

Dynamics 365 Supply Chain Management troubleshooting

Welcome to Dynamics 365 Supply Chain Management troubleshooting. These articles explain how to determine, diagnose, and fix issues that you might encounter when you use Dynamics 365 Supply Chain Management. In the navigation pane on the left, browse through the article list or use the search box to find issues and solutions.

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Asset ID isn't editable when the number sequence is set to Manual

Article • 02/28/2025

This article provides a workaround that allows the Asset ID to be edited in Microsoft Dynamics 365 Supply Chain Management.

Symptoms

A user [creates a new asset](#) using the **Asset Management** page. The asset is created with an **Asset ID** value that the system generates based on the [number sequence](#) selected on the **Asset management parameters** page. However, the **Asset ID** value can't be edited later, even though the related number sequence is set to **Manual** on the **Number sequences** details page.

Cause

This behavior is by design. A user can't edit an existing **Asset ID** because the **Asset ID** is the natural key for the asset. Editing it can cause data corruption and unexpected behavior in case of integrations.

Workaround

To allow a user to edit the **Asset ID** on an existing asset despite the risk of data corruption, a developer needs to extend the `EntAssetObjectTable` form and change the property of the field.

1. Use Chain of Command (CoC) to change the control property by calling the `allowEdit()` method of the control and passing `false` as an argument.
2. Create an extension class and extend the `init()` form method to programmatically allow the field to be edited after the `next()` call.

For a detailed explanation of the approach, see [Class extension - Method wrapping and Chain of Command](#).

More information

Set up number sequences on an individual basis

Feedback

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Changing a work order lifecycle state doesn't generate a fault cause or fault remedy error

Article • 02/13/2025

This article provides the setup steps to ensure that the expected fault cause or fault remedy error is generated when you change a work order lifecycle state in Microsoft Dynamics 365 Supply Chain Management.

Symptoms

When you change a [work order lifecycle state](#) that's set up to validate [fault causes](#) and [fault remedies](#), the error you expect to be generated doesn't occur for a fault cause or fault remedy. This allows the lifecycle state to change despite the validation setup.

Cause

A possible reason the expected error doesn't occur is that the fault cause and fault remedy can't be validated because they don't have a [fault registration](#).

Resolution

To ensure the expected error is generated, follow these steps to set up lifecycle states and work order types, and create a fault registration.

Set up lifecycle states and work order types

1. Set up the lifecycle state to enable the validation of fault causes and fault remedies:
 - a. Go to **Asset Management module > Setup > Work orders > Lifecycle states**.
 - b. Select the work order lifecycle state in question, and then select **Edit**.
 - c. Under the **Validate** FastTab, set the message type to **Error**, and set the **Fault cause**, **Fault remedy**, and other related options to **Yes**.
2. Set up the work order type to enable the validation of fault causes and fault remedies by making them mandatory for work orders:
 - a. Go to **Asset Management module > Setup > Work orders > Work order types**.

- b. Select the work order type in question, and then select **Edit**.
- c. Under the **General** FastTab, set the **Fault cause**, **Fault remedy**, and other related options to **Yes** in the **Mandatory** section.

Create a fault registration

To make sure you receive the expected error message, follow these steps to create a fault registration:

1. Go to **Asset Management > Work order > All work orders**.
2. Select the work order in question. For simplicity, assume it's a new work order with the **Current lifecycle state** being **New**.
3. In the Action Pane, go to the **Asset** group and select **Asset fault**.
4. Expand the **Symptoms** FastTab and select **Add line**.
5. In the **Fault symptom** field, select the relevant symptom from the dropdown list. Select **Save**, and then go back to the work order.
6. In the Action Pane, go to the **Lifecycle state** group and select **Update work order state**.
7. In the **Update work order state** window, select the **Lifecycle state** that has the validation setup (see [Set up lifecycle states and work order types](#)). For simplicity, assume the **Lifecycle state** is **Released**. Then, select **OK**.
8. Select the **Action Centre/notification bell** in the upper-right corner, and then select **Message details**. The **Message details** window shows "The fault cause for symptom X on asset Y is missing. Update has been cancelled." Close the **Message details** window. In the upper-right corner of the work order, the **Lifecycle state** is still shown as **New**.
9. In the Action Pane of the work order, go to the **Asset** group and select **Asset fault**.
10. Expand the **Causes for selected symptom** FastTab and select **Add line**.
11. In the **Fault cause** field, select the relevant cause from the dropdown list. Select **Save**, and then go back to the work order.
12. In the Action Pane, go to the **Lifecycle state** group and select **Update work order state**.

13. In the **Update work order state** window, select the **Lifecycle state** that has the validation setup (see [Set up lifecycle states and work order types](#)). For simplicity, assume the **Lifecycle state** is **Released**. Then, select **OK**.
14. Select the **Action Centre/notification bell** in the upper-right corner, and then select the new **Message details** (mentioned in step 8). The **Message details** window shows "Fault remedy for cause Z on symptom X on asset Y is missing. Update has been cancelled." Close the **Message details** window. In the upper-right corner of the work order, the **Lifecycle state** is still shown as **New**.
15. In the Action Pane of the work order, go to the **Asset** group and select **Asset fault**.
16. Expand the **Remedies for selected symptom** FastTab and select **Add line**.
17. In the **Fault remedy** field, select the relevant remedy from the dropdown list. Select **Save**, and then go back to the work order.
18. In the Action Pane, go to the **Lifecycle state** group and select **Update work order state**.
19. In the **Update work order state** window, select the **Lifecycle state** that has the validation setup (see [Set up lifecycle states and work order types](#)). For simplicity, assume its **Lifecycle state** is **Released**. Then, select **OK**.
20. Select the **Action Centre/notification bell** in the upper-right corner. The first two attempts to update the work order state result in error messages, and the **Lifecycle state** isn't updated. On the third attempt, no error message is generated, and the **Lifecycle state** is correctly updated to **Released**.

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Can't create work orders based on your maintenance schedule

Article • 03/14/2025

This article provides the setup steps to ensure the conversion of maintenance schedule lines to work orders doesn't fail due to errors related to number sequence setup in Microsoft Dynamics 365 Supply Chain Management.

Symptoms

When you try to create work orders for the selected schedule items selected using the [Open maintenance schedule lines](#) in **Asset Management**, you receive the following error message after selecting **OK** in the **Create work orders** dialog.

- Number sequence <Number sequence> has been exceeded.
- Number selection is canceled.

Cause

This issue is caused by the setup of a number sequence. Specifically, the actual number sequence exceeds the configured range of the work order number sequence.

Resolution

To resolve the issue and ensure the successful conversion of maintenance schedule lines to work orders, follow these steps to properly set up the number sequence:

1. Go to **Asset management module** > **Setup** > **Asset management parameters**.
2. Select the **Number sequences** FastTab.
3. Select **Work order** in the **Reference** column, and then select the corresponding link in the **Number sequence code** column.
4. Go to the **Segments** FastTab. Find the line where the **Segment** column equals **Alphanumeric**. Ensure the corresponding field in the **Value** column has enough hash tags to match the desired length of the variable numeric part of the work order number sequence.

5. Go to the **General** FastTab. In the **Number allocation** field group, ensure that the **Largest** number matches (but is included in) the length of the variable numeric part of the work order number sequence set earlier. In other words, if the alphanumeric value from step 4 equals #####, the largest number can be set as 999999. Also, ensure that the number in the **Next** field is included in the range of the number sequence mentioned in steps 4 and 5.

6. Select **Save** to save the changes to the number sequence.

By configuring the work order number sequence correctly, the conversion of maintenance schedule lines to work orders can proceed without being blocked by an error.

More information

[Set up number sequences on an individual basis](#)

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An update conflict occurs when the inventory valuation method is either standard cost or moving average

Article • 05/16/2024

Symptoms

When you post documents such as inventory journals, purchase order invoices, or sales order invoices in parallel for scalability and performance, you might receive an error message about an update conflict, and some of the documents might not be posted. This issue can occur when the inventory valuation method is either *Standard cost* or *Moving average*. Both these methods are perpetual costing methods. In other words, the final cost is determined at the time of posting.

If you're using the *Moving average* method, the error message resembles this example:

Inventory value xx.xx is not expected after the proportional expense calculation

If you're using the *Standard cost* method, the error message resembles this example:

The standard cost does not match with the financial inventory value after the update. Value = xx.xx, Qty = yy.yy, Standard cost = zz.zz

Workaround

Until Microsoft releases a solution to fix the issue, consider using the following workarounds to help avoid or reduce these errors:

- Repost the failed documents.
- Create documents that have fewer lines.
- Avoid decimal values in the standard cost. Try to define the standard cost so that the **Price quantity** field is set to 1. If you must specify a **Price quantity** value that is more than 1, try to minimize the number of decimal places in the unit standard cost. (Ideally, there should be fewer than two decimal places.) For example, avoid defining standard cost settings such as **Price** = 10 and **Price quantity** = 3, because they will produce a unit standard cost of 3.333333 (where the decimal value repeats).

- In a majority of documents, avoid having multiple lines that hold the same combination of product and financial inventory dimensions.
 - Reduce the degree of parallelization. (In this case, your system might become faster, because fewer update conflicts and retries occur.)
-

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Functional gaps between inventory value/aging reports and their storage versions

Article • 05/16/2024

The [Inventory aging report storage](#) and [Inventory value storage report](#) features enable Supply Chain Management to display large volumes of inventory transactions. In each case, the report results are saved for browsing and exporting, unlike with the non-storage versions of these reports. However, some functionality that exists in the non-storage versions of these reports doesn't exist in the storage versions. The following subsections summarize the differences and provide workarounds.

Storage reports don't include subtotals, even if they are enabled in the report layout

Subtotals can cause issues when the result is exported, especially if users change the record sequence.

To check the subtotals, you can export the result into Microsoft Excel. Alternatively, if you want to check subtotals within Supply Chain Management, use [Feature management](#) to enable the *New grid control* and *Grouping in grids* features, which provide a much more flexible way to see the subtotal for any group by column. For more information, see [Grid capabilities](#).

Inventory value storage report doesn't support ledger account information

You can run the trial balance to get the inventory accounts balance and compare that to the [Inventory value storage report](#).

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Inventory aging report discrepancies

Article • 05/16/2024

Symptoms

The **Inventory aging report** shows different values when viewed at different storage dimensions (such as site or warehouse).

Resolution

For more information about the reporting logic, see [Inventory aging report examples and logic](#).

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Missing field settings when item model groups are copied to another legal entity

Article • 05/16/2024

KB number: 4612800

Symptoms

When you copy item model groups to another legal entity (company) by using the *Item model group inventory policies* entity, some field settings (for example, the inventory model and description) are missing in the new model group in the destination legal entity.

Resolution

To create a complete copy of an item model group to another legal entity, you must also select both the item model group inventory policies (`InventInventoryPolicyEntity`) and the cost flow assumption policies (`InventCostFlowAssumptionPolicyEntity`) that are associated with the item model group.

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Purchase accrual that has a zero amount is posted for a zero-value product receipt

Article • 05/16/2024

KB number: 4612588

Symptoms

When a product receipt that has zero value is posted, the system creates a posting to purchase accrual where the amount is 0 (zero).

Resolution

By default, for ledger postings of the *Purchase, accrual* type, the `IsTransferredInDetail` field is always set to *Summary* in subledger transactions. Therefore, the system creates a related voucher entry even if the amount is 0 (zero).

To skip this posting type when the amount is 0 (zero), extend the `subledgerJournalizer.markDoNotTransferEntries` method so that it includes `ledgerPostingType = PurchPckSlpPurchaseOffsetAccount`, as shown in the following example.

```
X++  
  
update_recordset existingSubledgerJournalAccountEntry  
setting  
    IsTransferredInDetail = TransferPolicy::DoNotTransfer  
where existingSubledgerJournalAccountEntry.SubledgerJournalEntry ==  
_subledgerJournalEntryRecId  
    && (existingSubledgerJournalAccountEntry.AccountingCurrencyAmount == 0  
&& existingSubledgerJournalAccountEntry.ReportingCurrencyAmount == 0)  
    && existingSubledgerJournalAccountEntry.PostingType ==  
LedgerPostingType::PurchPckSlpPurchaseOffsetAccount;
```

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Physically received purchase orders don't appear on the inventory closing report

Article • 05/16/2024

KB number: 4612595

Symptoms

Physically received purchase orders don't appear on the **Check open quantities** inventory closing report.

Resolution

The **Check open quantities** report shows issue transactions that can't be settled against financially updated inventory receipts as of the selected closing date. You can choose to include physical receipts on the report. In that case, physical receipts will be shown if they can cover the issue transactions that can't be settled. For more information, see [Preparing to run inventory close](#).

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System times out when generating historical or deleted inventory value reports

Article • 05/16/2024

Symptoms

When you are trying to generate or regenerate a historical inventory value report based on older transactions, the system times out before the report is fully generated. This may occur when regenerating older reports that have been deleted, or when generating new reports based on transaction data that was recorded relatively far in the past.

Cause

When you generate an inventory value report, the system works backwards from today and processes each inventory transaction record in reverse order as it goes. If you try to look too far back, then there could be a very large number of transactions to consider. The volume of transactions to be processed may eventually grow so large that the system times out before it's able to finish generating the report. The distance into the past that you can generate new reports for depends on how many inventory transactions you have in your system for the relevant time span.

Resolution

To prevent timeouts from happening in a production environment, try to generate the report on a synchronized user acceptance testing (UAT) instance. If the report succeeds, then export and archive it.

To prevent this issue from happening again, we recommend that you generate inventory value report storage reports at a regular interval and keep each of them in your external storage for future reference. If you do need to delete one or more historical reports from the **Inventory value report storage** page, or if you want to clean up several old inventory reports using the **Inventory value report data clean up** function, then we strongly recommend that you first export and archive the reports before you delete them. Any time you try to delete one or more reports, the system will show a warning reminding you to make backups first.

For more information, see [Inventory value reports](#).

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The Indirect costs in process report includes deleted production orders

Article • 05/16/2024

KB number: 4612748

Symptoms

The **Indirect costs in process** report presents information about production orders that were partially processed and later deleted.

Resolution

When you reverse a production order, you also reverse all the transactions of that production order. When you delete the production order, the subledger tables and general ledger persist all transactions that are related to it. The reports will show the transactions in the subledger tables. For the specific production order, the net value should be 0.00.

Feedback

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There is no From date value on the Active prices tab of the Item price page

Article • 05/16/2024

KB number: 4613548

Symptoms

There is no **From date** value on the **Active prices** tab of the **Item price** page.

Resolution

The **From date** value (effective date) that is set on the pending price isn't transferred to the active price.

When an item cost record is first entered, it has a status of **Pending** and an intended effective date. When you activate the item cost record, the status is updated to **Active**, and the effective date is updated to the activation date. Therefore, the active price's activation date is always the actual date of the activation.

For more information, see [Costing versions overview](#).

Feedback

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Warnings or errors on changing ledger period status without closing inventory

Article • 05/16/2024

Microsoft introduced the following validations to prevent issues caused by an incorrect period-end process around costing. for more information about how to resolve these error messages, see [KB 4561987](#).

- You're about to execute a Recalculation with a date %1 (10-02-2019). The last registered Recalculation was executed in a previous period with a date %2 (20-01-2019). No execution of an inventory close with a date %3 (31-01-2019) matching period end has been registered. Remember to execute an inventory close as of %3 (31-01-2019) matching the period end. The valuation of inventories, cost of goods sold, and variances may not be correct in subledger or general ledger until this has been executed.
- You're about to change the status of ledger period %1 to %2. No execution of inventory close with a date %3 matching period end has been registered. Execute an inventory close as of %3 matching the period end before changing the status. The valuation of inventories, cost of goods sold, and variances may not be correct in subledger or general ledger until this has been executed. Reported from legal entity %4. For now, it's informational, but you'll be required to perform such action in future.
- The Account structure %1 has been changed. One or more main accounts %2 no longer exist. These Main accounts are required by the %3 with a date %4. Add these Main accounts to the Account structure %1 before you can resume the %3 job. For now, it's informational, but you'll be required to perform such action in future.
- You're about to execute an inventory close with a date %1 (31-01-2019). No execution of backflush costing calculation with a date %2 (31-01-2019) matching period end has been registered. Remember to execute a backflush costing calculation with a date of %3 (31-01-2019) matching period end. The valuation of inventories, cost of goods sold, and variances may not be correct in subledger or general ledger until this has been executed.
- You're about to execute a backflush costing calculation with a date %1 (28-02-2019). The last registered backflush costing calculation was executed in a previous period with a date %2 (31-01-2019). No execution of an inventory close with a date %3 (31-01-2019) matching a period end has been registered.

