**LP14300656542 needs to be virtually loaded to SL001**

**Occurrence of Issue:** The User is not able to load properly into respective SL and ship further. So We need to load it Virtually.

**Incident Documentation:**

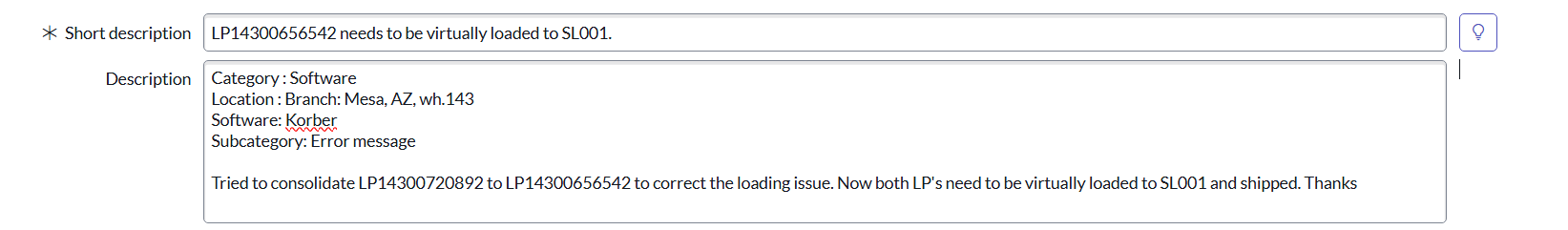
**Summary**  :

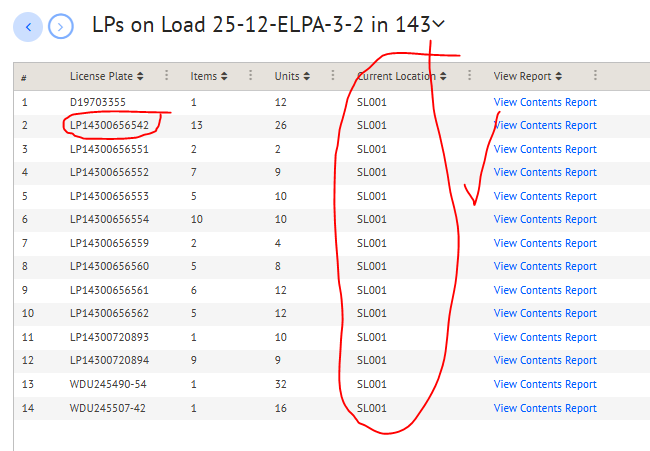
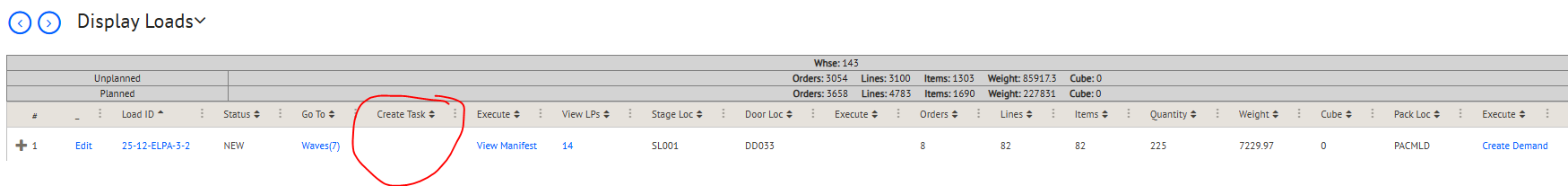
LP14300656542 needs to be virtually loaded to SL001.  
Category : Software

Location : Branch: Mesa, AZ, wh.143

Software: Korber

Subcategory: Error message

Tried to consolidate LP14300720892 to LP14300656542 to correct the loading issue. Now both LP's need to be virtually loaded to SL001 and shipped. Ref. below.  
**Initial Investigation :**  
  
1. We asked User to provide the load id for these LPs which you want to staged into SL001 location from pack location PACMLD.  
  
2. After discussion we moved the item from pack location to staging as discussed.

3. We received following reply from the User on Email :-  
”LP14300656542 is indeed in SL001. However, Korber is not showing Begin Loading under Create Task so we cannot move forward to ship the load. The 14 LPs are indeed in SL001. It appears Korber is buggy. See both snippets below.”  
  
  
4. Then we performed some of the below Queries to fix and ship load id from Koerber which was provided by User.  
  
**Queries used for investigation:**   
  
**Step 1**: Ask the User to provide Load ID and other respective details.

**Step 2**: Check hu\_id in t\_hu\_master in AAD database over Korber:-  
select \* from t\_hu\_master (nolock) where hu\_id in ('LP14300720892', 'LP14300656542')

**Step 3:** Check hu\_id and item\_number in t\_stored\_item in AAD database over Korber:-  
select \* from t\_stored\_item (nolock) where --hu\_id in ('LP14300720892', 'LP14300656542') and

item\_number in ('12VBATTERYPACK', 'ALBIONBATTERY', 'ZNITRILEL') and wh\_id = '143' and type != 0  
  
**Step 4**: Check Status in AAD database over Korber:-  
select status, \* from t\_order (nolock) where order\_number = '578800'  
  
**Step 5**: Pick Id from type t\_stored\_item in t\_pick\_detail in AAD database over Korber:-  
select \* from t\_pick\_detail (nolock) where pick\_id in (select type from t\_stored\_item (nolock) where hu\_id in ('LP14300720892', 'LP14300656542'))

**Step 6**: Check load\_id in t\_pick\_detail in AAD database over Korber:-  
select \* from t\_pick\_detail (nolock) where load\_id = '25-12-ELPA-3-2'  
  
S**tep 7**: Check sources\_hu\_id in t\_tran\_log in AAD database over Korber:-  
select \* from t\_tran\_log (nolock) where source\_hu\_id in ('LP14300720892', 'LP14300656542') order by tran\_log\_id desc.  
  
**Step 8**: Then check the pick\_id in t\_pick\_detail in AAD database over Korber:-  
select \* from t\_pick\_detail (nolock) where pick\_id in (

'11817361',

'11817354',

'11817348')  
//--25-12-ELPA-3-2

**Resolution:**   
**1.** If all the orders are in a SHIPPED or CANCELLED status, update the load to SHIPPED status.  
  
UPDATE t\_load\_master

SET status = 'COMPLETE'

where load\_id in ('LP14300720892', 'LP14300656542')

AND status = 'INPROCESS'  
  
We will we inform client The load ID had been shipped from Koerber  
**Incident Resolution Note**: Once it is done, We will inform client The load ID had been shipped from Koerber.