



# Cloud/WMS

**Ver3.1**

## Operation Manual (Help)

May 30, 2018

Version 7

LOGISTEED Solutions, Ltd.

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### <<Version History>>

11/11/2014	Ver. 1	Initial Release
2/28/2015	Ver. 2	No paging support in Receiving Inquiry (Order) screen, etc.
7/1/2015	Ver. 3	Update version release
12/1/2016	Ver. 4	Update version release
8/31/2017	Ver. 5	Update version release
5/30/2018	Ver. 7	Update version release

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## Introduction

This document explains the operating procedures, description of each screen, etc. for the use of ONEsLOGI Cloud WMS.

The following is used, for your convenience, to explain steps in operating procedures:

[NAME]            Square brackets represent button names

<NAME>           Angle brackets represent screen names

For explanations of all standard WMS functions and operations, please refer to the **Operation Manual (PC)** and **Operation Manual (Common)**.

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# Help



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## Help Outline

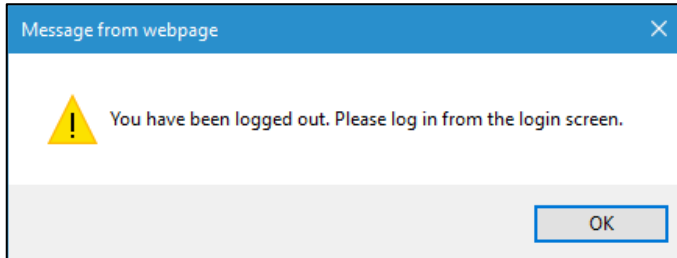
This section explains how to troubleshoot common problems that may arise while using ONEsLOGI Cloud WMS.

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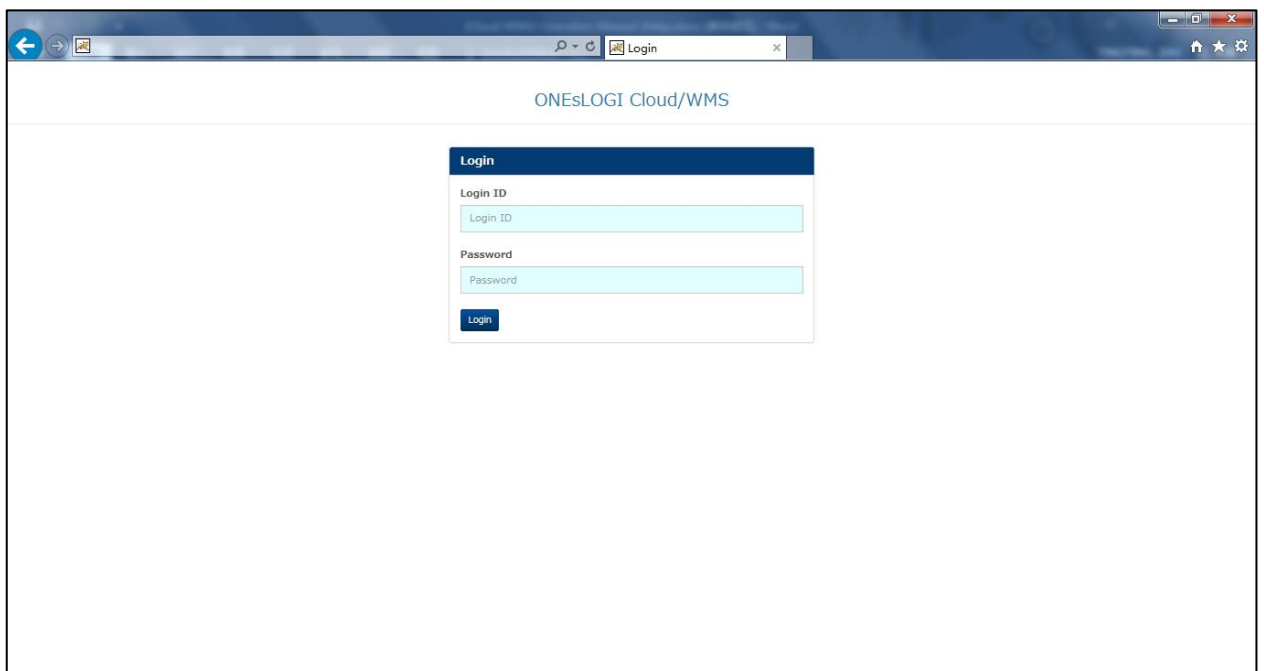
## 1. Screen Timeout

This section explains what to do when a long period of inactivity has caused a timeout error.