Remember to execute an inventory close as of %3 (31-01-2019) matching a period end. The valuation of inventories, cost of goods sold and variances may not be correct in subledger or general ledger until the inventory close has been executed.

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Inventory journal workflow never completes and the journal can't be processed

Article • 05/16/2024

Symptoms

After you submit a journal approval workflow, workflow processing stops responding, and you can't edit or process your journals.

Resolution

There are several reasons why workflow processing might not be completed. Check for the following issues:

- Go to **Inventory management > Setup > Inventory management workflows**, and review the configuration of the affected workflow. For more information, see [Inventory journal approval workflows](#).
- The workflow might be encountering an exception or error. Review the work item history of the affected workflow to see whether it includes an application error that terminates the workflow.
- The inventory journal can be updated or edited only if it's approved. If recall is active, you can try to recall the journal. Execution of the workflow batch job might be suspended for multiple reasons. Some of these reasons might be caused by the workflow framework issue.

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Inventory journal workflow conditions apply at the journal level, not line level

Article • 05/16/2024

Symptoms

You might experience this issue if, for example, you try to set up an inventory journal workflow condition on the cost amount. You set up the condition so that step 1 is run only when the cost amount is less than 100. You then set up another condition so that step 2 is run only when the cost amount is more than or equal to 100. Then, when the workflow is run, the workflow history shows only one line, and the first condition is always evaluated as *true*, regardless of the value that is submitted.

Workaround

In the current release, inventory workflow conditions apply only at the journal level, not at the line level. This behavior is by design. We recommend that you set your condition criteria only on journal-level attributes.

Feedback

Was this page helpful?

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Maximum number of decimals for the stock keeping unit is 0

Article • 05/16/2024

Symptoms

When you try to post an inventory transaction or an inventory reservation, you receive the following error message:

Maximum number of decimals for the stock keeping unit is 0.

This issue occurs when the inventory transaction quantity is specified as a decimal value that is below the level of precision that the field supports. For example, a quantity of 0.5 has been specified for an inventory transaction, but only integer quantities are supported. Therefore, the value should be 1 instead of 0.5.

Resolution

1. Run the following script on your SQL Server instance to round quantities in the inventory transactions. This script will correct values in the **inventTrans** table.

SQL

```
update it set it.QTY = round(it.qty, decimalPrecisionValue) from
inventtrans it where it.DATAAREAID='XXXX' and it.PARTITION=XXXXXX and
it.qty <> round(it.qty, decimalPrecisionValue) and exists (select 'x'
from INVENTTABLEMODULE a, unitofmeasure b where a.unitid =b.SYMBOL and
a.partition=it.partition and a.PARTITION=b.PARTITION and MODULETYPE =0
and b.DECIMALPRECISION=decimalPrecisionValue and a.DATAAREAID='XXXX'
and a.ITEMID =it.ITEMID and it.DATAAREAID=a.DATAAREAID)
```

2. Run an on-hand consistency check where the **fix error** option is turned on. This check will correct values in the **inventSum** table.

Important

We strongly recommend that you carefully edit the script as required for your environment, test it in a test environment, and then check the resulting data before you run the script in a production environment.

Feedback

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Multiple inventory transactions for batch numbers when On physical update is disabled

Article • 05/16/2024

KB number: 4613390

Symptoms

Multiple inventory transactions are created after you adjust a purchase order line for items where the **On physical update** option of the batch number group is set to **No**.

When you create an item where the **On physical update** option of the batch number group is set to **No**, the system automatically creates a new batch number if you modify a purchase line quantity and save the purchase order page.

Resolution

The **On physical update** setting for batch number groups works in the following way:

- When the option is set to **Yes**, new batch numbers are created only after a physical update (for example, when items are shipped or received).
- When the option is set to **No**, a new batch number is created every time that an applicable update occurs (for example, when a new quantity is added to a purchase order).

Feedback

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Picking list report doesn't show new notes that are attached to a journal

Article • 05/16/2024

KB number: 4611660

Symptoms

The picking list report doesn't show new notes that are attached to a picking list journal.

Resolution

The picking list report shows only notes that are attached on the sales order line and the sales order header. It doesn't show any new notes that are added in the invoice journal.

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Quantity on a started quarantine order isn't updated when the order is split

Article • 05/16/2024

KB number: 4613113

Symptoms

When you create a quarantine order and try to split it, the order quantity isn't updated to the remaining quantity after the split.

Resolution

The system doesn't change the original quantity from a quarantine order to ensure that you can track the original quantity that was created for that quarantine order. However, the system does track the quantity that is split from a quarantine order. To do this tracking, it uses a database field that is named

`QuantityThatHasSplitIntoOtherQuarantineOrders`. However, this field isn't visible in the user interface (UI).

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Reversal of reporting as finished creates an unexpected open transaction

Article • 05/16/2024

KB number: 4612469

Symptoms

If you reverse reporting as finished that has marking, the system creates an open transaction where the reversed quantity has the same inventory dimensions as the transaction that was reversed.

Resolution

When you reverse a report-as-finished operation, the inventory dimension is initialized from the production journal. Therefore, it gets the batch number. Because of marking, the sales order transactions will inherit the batch number.

The dimension can be reset when the reporting as finished is posted.

Feedback

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Transfer order line data discrepancy or corruption

Article • 06/06/2024

This article introduces how to use the **Correct inventory transfer order lines manually** feature to fix the data discrepancy or data corruption issues for transfer orders in Microsoft Dynamics 365 Supply Chain Management.

Symptoms

When you inspect the lines of a transfer order, you notice one or more of the following issues:

- A data discrepancy or corruption exists in the **Shipped quantity**, **Ship remain**, or **Receive remain** field.
- After receiving a transfer order line, there are still orphan inventory transactions that haven't been financially updated. For now, it only covers the receipt side.
- When generating a picking list for a transfer order, an **output order** is generated. Inventory transactions hold a child reference of a completed output order.
- **Transfer order header status** is inconsistent.
- Transfer order lines and inventory transactions still exist, but the header is missing.

Cause

These issues usually occur due to data corruption or discrepancies caused by customizations and integration.

Resolution

As an administrator, you can use the **Correct inventory transfer order lines manually** feature to fix inconsistent data and correct the unexpected quantities that are related to the transfer orders.

Follow these steps to manually correct inventory transfer order lines:

1. Navigate to the **Transfer order manual correction** page by selecting **Inventory management** > **Periodic tasks** > **Clean up** > **Correct transfer order lines manually**.

2. In the **Transfer number** field, find and select the transfer order in question.
3. In the **Item number** field, select the related item number.
4. In the **Line number** field, select the line where you find a discrepancy.
5. Under the **Parameters** section, select the correction option based on different issues.

[] Expand table

Issue	Option
A data discrepancy or corruption exists in the Shipped quantity , Ship remain , or Receive remain field.	Recalculate transfer-related quantities
After receiving a transfer order line, there are still orphan inventory transactions that haven't been financially updated. For now, it only covers the receipt side.	Recalculate inventory transactions
When generating a picking list for a transfer order, an output order is generated. Inventory transactions hold a child reference of a completed output order.	Recalculate inventory transactions
Transfer order header status is inconsistent.	Recalculate header status
Transfer order lines and inventory transactions still exist, but the header is missing.	Recover header

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The unit and unit quantity aren't working correctly in the inventory journal

Article • 05/16/2024

Symptoms

You might encounter one or both of the following issues when you work with units and quantities in an inventory journal:

- You don't see units or unit quantities in the inventory journal while a unit of conversion is set up for the released product, and you can't change the unit in the inventory journal.
- You see the **Quantity** and **Unit** fields in the inventory journal, but you don't see the **Unit quantity** field. If you change the unit, enter a quantity, and post the journal, the journal still shows the original unit of measurement for that quantity.

Resolution

To fix this issue, follow these steps.

1. In the **Feature management** workspace, make sure that the **Using unit of measure and unit quantity in inventory journals** feature is turned on. This feature adds the **Unit** and **Unit quantity** fields to the journal. (As of Supply Chain Management version 10.0.21, this feature is turned on by default.)
2. After the feature is turned on, use the **Quantity**, **Unit quantity**, and **Unit** fields in the following way:
 - **Quantity** – Specify the quantity by using the default unit that is defined for the released product. However, the default unit itself isn't shown here. If a conversion is set up between the default unit and the unit that is selected in the **Unit** field, the **Quantity** field is automatically updated, based on the selections in the **Unit quantity** and **Unit** fields.
 - **Unit quantity** – Specify the quantity by using the unit that is selected in the **Unit** field.
 - **Unit** – Select the unit to apply to the value in the **Unit quantity** field.

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The filter pane on the On-hand list page doesn't work as expected

Article • 05/16/2024

Symptoms

The filters in the filter pane on the **On-hand list** page don't filter results as you expect.

Resolution

The **On-hand list** page is assembled from a detailed on-hand inventory table that includes all available dimensions. However, the list on this page is a summary. Therefore, it might combine rows from the source table by aggregating values according to the dimensions that are shown.

Filters that are set up in the filter pane apply to the source table, not to the aggregated list. This behavior can sometimes produce unexpected results, as shown in [these examples](#).

However, the [filters that are provided in the grid](#) *do* apply to the aggregated list. These filters include both the QuickFilter at the top of the grid and the filter for each column heading.

Feedback

Was this page helpful?

 Yes

 No

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The Last tested date field isn't updated when multiple quality orders are created

Article • 05/16/2024

KB number: 4612803

Symptoms

The **Last tested date** field isn't updated when multiple quality orders are created.

Resolution

The system is behaving as designed. The last tested date isn't related to quality orders. It stores the date when the finished goods were first purchased or manufactured. This date is used to calculate the shelf life advice date.

Feedback

Was this page helpful?



[Provide product feedback ↗](#)

When a catch-weight quantity is split, minimum quantity is used instead of nominal quantity

Article • 05/16/2024

KB number: 4612073

Symptoms

When a catch-weight quantity is being split into batches, the **Pick qty** field uses the minimum quantity that is set for the item, not the nominal quantity.

Resolution

The system is behaving as designed. The system uses each item's minimum quantity setup for picking.

Feedback

Was this page helpful?

 Yes

 No

[Provide product feedback ↗](#)

You can't find the "Workflow" drop-down dialog box for inventory journals

Article • 05/16/2024

Symptoms

You can't find the **Workflow** drop-down dialog box on the journal page, or related workflow operations aren't available.

This issue can occur for three reasons, as described in the following sections.

Resolution 1

If the issue applies to all users, it might be occurring because the approval workflow hasn't been assigned to the journal name. To fix the issue, follow these steps.

1. Go to **Inventory Management > Setup > Journal names > Inventory**.
2. In the list pane, select a journal name to open its settings.
3. On the **General** FastTab, set the **Approval workflow** option to **Yes**. If you're prompted to confirm the change, select **Yes**.
4. In the **Workflow** field, select the workflow that you want to use for the selected journal name.

Resolution 2

If your workflow uses customized code, issues might occur after you upgrade the system. For example, in the journal workflow, the **Submit** button might be grayed out so you can't select it to approve a submission.

If the **Submit** button is grayed out, your workflow might have been customized, which means the method of the workflow, `canSubmitToWorkflow()` in `FormDataUtil`, has been extended. To fix this issue, change the way that you extend the method of the `canSubmitToWorkflow()` to use the structure in the following example.

```
X++
```

```
[ExtensionOf(formStr(InventJournalMovement))]
public final class InventJournalMovement_extension
{
    public boolean canSubmitToWorkflow()
```

```
{  
    boolean ret = YourLogicOfCanSubmitToWorkflow();  
  
    return ret;  
}  
}
```

Resolution 3

If the issue applies only to a few specific users, those users might not have the security privileges that are required to run workflow operations on inventory journals. Verify that each affected user has the *Maintain inventory journal workflow* security privilege. By default, this privilege is assigned to a duty that has same name, and that duty is applied to the *Warehouse worker* and *Warehouse manager* roles.

Feedback

Was this page helpful?

 Yes

 No

[Provide product feedback ↗](#)

Your inventory journal is locked and the workflow batch job doesn't work

Article • 05/16/2024

Symptoms

One of your inventory journals is locked by some operation and isn't being released. For example, if an unknown error occurs during posting (which is a system lock operation), the journal might remain in system-locked status. In this case, the workflow work item handler will throw an error while it does lock validation.

Resolution

Sign in to the SQL Server instance for Supply Chain Management, and check whether **InventJournalTable.SystemBlocked** is set to 1. If it is, make sure that the journal should not be in locked status, and then reset **InventJournalTable.SystemBlocked** to 0.

Feedback

Was this page helpful?

 Yes

 No

[Provide product feedback ↗](#)

Demand planning import profile troubleshooting guide

Article • 05/16/2024

This article provides resolutions for errors that may occur when an import profile job for importing data from Microsoft Dynamics 365 Supply Chain Management fails.

Symptoms

When you [create an import profile job](#) from Supply Chain Management or other Finance and Operations apps and run it, the import profile job fails with one of the following messages:

- We were unable to successfully import data from your provided D365 Finance and Operations instance. The Data Management Framework project was successfully created but there was an error encountered in its execution. Please check the execution log of the project in Data management workspace.
- We were unable to successfully import data from the linked Finance & Operations app. Although the Data Management Framework project was created, it didn't finish within the expected timeframe. Please review the project's execution log in the Data Management workspace and consider applying filters before re-running the import profile.

Resolution

1. Navigate to the **Data management** workspace in Dynamics 365 Finance and Operations.
2. Find the corresponding Demand Planning Data Management project with a name that looks like **DP-XML-NameOfEntity-NameOfProfile**.
3. Select the execution details to find the error that explains why the project failed.

For more information about the errors and related resolutions, see:

- [An import profile job fails with a "Forbidden" error](#)
- [An import profile job fails with a "Timeout" error](#)
- [An import profile job fails due to special characters](#)
- [An import profile job fails due to insufficient permissions](#)

Feedback

Was this page helpful?

 Yes

 No

[Provide product feedback ↗](#)

An import profile job fails with a "Forbidden" error

Article • 05/16/2024

This article provides a resolution for the "Forbidden" error that occurs when an [import profile job](#) fails in Microsoft Dynamics 365 Supply Chain Management.

Symptoms

The Dynamics 365 Finance and Operations import profile job fails, and the job execution details contain an error mentioning "Forbidden."

Resolution

To solve this issue, follow these steps:

1. Navigate to **Data Management Workspace > Framework parameters > General**.
2. Change the value of **Shared access signature expiration time in minutes** from 0 to 120.

More information

- [Demand planning import profile troubleshooting guide](#)
- [An import profile job fails with a "Timeout" error](#)
- [Import profile job fails due to special characters](#)
- [Import profile job fails due to insufficient permissions](#)
- [Import data into Demand planning](#)

Feedback

Was this page helpful?

 Yes

 No

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An import profile job fails with a "Timeout" error

Article • 05/16/2024

This article provides a resolution for the "Timeout" error that occurs when an [import profile job](#) fails in Microsoft Dynamics 365 Supply Chain Management.

Symptoms

The Dynamics 365 Finance and Operations import profile job fails, and the job execution details contain an error mentioning "Timeout."

Resolution

To resolve this issue, use one or both of the following options:

Resolution 1

Make sure all quality updates related to the Demand planning entities are installed.

For the available quality updates, see [Export of Historical Sales Demand and Demand planning Picking List Journal Entries never complete ↗](#).

Resolution 2

Filter out the dataset to make sure an import profile job exports less data.

1. Select the corresponding Demand planning data management project with a name that looks like **DP-XML-NameOfEntity-NameOfProfile**.
2. Make sure you're in enhanced view and select the filter button.
3. Add filters to reduce the size of the export. Good candidates for filtering are company-related fields or date ranges.

For more information about Dynamics 365 data filters, see [Advanced date queries that use SysQueryRangeUtil methods](#).

In this case, when you run the import profile job from the Demand Planning app, the filters are respected, and therefore, the data is filtered out.

More information

- Demand planning import profile troubleshooting guide
 - Import profile job fails with a "Forbidden" error
 - Import profile job fails due to special characters
 - Import profile job fails due to insufficient permissions
 - Import data into Demand planning
-

Feedback

Was this page helpful?

