**Technical documentation of Unable to load/ship**

**Occurrence of Issue: This issue occurred if**

**Incident Documentation:**

**Summary**

The caller reported that S2-3384-032125 at WH140 is showing in process and partially loaded but will not let any one else back into the Load ID in the Loading portion of the RF device to finish scanning. We cannot ship because of this. Please ship so that store 3384 can receive the glass into their inventory.

ShapeA close-up of a computer screen

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**Initial Investigation**

* Based on the initial investigation, some orders were staged and some are loaded partially. User were not able to load it into correct dock door location.
* We checked into Manage load page under Koerber and found that status of the given load ID was “In Process” due to items were stuck on staged/loaded but unable to “**Begin Load**” & ”**Ship link**” activated.

**Queries used for investigation:**

**Step 1:** Check the status in ‘t\_order ‘ table in AAD database over Korber.

select status, load\_id, \*from t\_order where load\_id='S2-3384-032125' and wh\_id='140' ;

**Step 2:** Update the status.

update t\_order set status='LOADED' where load\_id='S2-3384-032125' and wh\_id='140'

**Step 3:** Check the status in ‘t\_pick\_detail ‘ table in AAD database over Korber.

select \*from t\_pick\_detail where load\_id='S2-3384-032125' and wh\_id='140';

**Step 4:** Update the status.

update t\_pick\_detail set status='LOADED',loaded\_quantity=staged\_quantity where load\_id='S2-3384-032125' and wh\_id='140'

**Step 5:** Check the ‘t\_stored\_item ‘ table in AAD database over Korber.

select \*from t\_stored\_item where type in ('11911367','11911368','11911369','11911370','11911371','11911372','11911373','11911374','11911375','11911376','11911377','11911378','11911379','11911380','11911381','11911382','11911383','11911384','11911385','11911386','11911387','11911388','11911389','11911390','11911391','11911392','11911393','11911394','11911395','11911396','11911397','11911398','11911399','11911400','11911401','11911402','11911403','11911404','11911405','11911406','11911407','11911408','11911409','11922437','11922438','11922439','11922440','11922441','11932298','11932299','11932300','11932301','11932302','11932303','11932304','11932305','11932306')  
and wh\_id='140'

**Step 6:** Check the ‘hu\_id ‘ from t\_stored\_item table in AAD database over Korber.

select distinct hu\_id from t\_stored\_item where type in ('11911367','11911368','11911369','11911370','11911371','11911372','11911373','11911374','11911375','11911376','11911377','11911378','11911379','11911380','11911381','11911382','11911383','11911384','11911385','11911386','11911387','11911388','11911389','11911390','11911391','11911392','11911393','11911394','11911395','11911396','11911397','11911398','11911399','11911400','11911401','11911402','11911403','11911404','11911405','11911406','11911407','11911408','11911409','11922437','11922438','11922439','11922440','11922441','11932298','11932299','11932300','11932301','11932302','11932303','11932304','11932305','11932306')  
and wh\_id='140'

**Step 7:** Check the ‘hu\_id ‘ from t\_stored\_item table in AAD database over Korber to find and match the exact record with hu master.

select \*from t\_stored\_item where hu\_id in ('LP14000720470','LP14000721462','TROL140139','TROL140253','TROL140264') and wh\_id='140'

**Step 8:** Update location\_id as it was partially loaded user wanted into dock door location we updated the same so that it can be shipped.

update t\_stored\_item set location\_id='DD035' where hu\_id in ('LP14000720470','LP14000721462','TROL140139','TROL140253','TROL140264') and wh\_id='140'

**Step 9:** Check the ‘location\_id ‘ from t\_hu\_master table in AAD database over Korber.

select \*from t\_hu\_master where hu\_id in ('LP14000720470','LP14000721462','TROL140139','TROL140253','TROL140264') and wh\_id='140'

**Step 8:** Update location\_id.

update t\_hu\_master set location\_id='DD035',type='LO' where hu\_id in ('LP14000720470','LP14000721462','TROL140139','TROL140253','TROL140264') and wh\_id='140'

**Step 9:** For confirmation, please execute below queries

After the load has been shipped from Koerber the t\_load\_master updated to shipped.

select \*from t\_load\_master where load\_id='S2-3384-032125'

* + Once the record is been shipped then we sent the shipment confirmation to upstream system and record will show on below.

select \*from t\_al\_host\_shipment\_master where load\_id='S2-3384-032125'

**Resolution:**

We need to make sure the status should be the same in all of these mentioned tables so that user can do “begin loading” or ship from whs.

Once the record has been shipped from Koerber then the inventory is updated and no records will show in ‘t\_stored\_item ‘ and 't\_hu\_master ' tables, If it is not then we have to make it first.

After we need to re verify into Koerber under “Manage load ” page to know the current status and let them know to user.

A close-up of a computer screen

AI-generated content may be incorrect.

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

**A screenshot of a computer

AI-generated content may be incorrect.**