- (1) If no actions have been taken in a set period of time, the following dialogue box will be displayed when resuming operation (on first server access since resuming operation).



- (2) Click [OK] to display the Sign-In screen, then enter your Username and Password.



- (3) Click [Log In] to be redirected to the screen before timeout.



**Note**

\* Because the screen will be redisplayed as it was when it was just opened, any information that was entered after opening the screen will need to be entered again.

## 2. How to Resume If the Screen Was Closed During Shipping Inspection.

If the screen is closed during shipping inspection, the shipping instruction's status will be stuck in "Under Inspection". This section explains how to resume inspection when this happens.

- (1) During shipping inspection, if the screen is closed or otherwise navigated away from using the [Backspace] key or the browser's Back [←] button without clicking [Suspend Shipping Instruction], the shipping instruction's status will be stuck in "Under Inspection" and inspection cannot be resumed regularly.

The screenshot shows a web application interface for "Shipping Inspection". At the top, there is a navigation bar with various menu items like "Losangeles logistics center", "MENU", "EC ORDER", "RECEIVING", "SHIPPING", "INVENTORY", "INVENTORY COUNT", "MASTER", "DAILY", "OPERATION", "SYSTEM", "HELP", and "USER08". Below the navigation bar, a red error message is displayed: "Cannot begin Shipping Inspection for Shipping Instructions currently under inspection." A blue arrow points to this message. The form below the error message contains several input fields and buttons. The "Search" button is highlighted. The form includes fields for "Center", "Ship To", "User Code", "User Name", "Pick No./Shipping Packing No.", "Carrier Service Level Code", "Carrier Service Level Name", and "Ship-To code". There are also buttons for "Input Qty", "Input Box", "Suspend Inspection", and "Clear".

- (2) In order to resume inspection, first navigate to <Shipping Instruction> and then either cancel picking or cancel inspection by clicking on [Cancel Picking] or [Cancel Inspection], respectively.

### When cancelling picking:

Click on [Instruct Picking] again to redo the picking process.

Then, enter the newly assigned Pick No. in <Shipping Inspection> to begin shipping inspection.

### When cancelling inspection:

Restart the shipping inspection process from <Shipping Inspection>.

### 3. When Simultaneous Operations Cause an Error

#### 3.1. When Simultaneous Operations by Multiple Users Cause an Error

When multiple users are performing the same operation simultaneously, an error may occur if one user's actions interfere with another's.

##### Examples:

##### Example 1:

While one user is viewing search results in <Shipping Instruction>, another user instructs picking on the same data. When the first user selects this data and clicks on [Instruct Picking], an error occurs.

##### Example 2:

While one user using <Receiving Pre-Entry> to modify a pre-existing receiving plan, another user completes receiving entry on the same plan from the <Receiving Entry> screen. When the first user clicks [Submit] on <Receiving Pre-Entry>, an error occurs.

The following steps can be taken to resume operations in the case of a simultaneous operation error.