 Yes

 No

Provide product feedback 

An import profile job fails due to special characters

Article • 05/16/2024

This article provides a resolution for the "invalid character" error that occurs when an [import profile job](#) fails in Microsoft Dynamics 365 Supply Chain Management.

Symptoms

The Dynamics 365 Finance and Operations import profile job fails, and the job execution details contain an error mentioning "invalid character."

Resolution

1. Locate the data with invalid characters. Most often, the special characters come from external integrations and are invisible. However, in Dynamics 365 Finance and Operations, those characters are usually replaced with a square symbol and therefore can be easily noticed.
2. Select the corresponding Demand Planning data management project with a name that looks like DP-XML-NameOfEntity-NameOfProfile.
3. Make sure you're in enhanced view and select the filter button.
4. Filter out the data with the special characters.

In this case, when you run the import profile job from the Demand Planning app, the filters are respected, and therefore, the data is filtered out.

More information

- [Demand planning import profile troubleshooting guide](#)
- [Import profile job fails with a "Timeout" error](#)
- [Import profile job fails with a "Forbidden" error](#)
- [Import profile job fails due to insufficient permissions](#)
- [Import data into Demand planning](#)

Feedback

Was this page helpful?

 Yes

 No

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An import profile job fails due to insufficient permissions

Article • 05/16/2024

This article provides a resolution for the "insufficient field access right" error that occurs when an [import profile job](#) fails in Microsoft Dynamics 365 Supply Chain Management.

Symptoms

The Dynamics 365 Finance and Operations import profile job fails, and the job execution details contain an error mentioning "Export failed due to insufficient field access right for the following fields."

Resolution

To allow data to be read from custom entities, you must configure their security settings in Dynamics 365 Supply Chain Management. To do so, follow these steps:

1. Go to **System Administration > Security > Security Configuration**.
2. Open the **Privileges** tab.
3. Select **Create new** from the toolbar.
4. In the dialog, add a name for your new privilege, and then select **OK**.
5. Your new privilege is added to the list and selected. In the middle column, select **Entities**.
6. On the toolbar, select **Add references**.
7. In the dialog, find and select your custom entity. Select the access properties you want to grant and select **OK**.
8. In the middle column, select **Duties**.
9. On the toolbar, select **Add references**.
10. In the dialog, find and select the duty named **View Document entity data for data management** or **Create data management project and details using entity**. Choose the duty based on the level of access you require.

- The **View Document entity data for data management** duty is commonly associated with entities used in the Data Management Framework in Supply Chain Management. It's typically assigned to the **Data management migration** user role, which is a subordinate role to the **Demand planning app** role.
- The **Create data management project and details using entity** duty is part of the **Demand planning app role**. The **Demand planning app role** is assigned to **DemandPlanAppUser**, which is a user role often used to integrate the Demand planning service with Supply Chain Management.

11. Select **OK** to add the selected duty to your new privilege.

12. Open the **Unpublished** object tab. On the toolbar, select **Publish all**.

More information

- [Demand planning import profile troubleshooting guide](#)
- [Import profile job fails with a "Timeout" error](#)
- [Import profile job fails due to special characters](#)
- [Import profile job fails with a "Forbidden" error](#)
- [Import data into Demand planning](#)
- [Security roles and row-level security in Demand planning](#)

Feedback

Was this page helpful?

 Yes

 No

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BOM explosion behaves differently for firmed and estimated production orders

Article • 05/18/2022

Symptoms

When a production order is firmed, the items aren't exploded when you explode the bill of materials (BOM). However, when you manually create a work order and then estimate the production order, the items are exploded.

Resolution

The explosion that occurs when the production order is firmed will point to the planned order, but it doesn't appear that the planned order is currently firmed in this case. However, if the production order has been estimated, the explosion is triggered from the released production order where no planned order exists.

Feedback

Was this page helpful?

 Yes

 No

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You can't update the forecasted unit cost when you import demand forecast records

Article • 05/18/2022

KB number: 4614109

Symptoms

When you use data entities to import demand forecast records, the **Forecasted unit cost** value for existing records isn't updated so that it matches the imported data.

Cause

Forecasted unit cost is a read-only field. The value is based on the product unit cost and can't be set directly through import.

Resolution

Because the field is read only, you can't import values for it. The value will be calculated according to the existing business logic.

Feedback

Was this page helpful?

 Yes

 No

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You can't remove the Warehouse demand forecast dimension from forecast lines

Article • 05/18/2022

KB number: 4614408

Symptoms

This issue occurs when the **Warehouse** dimension isn't assigned on the **Forecast dimensions** tab of the **Demand forecasting parameter** page. Nevertheless, the **Warehouse** column is shown on the **Demand forecast** page (**Master planning > Forecasting > Manual forecast entity > Demand forecast lines**).

Resolution

The settings on the **Forecast dimensions** tab of the **Demand forecasting parameter** page don't affect the **Demand forecast** page. They control the baseline forecast that is generated and shown in the adjusted demand forecast. However, they don't control the dimensions that are required for the "real" demand forecast. By authorizing the records that are shown on the **Adjusted demand forecast** page, you can convert them to "real" forecast entries for a forecast model. That model can then be used for master planning.

On the **Demand forecast** page, the dimensions for the "real" forecast that are shown on the demand forecast lines are part of the inventory dimensions. (This behavior resembles the behavior for sales order lines.) If your system isn't set up to use **Warehouse** as a mandatory inventory dimension, you can customize the page to hide the column.

Feedback

Was this page helpful?



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Directly derived firmed orders are processed by an in-review workflow

Article • 05/20/2022

KB number: 4612450

Symptoms

Directly derived firmed orders are processed by a workflow that has a status of **In-review**.

Resolution

When change tracking is enabled, a status of **In-review** is assigned to firmed derived orders (subcontract purchase orders). Therefore, if a purchase order is derived (a subcontract purchase order), it's only submitted to a workflow. If a purchase order is a firmed planned purchase order, it's automatically approved to ensure that the planning engine doesn't create new planned orders while the purchase order is still in **Draft** status.

Feedback

Was this page helpful?

 Yes

 No

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Item can't have a BOM or formula

Article • 05/20/2022

Error code: PRO2614

Symptoms

When you try to firm an order, you receive the following error message during item validation:

Item cannot have a BOM or formula

Resolution

Items that have a bill of materials (BOM) or formula must be of the **Planning item**, **BOM**, or **formula** type. To change the type of an item, follow these steps.

1. Go to **Product information management > Products > Released products**.
2. Open the relevant product.
3. On the **Engineer** FastTab, set the **Production type** field to **Planning item**, **BOM**, or **formula**.

Feedback

Was this page helpful?



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Master planning generates planned orders for phantom products

Article • 05/18/2022

KB number: 4614729

Symptoms

Planned orders are generated for phantom products after master planning is run.

Resolution

The setting of the **Phantom** option for released products determines the default line type on the bill of material (BOM). When the **Phantom** option is set to **Yes**, the system will still create planned orders for the item, but the **Directly derived requirement** option for each planned order will be set to **Yes**. Therefore, the planned production order can't be firmed on its own. Instead, it will always be automatically included when the parent production order is firmed. Additionally, the BOM lines of the planned phantom order will be included in the BOM of the parent production order.

Feedback

Was this page helpful?

 Yes

 No

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Master planning is scheduling more than the available capacity

Article • 05/18/2022

Symptoms

Master planning doesn't seem to respect capacity limitations and is scheduling more than the available capacity.

When you use operation scheduling where there is finite capacity, and where the route specifies a mix of requirements for both a resource group and individual resources, there is a small chance of overbooking because of the way that the algorithm validates for capacity conflicts. This overbooking can occur when you use helpers to run master planning. It's most likely to occur if there are many jobs that have a relatively short runtime.

Resolution

If it's essential that no overbooking occur for operation scheduling, you can make the scheduling part of master planning single-threaded by turning on the **Accurate finite capacity for Operation Scheduling** option on the **Master planning parameters** page. This option isn't available by default. You must manually add it to the page by using personalization features. When you use this option, scheduling will run more slowly because of the lack of parallel processing.

Feedback

Was this page helpful?



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Not enough capacity could be found

Article • 05/18/2022

Symptoms

When you run scheduling, you might receive the following error message:

Production order %1 could not be scheduled. Not enough capacity could be found.

There are several reasons why the scheduling engine might fail and issue this error message. This topic provides information that will help you find the root cause of the error and then mitigate it.

Resolution

There are several reasons why the scheduling engine might fail and issue the error message. For guidelines that will help you find the root cause of the error and then mitigate it, see [Fix the "Not enough capacity could be found" scheduling engine error](#).

Feedback

Was this page helpful?



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Parameters for the master plan don't exist

Article • 05/18/2022

Error code: SYS25368

Symptoms

When you try to firm a planned order, you receive the following error message:

Parameters for master plan %1 do not exist.

Cause

Because of configuration issues, the system can't find the settings for the specified plan.

Resolution

Go to **Master planning > Setup > Plans > Master plans**, and make sure that a plan that has the specified name exists.

Feedback

Was this page helpful?

 Yes

 No

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Product is on hold for transactions

Article • 05/18/2022

Error code: SYS13295

Symptoms

After you firm planned orders, you receive the following error message:

Item %1 is on hold for transactions in %2.

Cause

When describing blocked items, system uses the terms *blocked*, *stopped*, and *on hold* interchangeably. This error means that the item is set as **Stopped** in its default order settings.

If an item is blocked, and you add it to a purchase order or sales order line, you receive a warning message. When an item is blocked, inventory transactions that are related to the purchase order or sales order line can't be modified (for example, when you post a packing slip or an invoice). You can block a purchased item, and, at the same time, sell the item. In this case, the **Stopped** check box is selected on a purchase order, but the item isn't blocked in inventory or on a sales order.

Here are some of the conditions that can cause an item number to be blocked from being sold:

- The item is still under development or manufacture. Therefore, you don't want it to be sold or reserved.
- You've received many defective items, and the defects must be corrected before the item can be sold.

In cases of this type, you can block the item until the issue is resolved.

If an item is blocked, and you create a return order line, you receive a message. You can't block a series or a lot of an item. If parts of an item must be blocked, you can block them by moving inventory or by blocking the full stock of the item for that period.

Resolution

- Open the **Default order settings** page for the item, and clear the **Stopped** checkbox.
-

Feedback

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Planned orders take a long time to update

Article • 05/18/2022

Symptoms

When updating the requirement quantity and/or delivery date on a planned order, it typically takes at least 30 seconds per order to save the update.

Resolution

This is a known issue with the built-in master planning engine. It's caused by the underlying auto explosion through the BOM structure during edits. This issue is addressed in Planning Optimization, where a planner can update and approve the relevant orders and, when desired, trigger a planning run to update planned orders for the underlying BOM structure.

One way to improve performance with the built-in master planning engine is to do the following steps:

1. Go to **Master planning > Setup > Plans > Master plans**.
2. Select a plan.
3. Expand the **Time fence in days** FastTab.
4. Set **Explosion** to **Yes**, and set the field below this setting to 0 (zero).

Note

This will limit the period for explosions performed for this master plan to a single day.

Feedback

Was this page helpful?

 Yes

 No

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Planned orders are generated for in-stock with production orders

Article • 05/18/2022

Symptoms

Planned orders are generated even though you have items in stock and production orders already exist for them.

Resolution

You might be able to fix this issue by increasing the **Positive days** value for the relevant groups on the **Coverage group** page. This change will cause the system to determine whether on-hand inventory can be used for the demand. Then a new planned order won't be generated for the items that are in stock.

Feedback

Was this page helpful?

 Yes

 No

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Planned purchase order is created when a purchase exists within negative days

Article • 05/18/2022

KB number: 4614298

Symptoms

If the coverage code is *Min/max*, Planning Optimization creates a planned purchase order when a purchase exists within negative days.

Resolution

Planning Optimization doesn't support negative days. However, it always ensures that planned orders won't be scheduled within the lead time relative to the current date. For example, the purchase lead time is 10 days, and a purchase order is expected to arrive eight days from today. In this case, the purchase order will be used as supply for demand that is five days from today.

Therefore, we recommend that you adjust your lead times to cover all (or almost all) of your scenarios.

Feedback

Was this page helpful?

 Yes

 No

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Production scheduling doesn't consider the safety margins

Article • 05/18/2022

Symptoms

Master planning considers the safety margins. However, the safety margins are ignored when planned production orders are scheduled.

Resolution

Margins are considered only during master planning, not during manual scheduling.

Margins are designed to act as a buffer during the planning phase, to give some "margin" for the actual process.

To get the desired result, you can remove the margin. The route must then be updated so that it includes the desired time (for example, as queue time). Both master planning and manual scheduling should then produce the same result.

Feedback

Was this page helpful?

 Yes

 No

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The system can't find a planned order during operations on multiple orders

Article • 05/18/2022

Error code: SYS24774

Symptoms

You receive the following error message when you try to perform an operation on multiple planned orders at the same time, and at least two of the orders belong to the same item ID. For example, the error might occur when the orders are firmed or their order type is changed.

Planned order %1 does not exist.

Cause

When the system firms or changes the type of an order, it must reconsider existing planned orders for the item, to make sure that the planned supply matches the demand and existing supply. As part of this process, the system re-creates planned orders for the item. Therefore, the second planned order that the system expects to process no longer exists.

Workaround

Approve the orders before you process them. In this way, the orders won't be deleted when the system processes the first order for the item.

Feedback

Was this page helpful?

Yes

No

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The delay value isn't updated when you reschedule a planned order

Article • 05/18/2022

Symptoms

The delay value isn't updated when you reschedule a planned order.

Resolution

To update the delay for planned orders, open the **Rescheduling** dialog box for the planned order. On the **Explosion** FastTab, make sure that the **Perform explosion after rescheduling** option is set to **Yes**.

Feedback

Was this page helpful?



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Planned production order must be scheduled before it can be firmed

Article • 05/18/2022

Error code: SYS309802

Symptoms

When you try to firm a planned order, you receive the following error message:

The planned production order must be scheduled before it can be firmed.

Cause

The scheduled start and end dates can't be blank.

Resolution

To specify start and end dates for the planned order, follow these steps.

1. Go to **Master planning > Master planning > Planned orders**.
2. Open the relevant planned order.
3. On the **General** FastTab, in the **Scheduled** section, specify dates in the **Start date** and **End date** fields.

Feedback

Was this page helpful?



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Selected formula number isn't approved for a batch order

Article • 05/18/2022

Error code: PRO2614

Symptoms

When you try to firm a planned order, you receive the following error message:

- The selected formula number is not approved for a batch order.

Cause

The system validates the firming operation to make sure that an approved formula is available for the active item. You must probably approve the formula.

Resolution

To approve a formula, follow these steps.

1. Go to Product information management > Bills of materials and formulas > Formulas.
2. Select the relevant formula.
3. On the Action Pane, on the **Formula** tab, in the **Maintain** group, select **Approve formula**.
4. In the **Approve BOM or formula** dialog box, select an approver, and then select **OK**.

Feedback

Was this page helpful?

 Yes

 No

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You receive an error when running the built-in master planning engine

Article • 05/18/2022

Error code: ReqCalcScheduleItemTablePlanningOptimizationFitError

Symptoms

When you run master planning by using the deprecated built-in master planning engine, you receive the following error message:

You receive this error message because the built-in master planning engine was used for scenarios supported by Planning Optimization. You should migrate to Planning Optimization now, as the current built-in master planning will be deprecated. Note that this master planning run did complete successfully. In case your migration has strong dependencies on pending features, an exception to continued usage of the built-in master planning engine can be requested. Please complete the following questionnaire to get started and, if relevant, request an exception from migration to Planning Optimization. [Planning Optimization migration and exception questionnaire ↗](#)

Cause

If you run planning and don't use production control features, you should consider migrating to Planning Optimization. The built-in master planning engine is being deprecated. Therefore, if you want to continue to use it without receiving the error message, you must apply for an exception from Microsoft.

Resolution

For more information about how to migrate to Planning Optimization, or how to apply for an exception so that you can continue to use the deprecated built-in planning engine instead, see [Migration to Planning Optimization for master planning](#).

Feedback



Was this page helpful?

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You can't filter master planning items by their related coverage group values

Article • 05/18/2022

KB number: 4612572

Symptoms

You want to filter the items that will be included in a master planning batch job, based on the values of related records from the item coverage table. (For example, you want to filter items by their **Vendor** and/or **Coverage group** value). The filter setup for the batch job lets you create a join from the **Items** table to the **Item coverage** table, and then specify field values from the item coverage table in your query. However, after you complete this setup, the system still creates planned orders for the whole item coverage, not just for the items that match the specified field values from the item coverage table.

