**Technical documentation of Missing PO's after WTS conversions**

**Occurrence of Issue: This issue occurred if Purchase Order from a WH that was recently converted from WTS to Koerber is missing.**

**Incident Documentation:**

**Initial Investigation**

* First, we need to confirm if it’s missing from the data base or is another kind of issue.
* Information that we need to troubleshoot:
  1. Po number
  2. Warehouse Number
  3. Item Id and create data is a plus to double check and confirm the data
* If the order is missing, then we will need to manually insert the order into koerber. If you don’t have WTS access to verify the proper shipment information, then contact someone with access.

**Next steps**

Information that we need to proceed:

WH\_ID,PO\_NUMBER,VENDOR\_CODE,SHIP\_FROM\_NAME,SHIP\_FROM\_ADDR1,SHIP\_FROM\_ADDR2,SHIP\_FROM\_CITY,SHIP\_FROM\_STATE,SHIP\_FROM\_POSTAL\_CODE,SHIP\_FROM\_COUNTRY\_CODE,WH\_ID1,PO\_NUMBER1,LINE\_NUMBER,ITEM\_NUMBER,QUANTITY,QTY\_RECEIVED

**Resolution:**

**Creating the script:**  
With the info in hand you can set up on the template below to do the INSERT on the DB.

1. processing code needs to be NEW
2. status needs to be O (Open)
3. All the information that we have should be set on the script (If you don’t have it it can be set to null)
4. WH, PO number, Display PO number, client code, PO type, Vendor code, status, processing code and item number are required to process the PO.

|  |
| --- |
| DECLARE @host\_group\_id NVARCHAR(36) = NEWID();  DECLARE @record\_create\_date DATETIME = GETDATE();  INSERT INTO [dbo].[t\_al\_host\_po\_master]  ([host\_group\_id]  ,[record\_create\_date]  ,[processing\_code]  ,[wh\_id]  ,[client\_code]  ,[po\_number]  ,[display\_po\_number]  ,[po\_type]  ,[vendor\_code]  ,[status]  ,[ship\_from\_name]  ,[ship\_from\_addr1]  ,[ship\_from\_city]  ,[ship\_from\_state]  ,[ship\_from\_postal\_code]  ,[ship\_from\_country\_code])  VALUES  (@host\_group\_id,  @record\_create\_date,  'New',  '221',  '221',  'C00221392250',  'C00221392250',  'Purchase Orders',  '5114854~5114854~FREEMONT TOYOTA',  'O',  'FREEMONT TOYOTA',  '5851 Cushing Pkwy. Fremont.',  'FREEMONT',  'CA',  '94538',  'US'  );  INSERT INTO [dbo].[t\_al\_host\_po\_detail]  (  [host\_group\_id],  [record\_create\_date],  [processing\_code],  [wh\_id],  [client\_code],  [po\_number],  [display\_po\_number],  [line\_number],  [item\_number],  [display\_item\_number],  [quantity]  )  VALUES  (  @host\_group\_id,  @record\_create\_date,  'New',  '221',  '221',  'C00221392250',  'C00221392250',  '1',  'FV25373 GTYOEM',  'FV25373 GTYOEM',  '1'  ); |

**Setting it properly on Koerber**

To make sure that the order is properly processed on Koerber, we can manually resubmit the order on K1 using the host\_group\_id that was created when inserting the order on the t\_al\_host\_po\_master:

|  |
| --- |
| select \* from t\_al\_host\_po\_master (nolock) where po\_number = 'po\_number' |

A screenshot of a computer

AI-generated content may be incorrect.

**Double Checking**

After the process is completed the import\_satus on the t\_al\_host\_po\_master should be S and it should have an entry on the t\_po\_master.

|  |
| --- |
| select \* from t\_al\_host\_po\_master (nolock) where po\_number = 'po\_number'  select \* from t\_po\_master (nolock) where po\_number= 'po\_number' |

**Incident Resolution Note:** Once it is done, Inform caller.

 