- (1) When another user's actions have interfered with your operation, the following error message will be displayed on screen:

Shipping Confirmation

Losangeles logistics center + MENU EC ORDER + RECEIVING + SHIPPING + INVENTORY + INVENTORY COUNT + MASTER + DAILY + OPERATION + SYSTEM + HELP + USER09 +

This record may have been modified by another user. Please review the contents. Apr 21, 2017 11:50:20 AM X

Search Condition

Center: US-CE:Losangeles logistics center

Carrier: STEED American

Show Unconfirmed Only: 1:Show Unconfirmed Only

Ship Date (From): 7/1/2015

Ship Date (To): 7/1/2015

Carrier Service Level Code: EXPO

Carrier: 国际快递

Ship-To Code: USC002

Ship-To Name: New York Logistics Centre

Search Excel Output

	Ship Date	Shipping Status	Shipping Status Name	Carrier Service Level Code	Carrier Service Level Name	Carrier Code	Carrier Name	Ship-To Code	Ship-To Name
<input type="checkbox"/>	7/1/2015	40	Shipping Inspection In...	EXPO	国际快递	EMS	EMS	USC002	New York Logistics Centre
<input checked="" type="checkbox"/>	7/1/2015	25	Instructed	EXPO	国际快递	EMS	EMS	USC002	New York Logistics Centre
<input type="checkbox"/>	7/1/2015	25	Instructed	SOWT	飞邮电邮便	EMS	EMS	USC002	New York Logistics Centre

Total Items: 3  
Selected Items: 1

Page Size: 100 / 1

Confirm w/o Inspection Shipping Instruction Cancel Shipping Confirmation confirm Shipment



##### Note

- \* There may be certain cases where a simultaneous operation error will happen along with another error, causing a different message to be displayed than the one shown above depending on the timing of the errors.  
For example, duplicate code errors in master maintenance screens or inventory shortage errors in inventory adjustments may cause this scenario.



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- (2) If a simultaneous operation error has occurred, click on [Search] again or refresh the page to display the most recent data.
  - (3) Once the latest data is displayed, check its contents and redo any actions as necessary (It is possible that another user had already completed the same action).

### 3.2. When a Simultaneous Operation Error Occurs During Receiving Entry

During receiving entry, the same error message may be displayed as when two users' simultaneous actions cause an interference.

This error can occur when the following conditions are met:

- (1) After a receiving plan is registered, the supplier tied to that plan is deleted from the Account Master.
- (2) If a user attempts to complete receiving entry on that receiving plan, an error will occur because the supplier no longer exists.

The following steps can be taken to identify and resolve the error:

- (1) During receiving entry, the simultaneous operation error message is displayed.

The screenshot displays the 'Receiving Entry' form in a web application. At the top, a navigation bar includes 'Losangeles logistics center', 'MENU', 'EC ORDER', 'RECEIVING', 'SHIPPING', 'INVENTORY', 'INVENTORY COUNT', 'MASTER', 'DAILY', 'OPERATION', 'SYSTEM', 'HELP', and 'USER08'. A red banner at the top of the form area states: 'This record has been modified by another user. Please review the updated contents.' with a timestamp 'Apr 21, 2017 3:27:42 PM'. Below this, the form contains several input fields: 'Center' (US-CE:Losangeles logistics center), 'Shipper' (US001:LOGISTEED American), 'Supplier Code' (USC001), 'Receiving Date' (7/1/2015), 'Plan Customer Rcv. No.' (00001), 'Supplier Rcv. No.' (00001), 'Receiving ID' (Losangeles Logistics Center), 'Process Class' (01:Receive), and 'Inventory Class' (W100:Normal Inven). A large red banner with a blue border is overlaid on the form, repeating the error message: 'This record has been modified by another user. Please review the updated contents.' A blue arrow points from this banner to the 'Shipper' field. Below the form fields is a table with columns: 'No.', 'Item Code', 'Location Code', 'Source Code', 'Item Name', 'Item Abbrev.', 'Total Plan Qty', 'Put-away Case Qty', and 'Put-away Piece Qty'. The table contains one row with data: '1', 'PD01', 'A10010101', '1234511111111', 'ITEM NAME01', 'ITEM NM01', '10,000', '0', and '0'. At the bottom left, it shows 'Total Items: 1' and 'Selected Items: 0'. At the bottom right, there are buttons for 'Split Line', 'Cancel Split', 'Cancel Receiving', and 'Submit'.

No.	Item Code	Location Code	Source Code	Item Name	Item Abbrev.	Total Plan Qty	Put-away Case Qty	Put-away Piece Qty
1	PD01	A10010101	1234511111111	ITEM NAME01	ITEM NM01	10,000	0	0

(2) Navigate to <Receiving Inquiry (Order)> and perform an error check.

Confirm that the “Rcv. Status Name” column displays “Error,” and that the “Error Message” column displays “Does not exist in Account Master.”

The screenshot shows the 'Receiving Inquiry (Order)' web application. The top navigation bar includes 'Losangeles logistics center', 'MENU', 'EC ORDER', 'RECEIVING', 'SHIPPING', 'INVENTORY', 'INVENTORY COUNT', 'MASTER', 'DAILY', 'OPERATION', 'SYSTEM', 'HELP', and 'USER08'. The search filters section includes fields for Center (US-CE:Losangeles logistics center), Shipper (US001:LOGISTEED American), Receiving ETA (From) (7/1/2015), Receiving ETA (To) (7/1/2015), Put-away Date (From), Put-away Date (To), Rcv. Status, Plan Supplier Code, Plan Customer Rcv. No., Customer Rcv. No., Receiving ID, Transfer Between Centers Flag, and Deleted Data (0:Hidden). Below the filters are 'Search' and 'Excel Output' buttons. A table of receiving data is displayed with columns: Receiving ETA, Put-away Date, Plan Supplier Code, Plan Supplier Name, Supplier Code, Supplier Name, Plan Customer Rcv. No., Customer Rcv. No., and Receiving ID. The table contains five rows of data. The third row is highlighted in red and has a blue arrow pointing to it. Below the table, a red box contains the error message 'Does not exist in Account Master.' The bottom of the interface shows 'Total Items: 5' and 'Selected Items: 0', along with buttons for 'Receiving Plan List', 'Receiving Inquiry (Item)', 'Cancel Receiving Plan', 'Modify Receiving Plan', 'Error Check', 'Receiving Entry', and 'Item Label'.

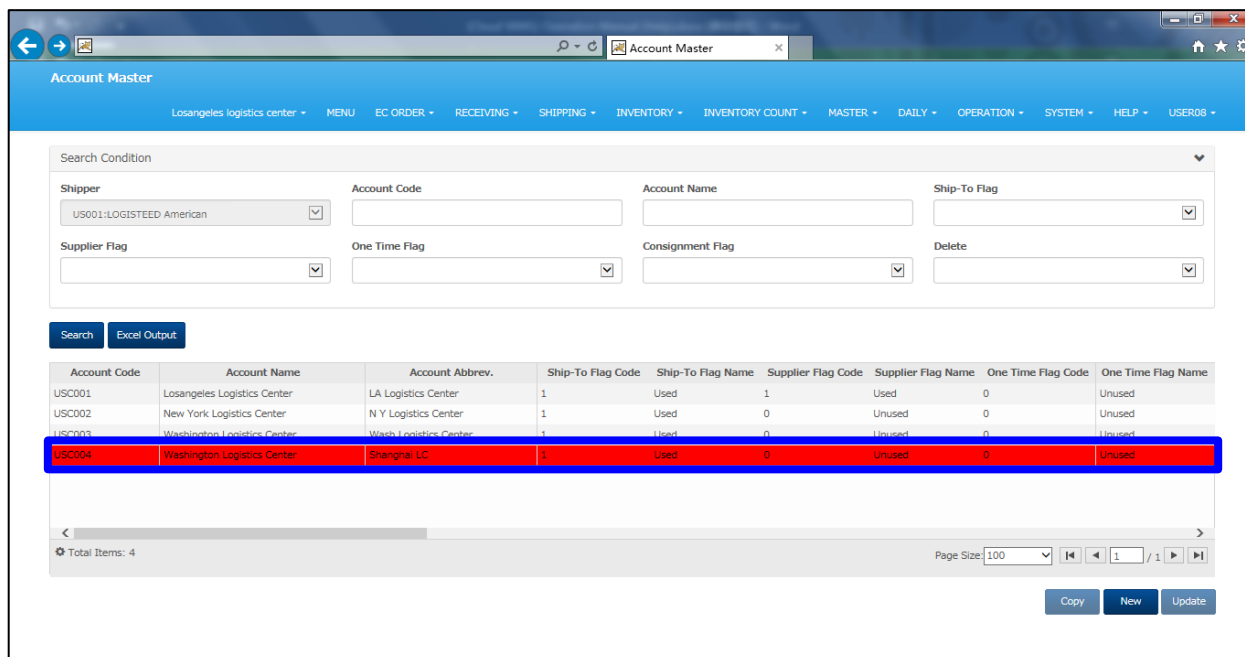
Receiving ETA	Put-away Date	Plan Supplier Code	Plan Supplier Name	Supplier Code	Supplier Name	Plan Customer Rcv. No.	Customer Rcv. No.	Receiving ID
7/1/2015	7/1/2015	USC001	Losangeles Logistics Center	USC001	Losangeles Logistics Center	00001	00001	00000000
7/1/2015	7/1/2015	USC001	Losangeles Logistics Center	USC001	Losangeles Logistics Center	00001	00001	00000000
7/1/2015	7/1/2015	USC001	Losangeles Logistics Center	USC001	Losangeles Logistics Center	00001	00001	00000000
7/1/2015	7/1/2015	USC001	Losangeles Logistics Center	USC001	Losangeles Logistics Center	00002	00002	00000000
7/1/2015	7/1/2015	USC001	Losangeles Logistics Center	USC001	Losangeles Logistics Center	00002	00002	00000000



### Note

- \* If the Rcv. Status Name column does not display “Error,” or the “Error Message” column displays a different message, refer to **Section 3.1: When Simultaneous Operations by Multiple Users Cause an Error.**
- \* For instructions on how to perform an error check, please refer to **Operation Manual (PC), Section 2.5: Identifying and Resolving Errors in Receiving Plan.**

- (3) Search through <Account Master> and confirm that the supplier used in the plan is marked as Deleted.



Account Master

Los Angeles logistics center + MENU EC ORDER + RECEIVING + SHIPPING + INVENTORY + INVENTORY COUNT + MASTER + DAILY + OPERATION + SYSTEM + HELP + USER08 +

Search Condition

Shipper: US001:LOGISTEED American

Account Code:

Account Name:

Ship-To Flag:

Supplier Flag:

One Time Flag:

Consignment Flag:

Delete:

Search Excel Output

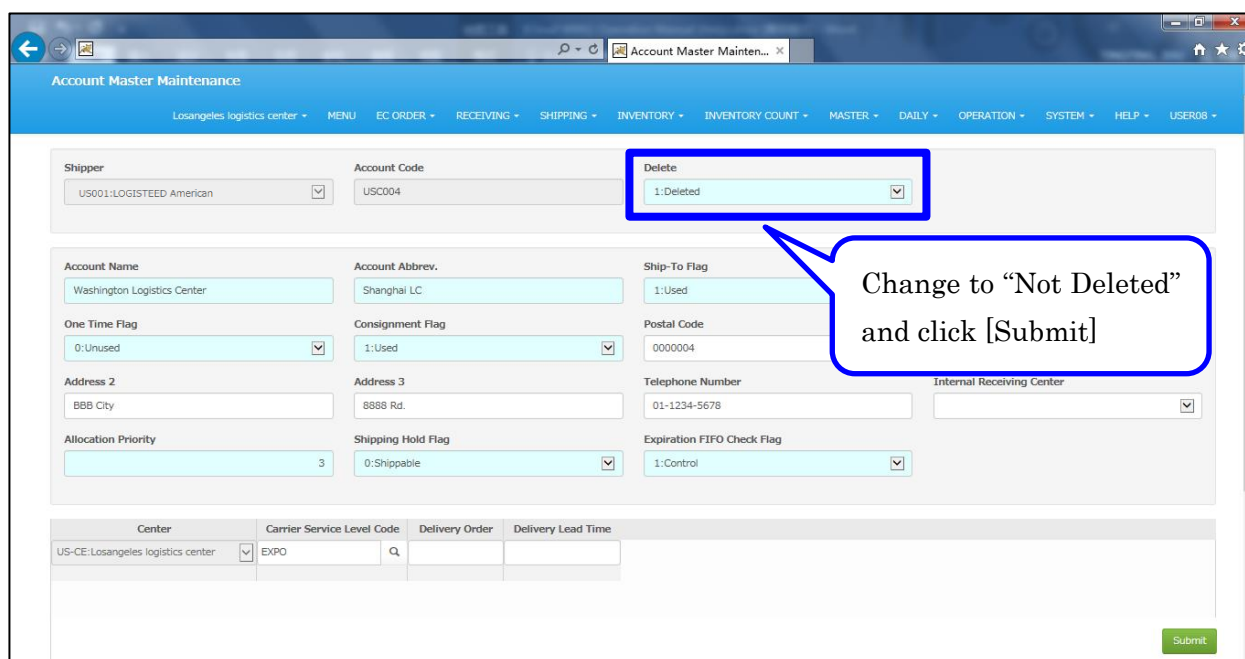
Account Code	Account Name	Account Abbrev.	Ship-To Flag Code	Ship-To Flag Name	Supplier Flag Code	Supplier Flag Name	One Time Flag Code	One Time Flag Name
USC001	Los Angeles Logistics Center	LA Logistics Center	1	Used	1	Used	0	Unused
USC002	New York Logistics Center	N Y Logistics Center	1	Used	0	Unused	0	Unused
USC003	Washington Logistics Center	Wash Logistics Center	1	Used	0	Unused	0	Unused
USC004	Washington Logistics Center	Shanghai LC	1	Used	0	Unused	0	Unused

Total Items: 4

Page Size: 100

Copy New Update

- (4) Use <Account Master Maintenance> to change the status to “Not Deleted,” and click [Submit].



Account Master Maintenance

Los Angeles logistics center + MENU EC ORDER + RECEIVING + SHIPPING + INVENTORY + INVENTORY COUNT + MASTER + DAILY + OPERATION + SYSTEM + HELP + USER08 +

Shipper: US001:LOGISTEED American