Resolution

The batch job filter can filter only on items. Although you can add a join to the **Item coverage** table, filter settings that you make against that table won't affect the query output. At runtime, the system runs planning for all the coverage groups and all the variations that the filtered items have. After an item is already included in the run, any coverage groups that are included in the item filter won't affect the planning output.

Feedback

Was this page helpful?

 Yes

 No

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You're prompted to save item coverage settings even though you made no changes

Article • 05/18/2022

KB number: 4615588

Symptoms

In some scenarios, you might receive the following message when you open the **Item coverage** page after you import items through the *Item coverage V2* entity:

Do you want to save your changes before closing?

You receive this message even though you haven't made any changes.

Resolution

The **Item coverage** page includes complex defaulting logic that might cause the message to be shown after direct changes have recently been made in the database, such as through entity import. For example, the `AREGENERALSETTINGSOVERRIDDEN` entity field is set to **No**, but you import a file that provides new or modified values for fields such as `PRODUCTCOVERAGEGROUPID` and/or `VENDORACCOUNTNUMBER`. In this case, because the `AREGENERALSETTINGSOVERRIDDEN` field is set to **No**, the values are automatically cleared from the fields when you open the **Item coverage** page for the first time after the import. If you save the changes as the message box prompts, they are stored in the database. Otherwise, you will receive the same message the next time that you open the page.

To prevent this behavior but also include values for fields such as `PRODUCTCOVERAGEGROUPID` through entity import, set `AREGENERALSETTINGSOVERRIDDEN` to **Yes** when you import.

Feedback

Was this page helpful?



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Vendor code isn't authorized for a specific product and date

Article • 05/18/2022

Error code: SYP4881415

Symptoms

When you try to firm a planned order or add a line to a purchase order, you receive the following error message:

Vendor code %1 is not authorized for %2 on %3.

Cause

The error occurs because the **Approved vendor check method** field is set to **Warning only** or **Not allowed** for the specified product, and the vendor isn't currently authorized to supply that product.

Resolution

To fix this issue, either disable the vendor check for the relevant product or approve the vendor.

To disable the vendor check for a product, follow these steps.

1. Go to **Product information management > Products > Released products**.
2. Open the relevant product.
3. On the **Purchase** FastTab, set the **Approved vendor check method** field to a value other than **Warning only** or **Not allowed**.

To approve a vendor for a product, follow these steps.

1. Go to **Product information management > Products > Released products**.
2. Open the relevant item.
3. On the Action Pane, on the **Purchase** tab, in the **Approved vendor** group, select **Setup**.

4. On the **Approved vendor** list page, add a row to the grid, and set the following values for it:

- **Vendor** – Select the vendor to approve for the current product.
- **Effective date** – Select the first date that the vendor is approved for.
- **Expiration date** – Select the last date that the vendor is approved for.

For more information, see [Approve vendors for specific products](#).

Feedback

Was this page helpful?

 Yes

 No

[Provide product feedback](#) | [Get help at Microsoft Q&A](#)

Vendor isn't specified when planned orders are firmed

Article • 05/18/2022

Error code: SYS23532

Symptoms

When you try to firm planned orders, you receive the following error message:

| Vendor is not specified

Resolution

To specify a vendor, follow these steps.

1. Open the planned order that is missing a vendor.
2. On the **Planned supply** FastTab, in the **Vendor** field, select a vendor.

Feedback

Was this page helpful?

 Yes

 No

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A purchase order receipt doesn't include all charges

Article • 05/16/2024

Symptoms

When you receive a purchase order, not all charges are included in the receipt.

Reproduce the issue

The following procedure shows one way to reproduce the issue.

1. On the **Procurement and sourcing parameters** page, on the **Delivery** tab, make sure that the **Generate charges on product receipt** option is set to **Yes**.
2. Create a purchase order that includes charges.
3. Confirm the purchase order.
4. Receive the purchase order.
5. Look at the receipt total, and compare it to the expected total.
6. Notice that not all the charges are included on the purchase order receipt.

Resolution

The resolution depends on the way that the miscellaneous charges have been set up.

For information about how to set up miscellaneous charges to meet your requirements, see [Post misc. charges at time of product receipt](#).

Feedback

Was this page helpful?

 Yes

 No

[Provide product feedback](#)

An exception occurs during vendor invoice posting

Article • 05/16/2024

Symptoms

You receive the following exception when posting a vendor invoice:

Exception has been thrown by the target of an invocation

Cause

This issue can occur because of inconsistency in purchase order distributions.

Resolution

To unblock this issue and reset the purchase order to a *Draft* state, go to **Procurement and sourcing > Periodic tasks > Clean up > Purchase order distribution reset**. For more information, see [Resolve PO distribution errors in Dynamics 365 Supply Chain Management](#).

Feedback

Was this page helpful?

 Yes

 No

[Provide product feedback](#)

Accounting distributions are either over- or under-distributed

Article • 05/16/2024

Symptoms

You receive the following error:

One or more accounting distributions is either over-distributed or under-distributed

Cause

This issue can occur because of inconsistency in purchase order distributions.

Resolution

To unblock this issue and reset the purchase order to a *Draft* state, go to **Procurement and sourcing > Periodic tasks > Clean up > Purchase order distribution reset**. For more information, see [Resolve PO distribution errors in Dynamics 365 Supply Chain Management](#).

Feedback

Was this page helpful?



Yes



No

[Provide product feedback](#)

A vendor rebate isn't cumulated based on invoices

Article • 05/18/2022

Symptoms

If invoices that are posted have different due dates, those invoices aren't reflected in vendor rebates that are generated from them.

Resolution

The due date isn't considered when the vendor rebate is calculated. Consider customizing the system so that the due date and the relation to the invoice are more apparent with respect to the actual vendor rebate.

Feedback

Was this page helpful?

 Yes

 No

[Provide product feedback ↗](#) | [Get help at Microsoft Q&A](#)

A product receipt voucher number is consumed even when not generating a voucher

Article • 05/16/2024

Symptoms

A product receipt voucher number is consumed even if no financial voucher is generated during product receipt.

Resolution

If the **Accrue liability on product receipt** option is set to **No** for the item model group, no postings to the general ledger will occur. However, a physical event will be recorded for the purpose of accounting in a subledger, and that event requires a voucher number. This voucher number is the voucher number that is referenced in the inventory transactions.

We recommend that you set the **Accrue liability on product receipt** option to **Yes**, as described in [Post Misc. charges at time of product receipt ↗](#).

Feedback

Was this page helpful?

 Yes

 No

[Provide product feedback ↗](#)

Can't change the accounting date or perform a budget check on a purchase order

06/24/2025

This article provides workarounds for an issue where you can't change the accounting date on a purchase order (PO) due to unjournalized reversing distributions and a closed fiscal period in Dynamics 365 Supply Chain Management.

Symptoms

When you try to change the accounting date on a PO, you receive the following error message:

You cannot change the date because reversing distributions that have not yet been journalized still exist. Confirm the current changes before you change the accounting date.

Additionally, the budget check can't be performed because the fiscal period associated with the accounting date isn't within an open fiscal calendar period.

Cause

This issue occurs because the accounting date on the PO falls within a closed fiscal period. As a result, the accounting distribution can't be reset.

Workaround

To resolve this issue, use one of the following workarounds:

Option 1: Cancel and re-create the purchase order

1. [Cancel the PO](#).
2. Create a new purchase order with the correct accounting date.

Option 2: Temporarily open the fiscal period

1. Navigate to General ledger > Calendars > Ledger calendars.
2. Open the relevant fiscal period (for example, 2023 Period 9).

3. Make the necessary changes to the purchase order, such as changing the accounting date or performing a budget check.
4. [Confirm the PO](#).
5. Set the status of the fiscal period back to **On hold** once the changes are complete.

 **Note**

Changing the ledger calendar period is a viable workaround when the accounting date falls in a closed fiscal period. For more information on modifying ledger calendar assignments, see [Change or reassign a ledger calendar](#).

Can't cancel a purchase order governed by budget within a closed period

06/24/2025

This article explains how to resolve issues when attempting to cancel or modify a purchase order (PO) [governed by budget](#) in Microsoft Dynamics 365 Supply Chain Management, specifically when the associated accounting period is closed or on hold.

Symptoms

When you try to cancel or change a PO, you might receive one of the following error messages:

- Budget control is enabled. This purchase order cannot be cancelled as the accounting date period is either on-hold or closed. You can use the purchase order year-end close process to move the purchase order to the next fiscal year or open the ledger calendar associated with the accounting date.
- A change cannot be made to this purchase order as the accounting period is on hold or closed. You can use the purchase order year-end close process to update the order to the next fiscal year.

Cause

This behavior is by design. The ability to cancel or modify a PO depends on the budget check status and the accounting period's status.

For example, consider a fiscal year that runs from April 2023 to March 2024.

Scenarios where you can cancel an open PO

- A budget check isn't performed or failed.
If the PO hasn't undergone a budget check, or if the budget check has failed, you can cancel the PO.
- A budget check is passed, and the closed period isn't the last period of the fiscal year.
If the PO has passed the budget check and the accounting date falls within a closed period that isn't the last period of the fiscal year, the system will use the next open or available period within the same fiscal year.

Example: If the accounting date of the PO is in December 2023, and the December 2023 period is closed while January, February, and March 2024 are open, you can still cancel the PO without reopening the December 2023 period.

Scenarios where you can't cancel an open PO

- A budget check is passed and the accounting date falls in the last period of the fiscal year.

If the PO has passed the budget check and the accounting date is in the last period of the fiscal year (for example, March 2024) and that period is closed, you can't cancel the PO unless you reopen the closed period.

Workaround

To cancel a PO in a closed period, you must reopen the closed or on-hold period. For example, if the blocking error message indicates that the March 2024 period is closed, follow these steps to reopen that period and then cancel the PO:

1. Navigate to **General ledger > Ledger setup > Ledger calendars**.
2. Find the ledger calendar for the fiscal year and accounting period of the PO.
3. Change the status of the closed or on-hold period (for example, March 2024) to **Open**.
4. Cancel the PO.
5. After cancellation, return to the ledger calendar and set the period back to its original status (for example, closed or on hold).

Note

We recommend that you perform this operation outside business hours to minimize the risk of other users creating records during the reopening period.

More information

[Fiscal calendars, fiscal years, and periods](#)

Can't delete a purchase order line after it's confirmed

Article • 02/25/2025

This article provides a workaround for the restriction on deleting purchase order lines, specifically after the design change introduced in [Dynamics 365 Supply Chain Management 10.0.33 \(May 2023\)](#).

Symptoms

You can't delete a purchase order line if the purchase order is currently or was previously confirmed and either of the following settings is applied:

- The purchase order is [budget-controlled](#).
- Encumbrance accounting is enabled.

Cause

A design change was introduced in Dynamics 365 Supply Chain Management version 10.0.33 to safeguard data integrity by preventing the deletion of purchase order lines.

Workaround

If you need to remove a purchase order line, the recommended approach is to first [cancel the line](#) and then finalize it.

To cancel the whole quantity on a purchase order line:

1. Open the purchase order and select the purchase order line that you want to cancel the delivery remainder quantity on.
2. Select **Update line > Deliver remainder > Cancel quantity**. The line will then be updated to **Canceled** status.

More information

[Approve and confirm purchase orders](#)

Feedback

Was this page helpful?

 Yes

 No

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You can't add a line to a purchase requisition after you request a change

Article • 05/16/2024

KB number: 4611211

Symptoms

The system doesn't allow you to add a line to a purchase requisition after you request a change.

Resolution

You must recall the workflow. After the purchase requisition is in **Draft** status, you can continue to edit it or add a line to it.

Feedback

Was this page helpful?



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Can't change the effective date for an approved vendor

Article • 05/16/2024

Symptoms

A product has an approved vendor that has, for example, an effective date of January 11, 2018 (*01/11/2018*), and an expiration date of *Never*. If you try to change the effective date to January 10, 2018 (*01/10/2018*), or January 12, 2018 (*01/12/2018*), you receive the following error:

Cannot create a record in Approved supplier list (PdsApproveVendorList). The 'Expiration' value needs to be greater than or equal to the 'Effective' value.

Resolution

You can only extend the period that the vendor is approved for. The following rules apply:

- To change the effective date so that it's earlier than any of the existing records (periods) for the item vendor, the expiration date of the new period must be before all the expiration dates in the existing records.
- To change the expiration date so that it's later than any of the existing periods, the effective date must be after the latest expiration date in any existing record.
- To reduce the overall period that the vendor is approved for, you must delete or modify existing records. Alternatively, you can use the **truncate** switch during import. This switch deletes all existing records in the table for approved vendors by item.

For the example scenario that is described in the issue description, where a record has an effective date of *01/11/2018* and an expiration date of *Never*, you can import a new record that has an effective date of *01/10/2018* and an expiration date of *Never*. However, you can't reduce the period so that the effective date is updated to *01/12/2018* via data management. You must make this change through the UI.

Feedback

Was this page helpful?

 Yes

 No

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Canceled purchase orders appear in the draft list in the workspace

Article • 05/16/2024

Symptoms

After you cancel purchase orders that were in a **Confirmed** state, the canceled purchase orders still appear in the list of draft purchase orders in the **Purchase order preparation** workspace.

Resolution

This issue occurs only for purchase orders that are subject to change management. It occurs because the cancellation is considered a change that must be approved. The approval can be done automatically by the system. Therefore, the process is to submit the canceled purchase order to the approval workflow so that it can go to an **Approved** state. At that point, the purchase order will no longer appear in the list of draft purchase orders in the **Purchase order preparation** workspace.

Feedback

Was this page helpful?



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Cancelling delivery remainder moves purchase order to a Confirmed state

Article • 11/20/2024

Symptoms

For a purchase order that is subject to change management, if the only change that is requested is the cancellation of a delivery remainder on one or more of the lines, the purchase order will go directly to a **Confirmed** state when it's approved, and no journal will be created.

Resolution

Cancellation of a delivery remainder doesn't affect the contents of the confirmation journal. This functionality should be used when the line has been partially received, and the remainder quantity should be canceled in the process step after the purchase order has been confirmed with the vendor.

If this should be reflected on the purchase order confirmation, the quantity should be adjusted on the purchase order line so that the confirmation will be required.

Alternatively, if nothing has been received on the line, the quantity can be removed. In this case, reconfirmation will be required.

Feedback

Was this page helpful?

 Yes

 No

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Default tax group and cash discount aren't filled in from the invoice account

Article • 05/16/2024

Symptoms

If you're using an invoice account that differs from the customer account, a default tax group and a default cash discount aren't filled in from the invoice account when a purchase order is created.

Resolution

This behavior is by design. The default values for the tax group, cash discounts, and other price information are based on the customer account, not the invoice account.

Feedback

Was this page helpful?

 Yes

 No

[Provide product feedback ↗](#)

Error "Object reference not set" occurs during purchase order confirmation

Article • 05/16/2024

Symptoms

You receive the following exception when confirming a purchase order:

Object reference not set

Cause

This issue can occur because of inconsistency in purchase order distributions.

Resolution

To unblock this issue and reset the purchase order to a **Draft** state, go to **Procurement and sourcing > Periodic tasks > Clean up > Purchase order distribution reset**. For more information, see [Resolve PO distribution errors in Dynamics 365 Supply Chain Management](#).

Feedback

Was this page helpful?

 Yes

 No

[Provide product feedback](#)

Imported purchase orders show incorrect line numbers

Article • 05/16/2024

Symptoms

By default, automatically generated line numbers for purchase order lines that are imported through the **Purchase order lines V2** data entity don't use the system line number increment that is specified in system parameters. If you manually create a purchase order and add lines through the user interface (UI), the line numbers are incremented correctly. However, if you use the data management framework (DMF), they aren't incremented correctly.

This issue occurs because, when you import lines via DMF, if line numbers aren't already assigned in the imported entity, the system uses DMF's method for assigning them. That method always increments line numbers by one.

Workaround

Make sure that the desired line numbers are already given in the data entity line number fields when you import the purchase order lines. In this case, DMF won't overwrite the line numbers.

Feedback

Was this page helpful?

