**Technical documentation of Load Stuck in INPROCESS Status After Loading**

**Occurrence of Issue: This issue occurred if the load’s status is in INPROCESS and cannot be shipped.**

**Incident Documentation:**

In some of these cases, all the orders on the load are in LOADED or SHORT(ED). If some of the orders have been added or cancelled during loading, this could cause issues with the load not getting updated to COMPLETE.

**Troubleshooting**

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| select \* from t\_load\_master  where load\_id = 'your load'  select \* from t\_pick\_detail  WHERE load\_id = 'your load'  AND status NOT IN ('LOADED', 'CANCELLED')  select status, \* from t\_order  where load\_id = 'your load'  select \* from t\_tran\_log  where load\_id = 'your load'  ORDER BY 1  --Look for LOCK to denote order was added  select \* from t\_al\_host\_shipment\_master  where order\_number = 'your order' |

**Resolution:**

If all the orders are in a SHIPPED or CANCELLED status, update the load to SHIPPED status.

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| --- |
| UPDATE t\_load\_master  SET status = 'COMPLETE'  where load\_id = 'your wave'  AND status = 'INPROCESS' |