Account Code: USC004

Delete: 1:Deleted

Account Name: Washington Logistics Center

Account Abbrev.: Shanghai LC

Ship-To Flag: 1:Used

One Time Flag: 0:Unused

Consignment Flag: 1:Used

Postal Code: 0000004

Address 2: BBB City

Address 3: 8888 Rd.

Telephone Number: 01-1234-5678

Internal Receiving Center:

Allocation Priority: 3

Shipping Hold Flag: 0:Shippable

Expiration FIFO Check Flag: 1:Control

Center: US-CE:Los Angeles logistics center

Carrier Service Level Code: EXPO

Delivery Order:

Delivery Lead Time:

Submit

Change to “Not Deleted” and click [Submit]



#### Note

- \* For instructions on how to use <Account Master Maintenance>, please refer to **Operation Manual (PC), Section 1.8: Account Master.**

(5) Navigate to <Receiving Inquiry (Order)> and perform an error check once again. Confirm that the error is resolved.

The screenshot shows the 'Receiving Inquiry (Order)' application. The search filters are set to Center: US-CE:Losangeles logistics center, Shipper: US001:LOGISTEED American, and Receiving ETA (From): 7/1/2015. The table below shows the search results.

Receiving ETA	Put-away Date	Plan Supplier Code	Plan Supplier Name	Supplier Code	Supplier Name	Plan Customer Rcv. No.	Customer Rcv. No.	Receiving ID	Rcv.
7/1/2015	7/1/2015	USC001	Losangeles Logistics Center	USC001	Losangeles Logistics Center	C001	00000000000001	03	03
7/1/2015	7/1/2015	USC001	Losangeles Logistics Center	USC001	Losangeles Logistics Center	000002	000002	00000000000102	03
7/1/2015	7/1/2015	USC001	Losangeles Logistics Center	USC001	Losangeles Logistics Center	000002	000002	00000000000102	03

An 'Error Message' box is highlighted with a blue border and a blue arrow pointing to it. The box contains the text 'Error Message'.



#### Note

\* If the contents of "Rcv. Status Name" column changes to "Open" and the "Error Message" column becomes blank, then the error is resolved and receiving entry may be resumed.

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#### **4. Unable to Log In or Unable to Operate Screen**

If you are unable to log in or become unable to use ONEsLOGI Cloud WMS during operation, it is possible that the system may be down for maintenance or unexpected circumstances. You will not be able to operate any ONEsLOGI Cloud WMS functions while the system is stopped.

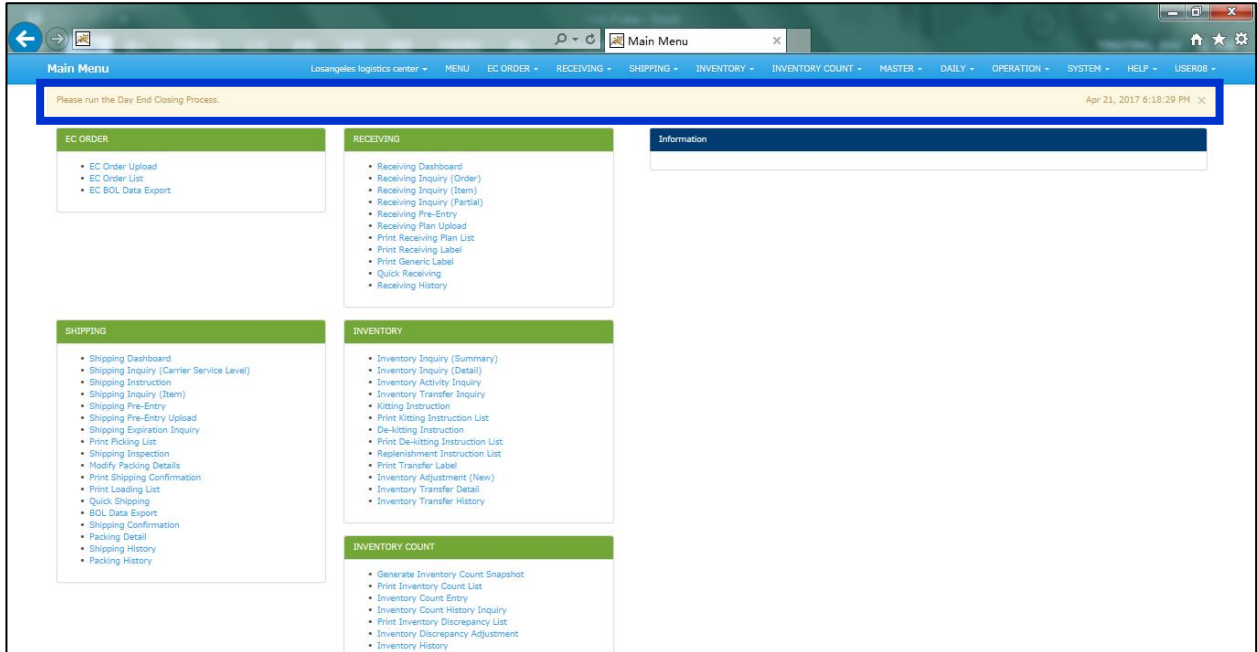
Please try re-establishing the connection about three times.

If the problem persists after retrying multiple times, please contact your System Administrator.

## 5. When Day End Closing Process Was Not Run on a Previous Day.

At the time of Login, if the System Date is set to a previous day due to the Day End Closing Process not being run, a message will be displayed urging the user to run the Day End Closing Process.

Please access Daily → <Day End Closing Process> from the navigation bar and run the Day End Closing Process.



### Note

- \* The same message is also displayed when the page is refreshed by pressing the [F5] key.



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