 Yes

 No

[Provide product feedback ↗](#)

Order taker field not autofilled when creating purchase or sales orders

09/30/2025

When you [create a purchase order](#) (PO) or sales order (SO) in Microsoft Dynamics 365 Supply Chain Management, the *order taker* (referred to as the **Orderer** in a PO and the **Sales orderer** in an SO) might not automatically populate when you expect it to. This article provides guidance for troubleshooting the required configurations to enable autofill.

Symptoms

The **Orderer** or **Sales orderer** field is blank when you create a PO or SO. You expect the field to be autofilled in the order form.

Cause

The **Orderer** or **Sales orderer** field is autofilled only if the current user account is associated with a *party record* that has the [Worker role](#) in the current legal entity.

(!) Note

If a user has multiple party records, only the record that's set to **Worker** in the current legal entity enables autofill.

Solution

To enable autofill, associate the user account with a party record that has the Worker role set in the current legal entity.

Step 1: Verify the issue

In the target legal entity, create a PO or SO, and then verify that the **Orderer** or **Sales orderer** field isn't autofilled.

Step 2: Check the party record

1. Navigate to **Organization administration > Global address book**.

2. Search for and open the relevant party record.
3. In the record, check the **Roles** section (or role-specific pages) to verify that this party record has the Worker role assigned for the current legal entity.
4. If the Worker role isn't assigned to the party record, go to [step 3](#). Otherwise, go to [step 4](#).

Step 3: Associate the party record with the Worker role

1. Navigate to **Human resources > Workers > Workers**.
2. Select **New** to create a worker record.
3. Enter the hire date and any required details.

This step creates or associates the party record with the Worker role in the current legal entity.

Step 4: Associate the user account with the party record

1. Go to **System administration > Users > Users**.
2. Open the relevant user account.
3. In the **Person** field, link the user account to the party record that has the Worker role assigned for the current legal entity. If the **Person** field is locked because of a previous association, use the **Maintain versions** option to remove the existing relation. Then, assign the correct worker-linked party.

Step 5: Validate the fix

1. Save the user record.
2. Create a PO or SO, and verify that the **Orderer** or **Sales orderer** field is autofilled.

If the issue persists after you verify the Worker role association, try the following steps:

1. Check for duplicate party records that might be causing conflicts.
2. Investigate potential customizations or extensions that could override the default behavior.
3. [Capture a trace for further analysis](#), if it's necessary. This trace can help identify any underlying issues that might require technical support.

Related content

- [Global address book overview](#)
- [Party and global address book](#)
- [Create new users](#)

Purchase requisitions created before the current fiscal year can't be released

Article • 03/14/2025

This article provides workarounds for an issue where purchase requisitions created before the current fiscal year can't be released in Dynamics 365 Finance and Dynamics 365 Supply Chain Management.

Symptoms

When you try to convert a purchase requisition (PR) submitted at the end of one fiscal year and approved in a new fiscal year into a purchase order (PO) in Dynamics 365 Finance and Dynamics 365 Supply Chain Management, you might receive the following error message:

Purchase requisition line was pre-encumbered in a fiscal year that is different from the accounting date of the purchase order. Hence, purchase order cannot be created.

Cause 1: Pre-encumbrance issue

When a PR is [approved](#), it creates [a pre-encumbrance to reserve budget funds](#). If the requisition was submitted in the previous fiscal year, the pre-encumbrance is tied to that year's budget. The system detects a mismatch when converting the PR into a PO in the new fiscal year because the pre-encumbrance belongs to the old fiscal year, but the PO is created in the new fiscal year.

Cause 2: No PR rollover functionality

Dynamics 365 doesn't support PR rollovers across fiscal years. If a PR remains open at year-end, it can't be carried over automatically into the new fiscal year. This restriction ensures that budgets and financial commitments remain aligned with fiscal year policies.

Workaround

The best practice is to either cancel open PRs at year-end or convert them into POs before the fiscal year closes. This ensures smooth procurement processing without encountering fiscal year mismatches. Since Dynamics 365 doesn't support PR rollovers,

organizations should proactively manage requisitions as part of their year-end closing procedures.

- Method 1: Cancel open PRs at year-end
 1. Identify all open PRs before the fiscal year-end closing.
 2. Cancel any unapproved or pending PRs that haven't been converted into POs.
 3. Create new PRs in the new fiscal year, ensuring they align with the correct budget year.

This method avoids the issue by ensuring that new requisitions are processed within the correct fiscal period.

- Method 2: Convert PRs into POs before fiscal year-end and roll over POs
 1. Convert open PRs into POs before the fiscal year closes.
 2. If a PO needs to be received or invoiced in the new fiscal year, use the rollover functionality of POs.

This method ensures that financial commitments are properly managed across fiscal years.

More information

- [Select purchase orders and run the purchase order year-end process](#)
 - [Purchase order year-end close](#)
-

Feedback

Was this page helpful?



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Purchase order line data discrepancies

Article • 05/16/2024

Symptoms

When you inspect the lines of a purchase order, you notice one or more of the following issues:

- There is a data discrepancy or corruption in purchase order line remainders (delivery or invoice).
- There is corruption in a purchase order line or header status.
- You can't invoice a purchase order because, for example, you receive one or more of the following error messages:
 - Stopped (error): Transaction has already been posted.
 - The quantity cannot be invoiced because inventory transactions with a status of Received are insufficient.
 - Insufficient inventory transactions with status "Purchased" for item %0 quantity %1.
- You can't finalize or close a purchase order because of, for example, one of the following issues:
 - The **Finalize** button is unavailable.
 - You can't cancel the ordered quantity of a purchase order line for a purchase order that is in a confirmed and received state.

Cause

These issues are usually caused by data corruption or a discrepancy in the remainder quantities for one or more purchase order lines.

Resolution

You can usually fix these issues by updating the purchase status, delivery remainders, and/or invoice remainders for the relevant purchase order lines, as described in the

following procedure.

1. Go to Procurement and sourcing > Periodic tasks > Cleanup > **Correct purchase order lines manually**.
2. In the **Purchase order** field, find and select the purchase order that is giving you trouble.
3. In the **Purchase order lines** section, select a line where you found a discrepancy.
4. In the **Inventory transactions** section, inspect the data that is shown. If you notice any inconsistencies between a purchase order line and its inventory transactions, select one of the following commands on the Action Pane, depending on where you see the inconsistencies:
 - **Recalculate > Recalculate deliver remainder** – Automatically update the purchase order line and header statuses. This function works only for stocked purchase order lines (that is, lines where the item is a stocked item). Non-stocked items and catch-weight items aren't currently supported.
 - **Recalculate > Recalculate invoice remainder** – Automatically update the purchase order line and header statuses. This function works only for stocked purchase order lines (that is, lines where the item is a stocked item). Non-stocked items and catch-weight items aren't currently supported.
 - **Recalculate > Recalculate status** – Recalculate the status of the selected line. This calculation is based on the existing logic. Therefore, the purchase order header status will be updated as required, based on the new purchase order line status.
5. If you still see inconsistencies in the remainder quantities, you can use the following fields to edit them directly as required:
 - **Deliver remainder**
 - **Inventory deliver remainder**
 - **Invoice remainder**
 - **Inventory invoice remainder**

Feedback

Was this page helpful?



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Purchase orders don't reflect the language settings of the legal entity

Article • 05/16/2024

Symptoms

The product name on a purchase order is shown in the system language instead of the language that is set for the legal entity where the purchase order was created.

Reproduce the issue

The following procedure shows one way to reproduce the issue.

1. Set the system language to **EN-US** (US English).
2. Make sure that there is a product where the **EN-US** and **DE** (German) languages are maintained for translations of the product name.
3. Change the language of a legal entity to **DE**.
4. In the legal entity where **DE** is set as the language, create a purchase order that includes the product.
5. Notice that the product name is still shown in US English (the system language).

Resolution

This behavior is by design. On purchase orders, the product is always shown in the system language. The purchase order language is used when a confirmation journal is created.

Feedback

Was this page helpful?

 Yes

 No

[Provide product feedback ↗](#)

"Source document lines cannot be finalized" error when confirming purchase order

09/11/2025

This article provides guidance to resolve an error that might occur when confirming a purchase order in Microsoft Dynamics 365.

Symptoms

When you try to [confirm a purchase order](#), you might receive the following error message:

The source document lines cannot be finalized until the status is Confirmed.

Cause

The issue occurs when the document accounting status in the related [purchase requisition](#) isn't confirmed.

Resolution

To resolve this issue, reset the purchase order accounting distributions by following these steps:

1. Navigate to **Procurement and sourcing > Periodic tasks > Clean up > Purchase Order Distribution Reset**.
2. Enter the **Purchase Order (PO) number** in the designated field.
3. Select **OK** to proceed.
4. The status of the purchase order updates to **Draft**.
5. Submit the workflow and confirm the purchase order again.

Triggering the purchase order distribution reset initiates a data check to ensure that the selected purchase order is in the correct state for the tool to run. After the reset, you should be able to finalize the source document lines.

If you continue to experience issues after following these steps, verify that all required fields and configurations for the purchase order are complete. Additionally, ensure that any related workflows are properly configured and functioning as expected.

Transactions can be posted to a suspended ledger account

Article • 05/16/2024

Symptoms

If a product receipt is canceled, the system allows transactions to be posted to suspended ledger accounts, even though the main accounts are suspended.

Reproduce the issue

The following procedure shows one way to reproduce the issue.

1. On the **Accounts payable parameters** page, on the **General** tab, make sure that the **Post product receipt in ledger** option is set to **Yes**.
2. Create a purchase order, and add an order line that has a quantity of **1,000** for a product.
3. Confirm the purchase order.
4. Post the product receipt, and check the vouchers.
5. Suspend the relevant main accounts, **200140** and **140200**.
6. Cancel the posted product receipt.
7. Notice that transactions can be posted to the suspended leger accounts.

Resolution

Transactions can be posted to the suspended leger accounts when product receipts are canceled, because this behavior allows for correct postings.

Feedback

Was this page helpful?

 Yes

 No

[Provide product feedback ↗](#)

The delivery name isn't synced after changing a purchase order delivery address

Article • 05/16/2024

Symptoms

The address on the header of a purchase order is updated to an address that isn't a delivery address. Although the address is updated on the purchase order, the delivery name isn't updated based on the updated address.

Resolution

This behavior is by design. The selected address must be classified as a delivery address. Otherwise, the delivery name isn't updated based on the selected address.

Feedback

Was this page helpful?

 Yes

 No

[Provide product feedback !\[\]\(a95ecaee8d40e755ab719dbeee010ed7_img.jpg\)](#)

The purchase agreement maximum limit isn't effective on a purchase requisition

Article • 05/16/2024

Symptoms

When a purchase requisition is linked to a purchase agreement, the maximum limit from the purchase agreement isn't effective on the purchase requisition. The default price information is correctly entered, but more than the maximum limit from the purchase agreement can be ordered in the purchase requisition.

Resolution

This behavior is expected. Because requisitions aren't always approved, a quantity or amount should not be reserved on the purchase agreement. Therefore, you won't meet the maximum limit from the purchase agreement.

Feedback

Was this page helpful?



[Provide product feedback ↗](#)

The Post to charge account in ledger setting isn't turned on

Article • 05/16/2024

Symptoms

This issue occurs when a purchase order is invoiced, if the **Post to charge account in ledger** option is set to **Yes** on the **Invoice** tab of the **Accounts payable parameters** page.

Reproduce the issue

The following procedure shows one way to reproduce the issue.

1. Go to **Accounts payable > Setup > Accounts payable parameters**.
2. On the **Invoice** tab, set the **Post to charge account in ledger** option to **Yes**.
3. Go to **Inventory management > Setup > Posting > Posting**.
4. On the **Purchase order** tab, make sure that you've deleted all the lines in the purchase expenditure for the product.
5. Go to **Accounts payable > Purchase orders > All purchase orders**.
6. Create a purchase order. In the **Vendor account** field, select **1001 Acme Office Supplies**.
7. Add a purchase order line that has the following settings:
 - **Item number:** *D0011 Laser Projector*
 - **Site:** *1*
 - **Warehouse:** *11*
 - **Quantity:** *4*
8. On the Action Pane, on the **Purchase** tab, in the **Action** group, select **Confirm**.
9. On the Action Pane, on the **Receive** tab, in the **Generate** group, select **Product receipt**.
10. In the **Posting product receipt** dialog box, in the **Product receipt** field, enter an arbitrary number, and then select **OK**.

11. On the Action Pane, on the **Invoice** tab, in the **Generate** group, select **Invoice**.
12. In the **Number** field, enter an arbitrary number as the invoice number.
13. Update the match status, and post.
14. Notice that you now receive the following error when you generate an invoice from a purchase order:

Account number for transaction type Purchase expenditure for product does not exist.

Resolution

This depends on the parameter settings for invoices and invoice groups. For more information, see [Accounting for Purchase charge and Stock variation](#).

Feedback

Was this page helpful?

 Yes

 No

[Provide product feedback](#)

Unit prices on purchase orders aren't calculated based on the unit conversion

Article • 05/16/2024

Symptoms

When a unit is changed on a purchase order, trade agreement prices aren't recalculated according to unit conversion definitions.

Cause

Prices are always obtained from trade agreements (or other price settings in the system, such as sales agreements or item prices), and they are set for a unit.

If the unit is changed on an order line, the system looks for a price for the new unit and applies that price. If no price is found for the unit, the system doesn't apply a price. The unit conversion can't be used to recalculate the price into another unit. Theoretically, the price for one box of ten might not equal ten times the price of one box.

Workaround

One way to work around this issue is to make sure that there are trade agreements for the units that you expect will be used on order lines for the item.

Feedback

Was this page helpful?



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Vendors can't access the Vendor Collaboration Portal (VCP) after reonboarding

09/17/2025

This article provides troubleshooting steps to help resolve issues when vendors are unable to access the Vendor Collaboration Portal (VCP) after being reonboarded in Dynamics 365 Supply Chain Management.

Symptoms

When a vendor attempts to access the Vendor Collaboration Portal (VCP), the following error message occurs:

- The user must have access to at least one vendor.

This error occurs specifically after a vendor has been reonboarded and access was previously working.

Cause 1: The vendor request isn't in "Request approved" status

Resolution:

Make sure the vendor request status is set to **Request approved**.

For details about checking vendor request status, see [Vendor requests](#).

Cause 2: The "Vendor collaboration access" permission is set to No during approval

Resolution:

If it's set to **Yes**, the vendor user should already have the appropriate roles assigned automatically.

If it's set to **No**, you can manually grant the necessary roles to the vendor user instead of restarting the onboarding process.

Note

You don't need to restart the onboarding process if this setting was missed. You can assign the vendor roles manually.

For details about setting up vendor collaboration access, see [Approving a vendor request](#).

Cause 3: Required "External roles" aren't assigned to the vendor user

Resolution:

Verify that the vendor user's account includes the roles defined for the *Vendor* type in External roles after reonboarding.

For details about setting up vendor collaboration security roles, see [Set up vendor collaboration security roles](#).

Cause 4: Tenant and user mapping out of sync

Tenant and user mapping might be out of sync, especially for portals relying on internal data synchronization mechanisms (for example, Microsoft Support-only tools).

Resolution:

If the vendor still can't access the VCP portal, data synchronization might be required.

This step can only be completed by **Microsoft Support advocates**. If you're a customer or partner, contact Microsoft Support to perform the following steps in the Microsoft Volume Licensing Support Portal (MVLSP):

1. Sign in to the **MVLSP** portal.
2. Go to **Quick Tasks > View Tenant Mapping**.
3. Select the correct **Purchase Account**.
4. Select **Update MSDN Managers** to refresh the user mapping data.

Cause 5: Vendor using incorrect credentials

The vendor might still try to sign in using incorrect credentials instead of their assigned **work account**.

Resolution:

After completing the previous troubleshooting steps, ask the vendor to sign in again using a **work account**.

For details about vendor onboarding and sign-in steps, see [Vendor onboarding](#).

Cause 6: User not linked to a vendor contact

Resolution:

- Verify that the user record is linked to a person or contact on the **User Information** form in the system.
- Confirm that the person or contact is listed as a contact for the vendor master record.
- If not, link the user to the correct vendor contact so that the system can identify which vendor the user should access.

For details, see [Add new vendor collaboration contacts](#).

Cause 7: Vendor collaboration setting inactive on vendor record

Resolution:

- Check the vendor master record to ensure that **Vendor collaboration** is set to **Active**.
- If the setting is **Not active**, update it to **Active** so that vendor users can access the Vendor Collaboration Portal.

For details, see [Enabling vendor collaboration](#).

