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| Capgemini |
| No Data Issue |
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| |  |  |  | | --- | --- | --- | | **Document Update** | **Updated By** | **Date** | | Created By | Netravati D Sutar | 05/24/2016 | | Reviewed By | Sabita Prasad | 06/06/2016 | | Updated By | Nabee Shaik/Hussain | 07/18/2016 | | Reviewed By | Sabita Prasad | 07/27/2016 | |
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**Issue Description:** User was unable to pack the oLPN as they don’t have EPR

***Analysis and resolution for the issue where user is unable to pack the oLPN.***

***.***

Tote number due to task was shorted in OSR.

**Severity:** Medium

**Description:** An email will be triggered from user saying that “This oLPN is

in ‘in Packing’ status. The Master Exception Report does not give me any information.” Sample copy of the email is attached below.



**Step 1:** Check for the order type, lpn id and chute id using below query:

**Note:** If below query returns for order type ‘EC’ and ‘PR’.  We need to work for both order type ‘EC’ and ‘PR’.

Select unique o.order\_type, o.tc\_order\_id, o.order\_id, o.do\_status, l.tc\_lpn\_id, l.chute\_id

from picking\_short\_item psi, orders o, lpn l, order\_line\_item oli

where psi.line\_item\_id = oli.line\_item\_id and o.order\_id = oli.order\_id and psi.tc\_lpn\_id = l.tc\_lpn\_id

and o.order\_type in ('PR','EC') and l.lpn\_Facility\_status = 15 and psi.stat\_code = 90 and do\_dtl\_status >=120

and not exists (select 1 from task\_dtl td where td.carton\_nbr = psi.tc\_lpn\_id and td.item\_id = psi.item\_id and td.stat\_code < 90)

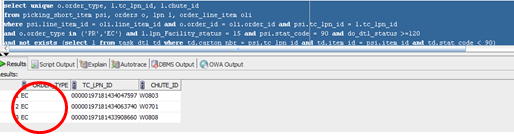
and not exists (select 1 from picking\_short\_item psi2 where psi2.line\_item\_id = psi.line\_item\_id and psi2.stat\_code = 0)

and not exists (select 1 from task\_dtl td where td.carton\_nbr = psi.tc\_lpn\_id and td.tc\_order\_id = o.tc\_order\_id and td.stat\_code < 90)

and not exists (select 1 from alloc\_invn\_dtl aid where aid.carton\_nbr = psi.tc\_lpn\_id and aid.tc\_order\_id = o.tc\_order\_id and aid.stat\_code < 90)

and not exists (select 1 from order\_line\_item oli2 where oli2.order\_id = oli.order\_id and oli2.do\_dtl\_status < 150);

**Note:** If there are any issues the above query returns the result as shown in the below figure.



Here the order type is ‘EC’. So proceed with the updating the records with the order type as ‘EC’ as show below in Step and Step 3.

**Step 2:** Check for the LPN facility status in LPN table using below query,

select \* from lpn where tc\_lpn\_id = '00000197181432571827';

Check the inventory lock code in lpn\_lock table, oLPN is having a ‘CH’ lock code.

select \* from lpn\_lock where tc\_lpn\_id = '00000197181432571827';

**Step 3:** Execute the CCF with the below query as per the procedure toupdate

the lpn facility status to ‘20’ (Packed) in lpn table and DO order status

to ‘150’ (Packed) in orders table with below queries:

**For Order Type ‘EC’:**

1. update orders set do\_status = 150 where order\_type in ('EC') and do\_status < 150 and not exists (select 1 from order\_line\_item oli where orders.order\_id = oli.order\_id and oli.do\_dtl\_status < 150);
2. update lpn l set lpn\_facility\_status = 20 where lpn\_facility\_status = 15 and exists (select 1 from orders where orders.order\_id = l.order\_id and orders.do\_status = 150 and orders.order\_type in ('EC'));
3. delete from lpn\_lock lo where lo.inventory\_lock\_code = 'CH'

and exists (select 1 from lpn l where l.tc\_lpn\_id = lo.tc\_lpn\_id and l.lpn\_Facility\_status = 20);

Please find the log and sql file below:

**Note:** If the order type is other than ‘EC’ (like PR) then proceed with updating with order type which you got as show below in step 4, here the order type is ‘PR’.

**Step 4:** Execute the CCF with the below query as per the procedure toupdate

the lpn facility status to ‘20’ (Packed) in lpn table and DO order status

to ‘150’ (Packed) in orders table with below queries:

**For Order Type ‘PR’:**

1.update orders set do\_status = 150 where order\_type in ('PR') and do\_status < 150 and not exists (select 1 from order\_line\_item oli where orders.order\_id = oli.order\_id and oli.do\_dtl\_status < 150);

2.update lpn l set lpn\_facility\_status = 20 where lpn\_facility\_status = 15 and exists (select 1 from orders where orders.order\_id = l.order\_id and orders.do\_status = 150 and orders.order\_type in ('PR'));

3.delete from lpn\_lock lo where lo.inventory\_lock\_code = 'CH'

and exists (select 1 from lpn l where l.tc\_lpn\_id = lo.tc\_lpn\_id and l.lpn\_Facility\_status = 20);

**Another Scenario:**

If you are not getting any result from the query of step 1 then proceed with the below step.

Attached is the reference mail for the same

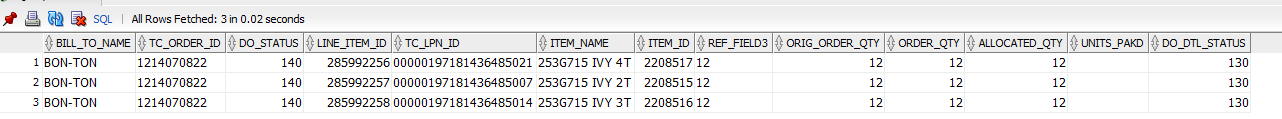


**Resolution:**

1. select tc\_lpn\_id, tc\_order\_id, lpn\_facility\_status, lpn\_id from lpn where tc\_lpn\_id=00000197181436427762’;🡪 to check lpn\_facility\_status
2. SELECT \* from lpn\_detail where lpn\_id='47189783';🡪 to check whether details are in 90
3. Check for Open Cartons:

select o.bill\_to\_name, o.tc\_order\_id, o.do\_status, oli.line\_item\_id, l.tc\_lpn\_id, oli.item\_name, oli.item\_id, oli.ref\_field3, orig\_order\_qty, order\_qty, allocated\_qty, units\_pakd, do\_dtl\_status

from orders o, order\_line\_item oli, lpn\_detail ld, lpn l where l.lpn\_id = ld.lpn\_id and ld.distribution\_order\_dtl\_id = oli.line\_item\_id and o.order\_id = oli.order\_id and o.tc\_order\_id = '1214070822' and oli.do\_dtl\_status < 150;



1. For LPN ‘00000197181436427762’, just change the LPN\_FACILITY\_STATUS = 20 (Packed).

Please find the log and sql file below: