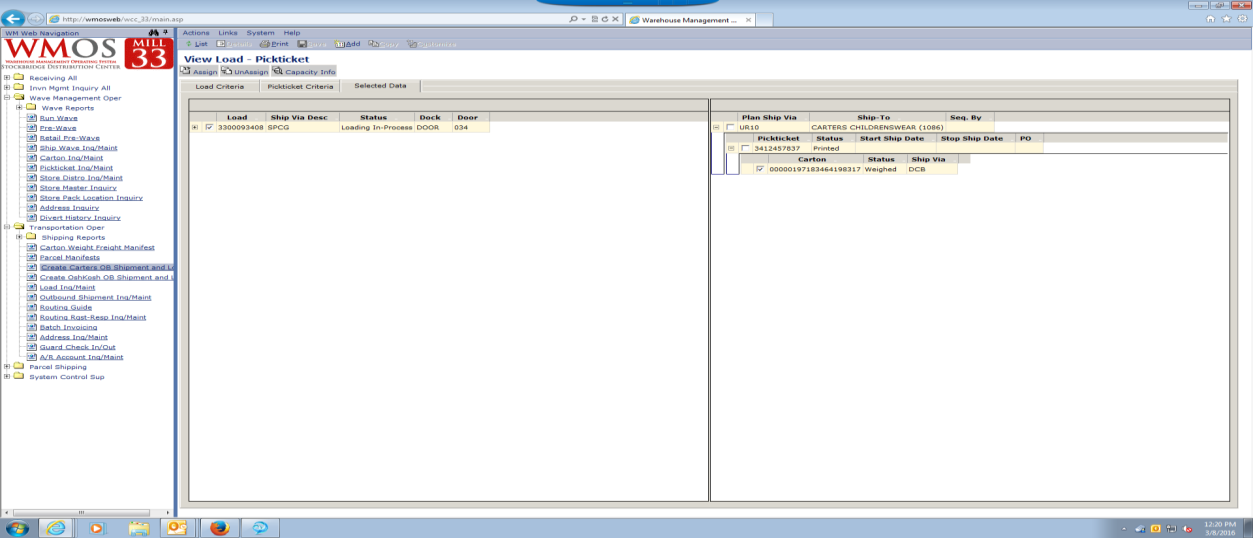
**Mitigation approach:**

**Scenario 1:**

**Step 1**: Check the Carton details with carton number provided by the user in DB, by using below query.

Select count (\*) from carton\_hdr where carton\_nbr ='00000197183464198317';

Alternatively check in WMOS UI:



**Step 2:** Check if the carton has no route then Update the carton\_hdr.rte\_id in the carton\_hdr table to ‘DFT’ by using the below Query.

Update carton\_hdr

set rte\_id = 'DFT',

user\_id = 'RICKB',

mod\_date\_time = sysdate

where carton\_nbr ='00000197183464198317';

**Below is the CCF:**

set echo on;

set heading off;

column date\_column new\_value filestamp

select to\_char(sysdate,'YYYYMMDDHH24MISS') date\_column from dual;

spool C:\ChangeControl\HDT160308\_102334\_33\_&1..log

insert into setccf values ('CCF102334');

--102334

--CCF102334 -Change carton\_hdr.rte\_id to 'DFT'

select count(\*) from &1..carton\_hdr where carton\_nbr ='00000197183464198317';

update &1..carton\_hdr

set rte\_id = 'DFT',

user\_id = 'RICKB',

mod\_date\_time = sysdate

where carton\_nbr ='00000197183464198317';

select count(\*) from &1..carton\_hdr where carton\_nbr ='00000197183464198317';

insert into unsetccf values ('CCF102334'); Insert CCF#

show errors;

--spool off;

set echo off;

set heading on;