Tip

If the issue persists, review the vendor collaboration setup and user role assignments to ensure no conflicting configurations exist.

Workflow approval fails with the "Accounting distribution validation failed" error

06/24/2025

This article addresses an issue where the workflow approval process for a purchase order fails due to unvalidated [accounting distributions](#). The error occurs when the purchase order is modified and resubmitted without validating the accounting distributions, causing the workflow process to stop.

Symptoms

After [setting a purchase order back to "Draft"](#) and modifying the line items (for example, changing the unit price or the confirmed receipt date), when you submit the purchase order for approval, the workflow approval process fails with the following error:

Stopped (error): Accounting distribution validation failed. Please recall purchase order workflow and rectify accounting distributions. This action can only be completed after the line number 1 is fully distributed.

Steps to reproduce

1. Create and approve a purchase order for a vendor with change management enabled.
2. Confirm the purchase order.
3. Request a change to revert the purchase order to "Draft" status.
4. Modify the line items, for example, changing the unit price or the confirmed receipt date.
5. Resubmit the purchase order for workflow approval without first saving the line items.
6. Observe that the workflow approval fails with the error.

Cause

When the **Auto calculate totals and accounting distributions** feature is enabled, the system automatically recalculates the purchase order totals and accounting distributions when a purchase order is submitted to the workflow. This recalculation is part of the workflow validation process, and any validation errors are displayed in the workflow history. For more information about the feature, see [Procurement and sourcing feature updates](#).

If accounting distribution errors occur, such as missing financial dimensions or invalid combinations, the system generates a warning or error and prevents the workflow submission until the issue is resolved.

Workaround

To avoid workflow failures due to unvalidated accounting distributions, you can disable the auto calculation feature. This action ensures that errors in accounting distributions are identified and resolved before the workflow submission.

1. Navigate to **Accounts Payable > Setup > Parameters**.
2. Select the **General** tab.
3. Locate the **Purchase Order Workflow** section.
4. Disable the **Auto calculate totals and accounting distributions** parameter.
5. Save your changes.

By disabling this parameter, the system prevents you from submitting a purchase order to the workflow if there are accounting distribution errors. Instead, it displays a warning, requiring you to fix the distribution errors first. Once the errors are resolved, you can submit the purchase order to the workflow, and it will proceed without issues.

Additional considerations

If disabling the **Auto calculate totals and accounting distributions** parameter is unacceptable to your organization, ensure that all accounting distribution errors are resolved before submitting the purchase order to the workflow.

- Ensure that all required financial dimensions are correctly assigned to the accounting distributions.
- After modifying the purchase order line items, make sure to manually save the changes.

More information

[Approve and confirm purchase orders](#)

You can only complete a purchase order action for fully distributed line numbers

Article • 05/16/2024

Symptom

You can only complete an action on a purchase after the line number is fully distributed.

Cause

This issue can occur because of inconsistency in purchase order distributions.

Resolution

To unblock this issue and reset the purchase order to a **Draft** state, go to **Procurement and sourcing > Periodic tasks > Clean up > Purchase order distribution reset**. For more information, see [Resolve PO distribution errors in Dynamics 365 Supply Chain Management](#).

Feedback

Was this page helpful?

 Yes

 No

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You can't add the Price unit field to the Purchase agreement page

Article • 05/16/2024

Symptoms

When you open the **Purchase agreement** page in a line view mode, you can't personalize the page by adding the **Price unit** field in the overview of the line.

Resolution

Some shared fields in the agreement framework can't be included in personalizations. This limitation occurs because of the data model that is implemented. Therefore, you can't personalize the **Price unit** field.

Feedback

Was this page helpful?



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You can't consolidate multiple purchase orders into a single receipt

Article • 05/16/2024

The consolidation of multiple purchase orders into a single receipt is no longer allowed if the different product receipt lines have different accounting dates.

More information

In earlier versions of Dynamics 365 Supply Chain Management, consolidation was allowed in this situation. However, the practice is prone to error. The accounting date on the purchase order lines that are created should not differ from the accounting date on the product receipt lines that those purchase order lines were created from. (The accounting date on the purchase order lines matches the accounting date on the purchase order header.) Therefore, the consolidation of multiple product orders into a single receipt is no longer allowed.

The accounting date is used, for example, for budget reservations and encumbrance. Therefore, it should be kept during the transition from product receipt to purchase order.

Feedback

Was this page helpful?

 Yes

 No

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You can't invoice a customer-facing sales order

Article • 05/16/2024

KB number: 4611793

Symptoms

You can no longer invoice the original sales order and the original direct delivery purchase order after you enable the **Post invoice automatically** option on the **Intercompany** page for a vendor.

Resolution

The synchronization behavior for intercompany and direct delivery order invoices is controlled and forced by the parameters that are described in [Set up parameters to post an intercompany order](#).

After you set those parameters, you must invoice the intercompany sales order first. The original sales orders and purchase orders will then be synchronized.

Feedback

Was this page helpful?

 Yes

 No

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Integers incorrectly rounded when product configuration models are calculated

Article • 05/18/2022

Symptoms

This issue can occur when you perform the following series of actions:

1. Set up these attributes on a production configuration model:

- Input (integer)
- Percent (decimal)
- Result (integer)

2. Create a calculation that has the following expression:

$$\text{Result} = \text{Input} \times \text{Percent} \div 100$$

In this case, the integer result isn't always correctly rounded. For example, if the input is 1,000, and the percentage is 2.40, you expect the integer result to be 24 because 2.40 percent of 1,000 is 24 (or 24.00 in decimal form). Instead, the result is shown as 23. However, when the percentage is 2.39, the calculation is rounded to 24 instead of 23. When the percentage is 2.50, the calculation is rounded to 25, as expected.

Cause

This issue occurs because of the way that Microsoft Solver Foundation internally represents numbers by using fractions. For the preceding example, the result of the calculation where the percentage is 2.40 is represented as $27021597764222975 \div 1125899906842624 = 23.9999999999999911182158029987476766109466552734375$. When .NET casts this value as an integer, it will return 23.

Resolution

This behavior won't be changed because other scenarios depend on it. For the preceding example, you can fix the issue by introducing an additional decimal attribute and calculations.

For example, set up the following attributes on a production configuration model:

- Input (integer)
- Percent (decimal)
- ResultDecimal (decimal)
- ResultInteger (integer)

You can then add the following calculations:

- $\text{ResultDecimal} = \text{Input} \times \text{Percent} \div 100$
- $\text{ResultInteger} = \text{ResultDecimal}$

Feedback

Was this page helpful?

 Yes

 No

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Item text is overwritten when a product is configured on a sales order line

Article • 05/18/2022

Symptoms

This issue occurs when you create a sales order line for a configurable item and then modify the item text. When you configure the item and select **OK**, the text is overwritten with the standard text.

Resolution

This behavior is expected. The text field includes the variant name, which is filled in only after you configure the line. Therefore, you must change the text after you've configured the line, not before.

Feedback

Was this page helpful?



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Purchase orders don't show translated product text

Article • 05/19/2022

KB number: 4612098

Symptoms

You've defined text translations for product names. However, product names are always shown in the original language, regardless of the language setting in the app.

Resolution

Product translations are shown only on external-facing documents. They aren't shown to internal users. For more information, see [Product-related translations FAQ](#).

Feedback

Was this page helpful?



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You can't delete a released product

Article • 05/18/2022

Symptoms

You can delete a released product and all its variants only if the released product doesn't have any related transactions.

Resolution

Follow these steps to delete a released product or product master.

1. Close all open transactions for the items.
2. Reduce the inventory to 0 (zero).
3. Perform inventory closing.
4. Delete all product variants for the product master that you want to delete.

Feedback

Was this page helpful?



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You can't apply a template to create a released product

Article • 05/18/2022

KB number: 4612097

Symptoms

When you create a new released product by using the **New released product** dialog box, you can select a template. The template is supposed to provide default settings for many fields of the new released product. However, some or all of the fields aren't set after you select the template.

Cause

Many pages in Microsoft Dynamics 365 Supply Chain Management let you create a template that establishes initial settings for the records that are shown on those pages. You can create one of these templates by selecting **Record info** on the **Options** tab of the Action Pane. However, released products are much more complex than most other types of records. Although you can select **Record info** on the **Released products** page to create a template, and although you can select that template when you create a released product, the template won't provide the expected field values for the new released product. Therefore, you can't use "record info" templates for released products. Instead, you must create dedicated product templates.

Resolution

To create a product template, use the **Template** menu on the **Product** tab of the Action Pane, not the **Record info** button on the **Options** tab.

1. Go to **Product information management > Products > Released products**.
2. On the Action Pane, on the **Product** tab, in the **New** group, select **Template**, and then select either **Create personal template** or **Create shared template**, as appropriate.

Feedback

Was this page helpful?

 Yes

 No

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You can't import an item by using the Released products V2 entity

Article • 05/20/2022

KB number: 4611825

Symptoms

When you try to import an item by using the **Released products V2 entity**, you receive an error message that resembles the following example:

Cannot create a record in Items - tracking dimension groups
(EcoResTrackingDimensionGroupItem). Item number: 2040663, Batch. The record already exists.

Resolution

To import new released products, you must use the *Released product creation V2 entity* instead of the *Released products V2 entity*.

Feedback

Was this page helpful?



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Can't insert bill of material and route when creating a new production order

Article • 05/16/2024

Symptoms

When you create a new production order, after you enter the item number, the **Site** and **Warehouse** fields are automatically set to the default site and warehouse that are defined on the **Default order settings** page for the finished goods item. Additionally, the active BOM number and route number are automatically entered, so you don't receive the following message that prompts you for those values:

Insert active version for bill of material and route?

Resolution

You aren't prompted to insert BOM and route numbers if you select a product for which a site and warehouse are already on the **Default order settings** page. You're prompted only if those values aren't defined for the selected product.

Feedback

Was this page helpful?



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Can't trace serial numbers of finished goods against those of consumed goods

Article • 05/16/2024

Symptoms

You can't trace the serial numbers of finished goods against the serial numbers of the materials that a production order consumes to make those finished goods.

Workaround

For a workaround, create production orders for a quantity of 1.

Feedback

Was this page helpful?

 Yes

 No

[Provide product feedback ↗](#)

Can't reserve or release work because processes are currently being used

Article • 05/16/2024

Symptoms

While working with discrete manufacturing, you receive the following error:

Warehouse management processes are currently being used. If work lines are not yet registered, you can cancel the created work and any load or shipment lines, and then continue with the picking or shipping process.

Cause

This issue occurs if you try to reserve or release work for a line, but the inventory transaction has a status of *Picked*, which indicates that the material has been picked.

Resolution

To fix this issue, follow one of these steps.

- Change the status of the production order back to **Estimated** or **Released**.
- Open the details page for the relevant production order. On the Action Pane, on the **Warehouse** tab, in the **Stop** group, select **Stop and unpick** to unpick all picked transactions. Then select **Remove stop** to process the production order.

Here is an explanation of the **Unpick** and **Stop** functions:

- **Unpick** – This function reverses the status of inventory transactions for bill of materials (BOM) lines and formula lines that have a status from **Picked** through **On order**. When work for raw material picking is completed, the status of the lines is set to **Picked**. This status prevents the production order from being reset to **Created** status. In this case, you can use the **Unpick** function to revert the transactions from **Picked** status and then reset the production order to **Created** status.
- **Stop** – This function sets a **Stopped** flag on the production order to prevent any status update on the order. You can find the **Stopped** flag on the **Warehouse** FastTab of the production order details page.

 Note

- The buttons are visible only when the production order is created for items that are enabled for warehouse processes.
- The **Stop** group is visible only on the **Warehouse** tab on the Action Pane of the production order details page. It isn't visible on the **Warehouse** FastTab of the **Production orders** list page.

Feedback

Was this page helpful?

 Yes

 No

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Error when changing status of production order from Reported as finished to End

Article • 05/16/2024

Symptoms

When the status of a production order is changed from Reported as finished to End, you receive one of the following error messages:

Update conflict. The standard cost does not match with the financial inventory value after the update.

A critical error has occurred in function InventCostMovement.checkVariance.

Cause

This issue occurs because the underlying data was changed by another process. The process will try to update the data up to five times. If the conflict still exists after five attempts, you'll receive one of the messages listed above.

Resolution

This behavior is by design. To mitigate the issue, resume the batch job. It should finish running.

If the batch job consistently fails after you resume it, verify that the rounding precision for the ledger's default currency is compliant with the rounding that is applied to values in the InventSum table. If the rounding precision has been changed to a non-compliant value, you must probably change it back to a compliant value. Look for **ModifiedDate**. In this case, the value will typically show that the rounding precision was recently changed.

Feedback

Was this page helpful?

 Yes

 No

Provide product feedback 

Error when the Report as finished journal is posted

Article • 05/16/2024

KB number: 4612891

Symptoms

When you post the **Report as finished** journal, an error occurs, and you receive the following error message:

Quantity ordered cannot be reduced because there are not enough open inventory transactions with the ordered status. The items are Purchased, Received or Registered.

This error occurs only when the **Error quantity** field is set on the first line of the **Report as finished** journal, and the **Good quantity** field is set on the last line. If the **Error quantity** field is set on the last line, no error occurs.

Resolution

To prevent this error, open the **Production control parameters** page, and then, on the **General** tab, set the **Increase remain qty with error qty** option to **Yes**.

Feedback

Was this page helpful?

 Yes

 No

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Flushing principle settings on BOM lines aren't respected

Article • 05/16/2024

KB number: 4612725

Symptoms

This issue occurs when the **Automatic BOM consumption** field on the **Automatic update** tab of the **Production control parameters** page is set to **Flushing principle**. This setting indicates that all bill of materials (BOM) lines should automatically be consumed when a purchase order is received. If the **Flushing principle** field on BOM lines is explicitly set to **Manual**, you might expect that the BOM lines won't automatically be consumed. However, when this issue occurs, BOM lines where the **Flushing principle** field is set to **Manual** are automatically consumed anyway.

Resolution

If you're experiencing this issue, your production control parameters might be set up to override the **Flushing principle** setting on BOM lines. On the **Production control parameters** page, on the **Automatic update** tab, check the value of the **Automatic BOM consumption** field. If it's set to **Always**, the system will disregard the **Flushing principle** setting on all BOM lines and will always flush the lines. To make the system respect the **Flushing principle** setting on BOM lines, change the value of the **Automatic BOM consumption** field to **Flushing principle**.

Feedback

Was this page helpful?

 Yes

 No

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Late selection isn't respected when production orders are reset via a batch job

Article • 05/16/2024

KB number: 4614634

Symptoms

When you use a recurring batch job to reset the status of a production order, late selections aren't respected.

Resolution

The current design doesn't support the use of late selections for the *Reset status* process.

Feedback

Was this page helpful?

 Yes

 No

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Production orders aren't shown on the Marking page

Article • 05/16/2024

Symptoms

When working with discreet manufacturing, some production orders aren't shown on the **Marking** page.

Resolution

Products that have the following configurations aren't available for marking. Therefore, they won't be shown on the **Marking** page:

- The products are defined as products of the **catch weight** type.
- They're enabled for the advanced warehouse processes.
- They're configured to be controlled by the **Standard cost** principle.

Feedback

Was this page helpful?

 Yes

 No

[Provide product feedback ↗](#)

Report as finished update fails with a missing quantity error

Article • 05/16/2024

Symptoms

You try to report a production order as finished while reporting the error quantity, but not while reporting the time or material quantity. The report as finished update fails when you try to end the production order, and you receive the following error message:

Missing report as finished quantity.

Resolution

If you report the error quantity on a production order, you must also report the good quantity.

Feedback

Was this page helpful?

 Yes

 No

[Provide product feedback ↗](#)

Total good quantity error when trying to end a production order

Article • 05/16/2024

Symptoms

When you try to post a report as finished journal on a production order, you receive the following error message:

Total good quantity reported as finished for the production will be %1. Feedback for the last operation is 0.00 in total.

Cause

This issue occurs if the quantities that were posted in the last operations were incorrect. For example, if production is started, but the quantity that must be started isn't allocated, the route card journal will be posted without any lines. To confirm the situation, open the production order, and then on the Action Pane, on the **View** tab, select **Route card**.

Resolution

You can fix this issue by posting additional journals for the operations that the journals weren't correctly posted for. Restart the production order and select to post the additional journals. This action won't start the production order, but it will post the journals. The route card should then show the quantities that were posted, and you should be able to end the production orders successfully.

Feedback

Was this page helpful?

