**Technical documentation for Load Won't Close/Order Cancelled After Loaded**

**Occurrence of Issue:**

We may receive reports from a DC / Warehouse that a load’s status is in COMPLETE and cannot be shipped. In some of these cases, all the orders on the load have either been shipped or cancelled. If some of the order lines had been loaded and then cancelled, this could cause issues with the load not getting updated to SHIPPED.

**Incident Documentation:  
  
Summary**

Load not getting updated to SHIPPED

**Initial Investigation:**

First, we gather all the information about the load from t\_load\_master and check the status in t\_pick\_detail and t\_order

**Queries used for investigation:**

**Step 1:** Retrieve all columns from the t\_load\_master table for a specific load ID

select \* from t\_load\_master  
where load\_id = 'your load'

**Step 2:** Retrieve all pick detail records associated with the load. Excludes items that have already been shipped or were cancelled.

select \* from t\_pick\_detail  
WHERE load\_id = 'your load'  
AND status NOT IN ('SHIPPED', 'CANCELLED')

**Step 3**: Retrieves all order records (with status shown first) associated with the load.

select status, \* from t\_order  
where load\_id = 'your load'

**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 = 'SHIPPED'  
where load\_id = 'your wave'  
AND status = 'COMPLETE'

1. If possible, Unpick/Unload the order to get the inventory back into stock OR do a manual update to get the unpicked inventory back into it’s picking location.