 Yes

 No

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Users can unpick material lines for products that have been reported as finished

Article • 05/16/2024

KB number: 4614721

Symptoms

The system allows users to unpick raw material lines for products that have been reported as finished.

Resolution

The system is behaving as designed. Raw material consumption can be adjusted until the production order reaches a status of **Ended**.

Feedback

Was this page helpful?

 Yes

 No

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Cumulation of customer rebates fails when item rebate groups are used

Article • 05/16/2024

KB number: 4611372

Symptoms

When you use customer rebate agreements (of the **amount** type) in combination with item rebate groups, rebates are calculated, but cumulation fails.

Resolution

The system is behaving as designed. Item groups group only items that have the same threshold condition. The rebate condition (threshold) is set against the amount for each item, not against the cumulated amount for any item in the item group.

Feedback

Was this page helpful?



Yes



No

[Provide product feedback ↗](#)

If two trade agreements exist for overlapping dates, the same one is always selected

Article • 05/16/2024

Symptoms

If two trade agreements are defined for the same period or overlapping periods, the same trade agreement seems to be selected every time when creating sales order lines that contain those items.

Resolution

If there is more than one trade agreement for a given date, the trade agreement that has the lowest price is always selected. For more information, download the white paper [Trade agreements in Microsoft Dynamics AX 2012 ↗](#).

Feedback

Was this page helpful?

 Yes

 No

[Provide product feedback ↗](#)

Reservations cannot be removed when canceling an order

Article • 05/16/2024

Symptoms

If work is associated with a sales order and you try to cancel that order, you receive the following error message:

Reservations cannot be removed because there is work created which relies on the reservations.

You can't cancel the sales order until the work is canceled and reversed. This requirement applies even if the work that is associated with the sales order is closed.

Resolution

To fix this issue, follow these steps:

1. Cancel the work and put inventory back into the desired location. Go to the relevant load of the sales order, and select either **Reduce picked quantity** on the load line or **Reverse work** on the Action Pane.

The work now has a status of **Canceled**, and new inventory movement work is automatically created and processed to put inventory back into the location that was described at the time of reversal.

2. Delete the load. The shipment is also deleted.
3. You should now be able to go to the sales order and cancel it.

Feedback

Was this page helpful?

 Yes

 No

[Provide product feedback ↗](#)

System administrators can't clear order holds because they aren't authorized

Article • 05/16/2024

KB number: 4614642

Symptoms

System administrators can't clear sales order holds unless they have the specific role that is assigned in the order hold code.

Resolution

Access to some operations, such as clearing sales order holds, is driven by the setup of a business policy. System administrators aren't typically allowed to perform operations of this type.

More often, access to perform a specific task is governed by business policies, and only specific persons in an organization are approved to perform that task. Examples include approvals that are the result of workflow approvals and specific tasks that are the result of a workflow configuration.

Although no workflow is associated with order holds, the principle is similar. A relevant role designates the specific group of people in an organization who have the right to clear order holds. This right should not necessarily be granted to all administrators, because that approach violates the defined business policy.

Feedback

Was this page helpful?

 Yes

 No

[Provide product feedback ↗](#)

Trade agreement currency conversion issues

Article • 05/16/2024

Symptoms

Trade agreement prices aren't recalculated according to the currency when the currency differs on a purchase order.

Resolution

The *Generic currency* feature lets you define prices and discounts in only one currency. You can then convert to other currencies as you require. Furthermore, after the conversion is done, the feature can automatically apply smart rounding.

Feedback

Was this page helpful?

 Yes

 No

[Provide product feedback ↗](#)

Trade agreement conditions aren't applied to imported order lines

Article • 05/16/2024

Symptoms

Trade agreements that are applicable to sales or purchase order lines aren't applied on lines that are imported through data management. However, the same trade agreements are applied on sales or purchase order lines that are manually created.

Cause

If purchase order lines that are imported via data management already include price information, the trade agreement won't be reevaluated for those lines. For example, if **Line discount percentage** or any of the price and discount values is set for a line, then trade agreements will not be looked up for that line.

Workaround

This behavior is expected, and is similar for both sales orders and purchase orders.

As a workaround, import the purchase order lines without setting any price information. The trade agreements will then be applied, and the purchase order lines will be updated based on the defined trade agreements.

Feedback

Was this page helpful?

 Yes

 No

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Trade agreements can be created from rejected RFQs

Article • 05/16/2024

Symptoms

Trade agreements can be created from rejected request for quotations (RFQs). Therefore, the system doesn't prevent trade agreement journals from being created if the RFQ line hasn't been accepted.

Resolution

This is the expected behavior. You can create trade agreements for any replies for a request for quotation (RFQ), regardless of whether they were accepted or rejected. For more information, see [Requests for quotation \(RFQs\) overview](#).

Feedback

Was this page helpful?



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Tax information isn't updated if location on a sales order header is changed

Article • 05/16/2024

Symptoms

If the site, warehouse, or delivery address is changed on a sales order header, the case tax information isn't updated on the lines.

Resolution

This behavior is by design. The issue occurs because the delivery address, site, and warehouse aren't automatically changed at the line level. You must update them manually.

Feedback

Was this page helpful?

 Yes

 No

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The quantity can't be reduced when a sales order is canceled

Article • 05/16/2024

Error code: SYS138831

Symptoms

The system shows the following error message:

The quantity cannot be reduced. The number of inventory transactions on order is too low because the quantity or part of it is referenced by an output order or a production order or is marked against other transactions.

Cause

If work is associated with a sales order, you can't cancel the sales order until the work is canceled and reversed. This requirement applies even if the work that is associated with the sales order is closed.

Resolution

To fix this issue, complete the following tasks:

1. Cancel open work.
2. Delete the load.
3. Reduce the picked quantity.

Cancel open work

To cancel open work, follow these steps.

1. Go to **Warehouse management > Periodic tasks > Clean up > Cancel work**.
2. In the **Work ID** field, specify the ID of the work that you want to cancel, and that currently has a **Work status** value of **Open**, **In progress**, **Canceled**, **Combined**, or **Closed**.
3. Select **OK**.
4. Select **Yes** to confirm that you want to cancel the work.

Delete the load

To delete a load, follow these steps.

1. Go to **Sales and marketing > Sales orders > All sales orders**.
2. Open the relevant sales order.
3. On the **Sales order lines** FastTab, select **Warehouse > Work details**.
4. On the **Work** page, on the Action Pane, on the **Work** tab, in the **Work** group, select **Cancel work**.
5. Confirm that the **Work status** field is set to **Canceled**.
6. Close the **Work** page.
7. On the sales order details page, on the **Sales order lines** FastTab, select **Warehouse > Load details**.
8. On the Action Pane, select **Delete**.
9. Select **Yes** to confirm that you want to delete the load.
10. Close the **Load** page.

Reduce the picked quantity

After all work has been canceled, follow these steps to reduce the picked quantity.

1. Go to **Sales and marketing > Sales orders > All sales orders**.
2. Open the relevant sales order.
3. On the **Sales order lines** FastTab, select **Update line > Pick** from the toolbar.
4. On the **Pick** page, in the **Transactions** section, select the line where the **Issue status** field is set to **Picked**.
5. In the **Transactions** section, select **Add picking line** from the toolbar.
6. In the **Picking lines** section, select **Confirm pick all** from the toolbar.
7. Close the **Pick** page.
8. On the sales order details page, on the Action Pane, on the **Sales order** tab, in the **Maintain** group, select **Cancel**.
9. Select **Yes** to confirm that you want to cancel the sales order.

Feedback

Was this page helpful?

 Yes

 No

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You can add only the main account as the credit account for reconciliation reasons

Article • 05/16/2024

KB number: 4603538

Symptoms

When you set up a reconciliation reason in Transportation management, you can add only the main account as the credit account. You can't add a cost center or any other dimension as the credit account. However, the debit account lets you select other dimensions.

Resolution

If the reconciliation isn't done to pay the vendor but to credit a specific main account, the system doesn't allow you to select a financial dimension for the credit account when you set up the reconciliation reason.

If the account structure requires a specific financial dimension value for the credit main account, the resulting vendor journal can't be posted automatically, because the financial dimension value is missing. Therefore, you must first manually specify the credit account by using the **Invoice journal** page.

Because a dimension value is required for the credit account, the vendor invoice journal can't be automatically posted. You must manually post it after you manually add the dimension value to the main account for the credit line.

Feedback

Was this page helpful?

 Yes

 No

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"Infinite loop detected" error occurs when performing warehouse mobile app operations

Article • 04/21/2025

This article addresses an "Infinite loop detected" error that occurs during specific operations in the [Warehouse Management mobile app](#).

Symptoms

When you perform operations in the Warehouse Management mobile app, you might receive an error message that resembles one of the following:

- Infinite loop detected during Movement by template.
- Infinite loop detected during Report as Finished and put away.

Cause

This issue occurs when the call stack depth exceeds a predefined limit, triggering a safeguard to prevent infinite loops. The error typically occurs when a large number of work lines are created or processed in a single scan.

Resolution

To resolve this issue, reduce the number of work lines processed in a single operation. You can achieve this by [splitting a large work ID](#) into several smaller ones.

Trust anchor for certification path not found when setting up app connection

Article • 05/18/2022

Symptoms

When trying to connect to Supply Chain Management, the Warehouse Management app may show you the following error message:

`java.security.cert.certPathValidatorException: Trust anchor for certification path not found.`

This issue can affect devices with the following properties:

- **OS version:** Android 4.4.x (such as Zebra TC55). This is not an issue on recent Android versions.
- **Supply Chain Management location:** Cloud
- **Connection mode:** Client secret or certificate

Possible cause

Microsoft may have updated the server SSL certificates used by Supply Chain Management. As a result, the root certificate and/or one of the intermediate certificates may have changed, so the new certificate isn't on the list of trusted system certificates for the mobile device. Newer versions of Android automatically update the lists of trusted certificates, but Android 4.4.x doesn't.

Resolution

Do one of the following to resolve this issue:

- Use the workaround described in the next section to update each relevant device.
- It *might* be possible to contact Zebra or Google to get an update of the system trusted certifying authority (CA) certificates. However, we have not confirmed this.
- If possible, consider replacing older devices with devices that are running a more recent version of Android (where trusted CA certificates are updated automatically).

Workaround

Step 1: Export the new root certificate from Supply Chain Management

Manually download the new root certificate using your internet browser by doing the following:

1. Sign in to Dynamics Supply Chain Management and open the front page.
2. In the address bar of your browser, select the lock icon to open the **Location is secure** dialog box.
3. In the dialog box, select **Certificate (valid)** to open the **Certificate** window for that certificate.
4. Open the **Certification path** tab of the **Certificate** window.
5. Select the top certificate shown in the hierarchy. (this is the root certificate).
6. Open the **Details** tab of the **Certificate** window.
7. Select the **Copy to file** button at the bottom of the **Details** tab.
8. The **Certificate export wizard** opens. Select **Next** to continue.
9. The **Export file format** page opens. Select **DER encoded binary X.509 (.CER)**. Then select **Next** to continue.
10. The **Files to export** page opens, specify a file name and location. Then select **Next** to continue.
11. The **Completing the certificate export wizard** page opens, showing the result of your export. Select **Finish**.

Step 2: Install the downloaded certificate onto the affected devices

Install the downloaded certificate by doing the following:

1. Transfer the certificate you downloaded in the previous step to the device you want to update. For example, you might use an SD card or network connection to make the file available to your device.
2. Open the security settings for your device and choose the menu option to install a certificate from a file. (The exact steps for this vary based on device and OS version.)
3. The new certificate should now be shown on the **User** tab for trusted certificates.
4. Repeat this procedure for each affected device.

Feedback

Was this page helpful?

 Yes

 No

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Trust anchor for certification path not found when updating and migrating to WMS

Article • 05/18/2022

Symptoms

When upgrading and migrating to advanced warehouse management (WMS), the Warehouse Management app may show you the following error message:

java.security.cert.certPathValidatorException: Trust anchor for certification path not found.

Cause

This occurs because self-signed certificates aren't trusted on Android 8+ in on-premises environments.

Resolution

Use an external (public) certifying authority (CA). A fix for this issue is available in version 1.9.0.0 of the Warehouse Management app. For more information on this issue and how to fix it, see [Trust anchor for certification path not found when setting up app connection](#).

Feedback

Was this page helpful?

 Yes

 No

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Unexpected difference between request and session data during testing

Article • 05/18/2022

Error code: WarehouseMobileDeviceRequestInputValidationError

Symptoms

When you're using the [warehouse app task validation framework](#), the validator returns the following error message:

Unexpected difference between request and session data. Warehouse Mobile Devices XML protocol violated.REQUEST_XML_TAMPERING

Cause

The error occurs when the output of the last step that was successfully run in the test run doesn't match the recorded input for the next step. This situation can arise because the task validator doesn't use the output of a previous step as input for a successive step. Instead, it uses recorded XML as input for each step.

In most cases, the error occurs when you rerun a task, but the test requires some records that were modified or removed by a previous run of the same task.

Resolution

The warehouse app task validation test run isn't an idempotent operation but modifies the underlying data. Therefore, before you rerun a task, you might have to reset the relevant data.

1. Review the output XML of the last successful test step to determine where your test run left off.
2. Inspect your test, and make sure that all the required sales orders, transfer orders, work headers, and other records are still present and in the expected state.
3. Re-create or edit the missing or modified records. Alternatively, create a new test setup, and design the test to use valid existing records.

Feedback

Was this page helpful?

 Yes

 No

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An error occurs when the location is selected during picking list registration

Article • 05/18/2022

KB number: 4613106

Symptoms

This issue occurs when your system is configured to automatically reserve sales orders. If you try to select the location for a picking list registration line, you receive the following error message when you use warehouse management (WMS) reservation processes:

- Can't update quantity with new dimensions

This issue can occur because you don't have enough on-hand inventory at a specified location.

Resolution

The system is behaving as designed.

In scenarios where you use the warehouse-level reservation process, if the on-hand inventory won't be reserved on all inventory dimension levels, and you don't have enough on-hand inventory at a specified location, we recommend that you use the manual reservation process from the picking line. You can then use the *Reserve lot* function to distribute the lower reservations, such as location, for all the available on-hand quantities.

Feedback

Was this page helpful?

 Yes

 No

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Auto-reservation prompt for batch number is shown even with available inventory

Article • 05/18/2022

Symptoms

When you use an item that has a *batch-above* reservation hierarchy in a warehouse that hasn't enabled warehouse processes, and automatic reservation is enabled, the auto-reservation prompt for a batch number is shown even if only one batch is available for picking.

However, when you use the same item in a warehouse where warehouse processes are enabled, the auto-reservation prompt isn't shown.

Resolution

If a reservation hierarchy is defined as *batch-above* or *serial-above*, the referenced dimension (**Batch number** or **Serial number**) must always be specified on demand orders. Warehouse processes might be able to complete the information if a single batch or serial number is available. However, because the warehouse isn't enabled for warehouse processes, the user must always specify all the dimensions above **Location**.

Feedback

Was this page helpful?



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Can only use administrator role to access the mobile device app emulator

Article • 05/18/2022

Symptoms

When setting up warehouses in Supply Chain Management, you can't use any role except the administrator role to access the mobile device app emulator.

Resolution

The mobile device app emulator is set to work only with the administrator account. For all testing and live process purposes, we recommend that you use the Warehouse Management mobile app itself.

Feedback

Was this page helpful?

 Yes

 No

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Can't create load line for return sales order due to invalid inventory dimensions

Article • 05/18/2022

Symptoms

When trying to release a return sales order to the warehouse, you might receive the following error message:

You can't create a load line for this order line because it contains inventory dimensions that are invalid. You can't reference inventory dimensions that are located below the location dimension in the reservation hierarchy. Remove the invalid dimensions from the order line.

Resolution

Unfortunately, the product doesn't support load processing for a sales return process. Therefore, you can't release the return sales order to the warehouse.

On sales order transactions, you can't reference inventory dimensions that are located below the **Location** dimension in the reservation hierarchy. The resolution is to remove the invalid dimensions from the order line.

Feedback

Was this page helpful?



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Can't release a load for partial quantity with batch-above reservation hierarchy

Article • 05/18/2022

Symptoms

When you use an item that has a *batch-above* reservation hierarchy, the **Release to warehouse** command on the **Load planning workbench** page doesn't work if you try to release a load for a partial quantity. You receive the following error message:

- To be assigned to wave, load lines must specify the dimensions above the location.
- To assign these dimensions, reserve and recreate the load line.

However, when you use an item that has a *batch-below* reservation hierarchy, you can release a load for a partial quantity from the **Load planning workbench** page.

Cause

When a dimension is above the **Location** dimension in the reservation hierarchy, it must be specified before the release to the warehouse. Inventory can be successfully allocated only if there are no gaps in the dimensions above location.

Resolution

Ensure that all dimensions above **Location** have been assigned by reserving and recreating the load line.

Feedback

Was this page helpful?

 Yes

 No

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Can't cancel a packing slip after it's posted from a sales order

Article • 05/18/2022

Symptoms

When picking and shipping processes are enabled for advanced warehouse management (WMS), you can't cancel a packing slip after it's posted from a sales order.

Resolution

To correct posted packing slips for items that are enabled for WMS, the posting must occur from the load, not from the order. Microsoft has evaluated this issue and has determined that it's a feature limitation.

In general, a sales order that has been picked and shipped through warehouse management processes can be packing slip-updated from the load or shipment and the sales order document itself. However, if you packing slip-update the sales order from the sales order document, packing slip reversal still can't be done from the load or sales order. Therefore, we recommend that you use the packing slip posting from the load. In this case, the reversal that must be done from the load will be enabled.

Feedback

Was this page helpful?



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You can't confirm a shipment because the quantity exceeds the overdelivery percentage

Article • 05/18/2022

Error code: WAX1687

Symptoms

When you try to confirm a shipment, the system shows the following error message:

The shipment for load %1 could not be confirmed because the quantity for item %2 exceeds the percentage that is defined for overdelivery.

Therefore, you can't confirm the shipment for the load.

Cause

The quantity of the load or shipment has been only partially picked. The quantity currently exceeds the picked quantity by a percentage that is outside the allowed overdelivery percentage.

Resolution

To fix this issue, complete one of the following tasks:

- Set the load line quantity.
- Set the overdelivery percentage.

Set the load line quantity

To set the load line quantity, follow these steps.

1. Go to **Warehouse management > Loads > All loads**.
2. Select the load that the shipment can't be confirmed for.
3. On the **Load lines** FastTab, select the load line for the item that exceeds the overdelivery percentage.
4. On the **Line details** FastTab, select **Order**.

5. In the **Quantity** field, set the value to the picked quantity (that is, to the **Work created quantity** value), so that shipment confirmation can occur.

Set the overdelivery percentage

To set the underdelivery percentage, follow these steps.

1. Go to **Warehouse management > Loads > All loads**.
 2. Select the load that the shipment can't be confirmed for.
 3. On the **Load lines** FastTab, select the load line for the item that exceeds the overdelivery percentage.
 4. On the **Line details** FastTab, select **General**.
 5. In the **Overdelivery** field, set the value to a larger percentage that accommodates the quantity that has been picked against the load quantity, so that shipment confirmation can occur.
-

Feedback

Was this page helpful?

 Yes

 No

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Can't re-release a partially shipped load to the warehouse

Article • 05/19/2022

Symptoms

You can't release a partially shipped load to the warehouse. When you do the release to the warehouse, an "Operation complete" message appears but nothing happens, and no work is created for the remaining quantity. This issue occurs when you use transport load functionality and there's an incomplete reservation.

Resolution

This issue has been fixed in [release 10.0.15](#). For more information, see [KB issue 470069](#) ("Partially shipped loads can be rewaved and reprocessed").

Feedback

Was this page helpful?

 Yes

 No

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You can't confirm a shipment because the quantity exceeds the underdelivery percentage

Article • 05/18/2022

Error code: WAX1686

Symptoms

When you try to confirm a shipment, the system shows the following error message:

The shipment for load %1 could not be confirmed because the quantity for item %2 exceeds the percentage that is defined for underdelivery.

Therefore, you can't confirm the shipment for the load.

Cause

The quantity of the load or shipment has been only partially picked. The quantity is currently less than the picked quantity by a percentage that is outside the allowed underdelivery percentage.

Resolution

To fix this issue, complete one of the following tasks:

- Set the load line quantity.
- Set the underdelivery percentage.

Set the load line quantity

To set the load line quantity, follow these steps.

1. Go to **Warehouse management > Loads > All loads**.
2. Select the load that the shipment can't be confirmed for.
3. On the **Load lines** FastTab, select the load line for the item that exceeds the underdelivery percentage.
4. On the **Line details** FastTab, select **Order**.

5. In the **Quantity** field, set the value to the picked quantity (that is, to the **Work created quantity** value), so that shipment confirmation can occur.

Set the underdelivery percentage

To set the underdelivery percentage, follow these steps.

1. Go to **Warehouse management > Loads > All loads**.
 2. Select the load that the shipment can't be confirmed for.
 3. On the **Load lines** FastTab, select the load line for the item that exceeds the underdelivery percentage.
 4. On the **Line details** FastTab, select **General**.
 5. In the **Underdelivery** field, set the value to a larger percentage that accommodates the quantity that has been picked against the load quantity, so that shipment confirmation can occur.
-

Feedback

Was this page helpful?

 Yes

 No

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Can't select Inventory status change in the Work type column

Article • 05/20/2022

Symptoms

When configuring Microsoft Dynamics 365 Supply Chain Management, you may receive the following error message:

You can't create a work template line for Inventory status change because the work type is not valid. Select a different work type.

Resolution

This behavior is by design. The **Inventory status change** work type is used only by system processes. It can't be configured. Because the list of work types is fixed as an enumeration, the extra entries can't be filtered out of the **Work type** drop-down menu.

Feedback

Was this page helpful?



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Can't unreserve inventory on a sales order line

Article • 05/18/2022

Symptoms

If there's open work against a sales order line and you attempt to unreserve inventory on that line, you receive the following error message:

Reservations cannot be removed because there is work created which relies on the reservations.

Resolution

Investigate whether open packing group work exists to bring the item from a packing station to another location (such as *Baydoor*). Review the records on the **Work creation history log** and **Work details** pages to determine what is physically reserving the inventory, and then complete or delete the work to free up the reservation.

Feedback

Was this page helpful?

 Yes

 No

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Can't update or delete a load line because the released quantity would be negative

Article • 03/05/2025

Error code: @WAX:ReleasedQtyCannotBeNegative

Symptoms

When you try to update or delete a load line, you receive the following error message:

Released quantity cannot be negative for item <Item ID>, lot <Lot ID>.

Cause

After you update or delete a load line, the system updates the released quantity of the related sales line (`whsSalesLine.ReleaseQty`). If the system finds that the released quantity would become negative after the update, it prevents you from making the change. This validation occurs whenever you try to update either the load line quantity or the [unit of measure](#) through various actions, such as deleting a load line, deleting a shipment, changing the quantity of a load line, reducing the picked quantity, and short picking.

The most common reason for this issue is a change in the [unit conversion](#) used for open load lines. For example, the unit conversion is $50 \text{ Ea} = 1 \text{ PL}$ when a sales order is released. However, if the unit conversion is changed to $100 \text{ Ea} = 1 \text{ PL}$ before the related load shipment is finalized, it can cause this problem.

Resolution

To resolve this issue, take the following steps to revert the unit conversion changes, update or delete the load line, and then re-implement the conversion.

Important

You must prevent other loads that include the item that caused the issue from being processed until the issue is fixed. Otherwise, the new conversions might be used for other loads that are already open.

1. Check the unit conversion that was used for the load line.
2. Check the current unit conversion for the item and make adjustments that will enable the load line to be updated or deleted.
3. Update or delete the load line and revert the unit conversion adjustments.

Check the unit conversion that was used for the load line

Follow these steps to review your load lines and make a note of the unit conversion that was used for the load line:

1. Go to **Warehouse management > Loads > All loads**.
2. Select the load that includes the load line that can't be deleted or updated.
3. On the Action Pane, on the **Loads** tab, in the **Related information** group, select **Work**.
4. In the upper grid, select the relevant work ID.
5. On the **General** tab at the bottom of the page, calculate the conversion rate between the **Inventory work quantity** value and the **Work quantity** value. Make a note of the rate.
6. Repeat this procedure for all relevant work IDs to make sure that the same conversion was used.

Check the current unit conversion for the item and make adjustments

Follow these steps to review your product's unit conversion and make adjustments to ensure that the unit conversion is aligned with the load line:

1. Go to **Product information management > Products > Released products**.
2. Open the relevant product to go to its **Released product details** page.
3. On the Action Pane, on the **Product** tab, in the **Set up** group, select **Unit conversions**.
4. Select the conversion between the units, and make adjustments by using the conversion that you found in the previous section.

Update or delete the load line and revert the unit conversion adjustments

Follow these steps to process the load line as required and revert the unit conversions:

1. Go to **Warehouse management > Loads > All loads**.
2. Open the load that includes the load line that can't be deleted or updated.

3. On the **Load lines** FastTab, select the load line and proceed with the necessary actions (for example, delete the load line or change its quantity).
4. Go to **Product information management > Products > Released products**.
5. Open the relevant product to go to its **Released product details** page.
6. On the Action Pane, on the **Product** tab, in the **Set up** group, select **Unit conversions**.
7. Select the conversion between the units, and revert the adjustments that you made in the previous section.

Alternative resolution

If reverting unit conversions isn't feasible, follow these steps to manually update *WHSSalesLine.ReleasedQty* (the sales line released quantity) and *WHSSalesLine.QtyLeftToLoad* (the sales line quantity that isn't on a load yet):

1. Go to **Account receivable > Orders > All sales orders**.
2. Open the sales order that contains the sales line related to the load where the line can't be deleted or updated.
3. On the upper-right side of the **Sales order lines** grid, select the three dots and select **Insert columns** from the dropdown menu.
4. Search for the **Released quantity** and **Quantity left to load** fields, select both, and then select **Update**.

The fields will appear in the **Sales order lines** grid and can be modified to reflect the quantities on the load lines.

More information

[Sales Line Additional Fields in WorksheetLine\(WHSSalesLine\)](#)

Feedback

Was this page helpful?



Yes



No

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Canceled product receipts don't update transaction status to Registered

Article • 05/20/2022

Symptoms

After you run the **Cancel product receipts** action on an inbound load, the system automatically updates the status of inventory transactions from **Received** to **Ordered**.

Resolution

When packing slips are canceled for outbound loads, the status of inventory transactions remains **Picked**. However, when product receipts from an inbound load are canceled, the status of inventory transactions isn't restored to **Registered**. Therefore, after a product receipt from an inbound load is canceled, the warehouse worker must re-register item quantities for the loads.

For more information, see [Register item quantities that arrive on an inbound load](#).

Feedback

Was this page helpful?

 Yes

 No

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Can't post packing slip for a stopped a sales order line

Article • 05/18/2022

Error code: SYS13203

Symptoms

When you are trying to post a packing slip for a load, the system displays the following error message:

Unable to post packing slip when stopping a sales order line after confirming the outbound shipment A quantity cannot be picked.

Cause

One or more of the related sales order lines may be stopped, which means that the system will prevent further processing of that sales order. Among other things, this means that the system won't post a packing slip for the order.

For example, a user may have decided to stop one or more order lines because the customer called back and canceled their order. However, if the outbound shipment had already been confirmed, then the shipment containing the sales order would have already physically left the warehouse, which means that stopping the sales order lines won't have any effect. Because it's no longer possible to physically stop the shipment, you may as well unstopp lines so you can post the packing slip. You will then need to handle the canceled order as a return.

Resolution

To be able to post the packing slip, make sure that none of the relevant sales order lines are stopped by doing the following steps.

1. Go to **All sales orders > Sales and marketing > All sales orders**.
2. Find and open the sales order that you are having trouble with.
3. On the **Sales order lines** FastTab, select a sales order line.
4. On the **Line details** FastTab, open the **General** tab and make sure the **Stopped** field is set to **No**.
5. Continue working until all of the relevant sales lines are no longer stopped.

6. Try again to post the packing slip for the load or sales order.

Feedback

Was this page helpful?

 Yes

 No

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Can't move license plate if serial number has Blank issue and Blank receipt allowed

Article • 05/20/2022

Symptoms

You can't move a license plate by using a **Movement** menu item if the serial number has settings of **Blank issue allowed** and **Blank receipt allowed** on the tracking dimension group, and if there are multiple license plates in the same location, some of which have serial numbers and some of which don't.

Resolution

This issue has been fixed by changes that were deployed in [KB 4571546](#). Those changes will make the **Serial number** field optional when Blank receipt and Blank issue are allowed.

Feedback

Was this page helpful?

 Yes

 No

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Can't move inventory to a location that is license plate-controlled

Article • 05/18/2022

Symptoms

You can't reduce picked quantities on a load.

Resolution

In earlier versions, you couldn't reduce picked quantities on a load. However, you can now unpick to a license plate-controlled location. You must specify both a **Location** value and a **License plate** value for the load line on the **Reduce picked quantity** page.

Feedback

Was this page helpful?

 Yes

 No

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Can't use the Warehouse Management mobile app to do partial picking

Article • 05/18/2022

Symptoms

For sales and transfer orders, you can't skip items and do partial picking.

Resolution

On the **Mobile device menu items** page, for each menu item that is set up to process sales orders or transfer orders, set the **Allow splitting of work** option on the **General** FastTab to **Yes**.

Feedback

Was this page helpful?



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Cluster profile can't be found

Article • 05/18/2022

Symptoms

When working with inbound warehouse operations, you might receive the following error message:

"Quality order %1 has been generated. Cluster profile could not be found. Please check your configuration."

This error message is related to a receiving process where quality management (QMS) is turned on. Depending on the configurations in your environment, additional details about the transaction that is generating the error message might help fix the issue.

Resolution

First, review the cluster picking setup and make sure that your cluster profiles are set up correctly. You can't use a mobile device menu item for cluster picking unless cluster profiles are set up. Depending on your environment, you might also have to review other related configurations.

Feedback

Was this page helpful?

 Yes

 No

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Delivery note correction can't be processed

Article • 05/18/2022

Symptoms

After you post a delivery note, you can't cancel it because the **Cancel** button is unavailable. You also can't correct the delivery note. If you try, you receive the following error message:

The delivery note correction can't be processed. The delivery note only contains items that are subject to warehouse management processes, as these are not supported by Delivery Note correction.

Resolution

To correct posted packing slips for items that are enabled for advanced warehouse management (WMS), you must do the posting from the load, not directly from the order.

Feedback

Was this page helpful?



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Direct delivery not able to process for WMS-enabled warehouse

Article • 05/18/2022

Symptoms

If an item is added to a sales line for direct delivery from a warehouse that's enabled for warehouse management (WMS), you receive the following error message when the sales line is updated:

Direct delivery is not able to process for warehouse 1% as it has warehouse management enabled. Please specify another warehouse that is not enabled for warehouse management.

Resolution

Microsoft has evaluated this issue and has determined that it's a feature limitation. Currently, WMS doesn't support direct delivery. Therefore, to use direct delivery, you must select a non-WMS item and warehouse.

Feedback

Was this page helpful?



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Decimal rounding of the physical updating quantity is incorrect

Article • 05/18/2022

Error code: SYS19589

Symptoms

When you generate a packing slip, the outbound load contains a quantity that doesn't match the decimal precision that is defined in the unit.

When you try to generate a packing slip, the system shows the following error message:

Decimal rounding of the physical updating quantity in the unit %1 is incorrect.

Therefore, you can't generate the packing slip for the load.

Cause

The system evaluates whether the decimal rounding of the shipping quantity corresponds to the decimal precision that is defined for the shipping unit. When the system rounds the shipping quantity to the specified number of decimal places, if it finds that the rounded shipping quantity doesn't match the actual shipping quantity, you can't generate the packing slip. For example, this issue might occur if the sales quantity is 1.75 kilograms (kg), but the decimal precision is set to 1.

Resolution

The load or shipment is currently in a state where packing slip generation fails. To fix this issue, complete one of the following tasks:

- Review your load lines, and make adjustments to ensure that the quantity can be cleanly converted without decimal numbers and any other rounding issues.
- Review your load lines, and make adjustments to ensure that the unit and quantity are aligned with the decimal precision of the unit.

Review your load lines, and make adjustments to ensure that the quantity can be cleanly converted without

decimal numbers and any other rounding issues

Use the following procedure to review your load lines and make adjustments to ensure that the quantity can be cleanly converted without decimal numbers and any other rounding issues.

1. Go to **Warehouse management > Loads > All loads**.
2. Select the load that the packing slip can't be generated for.
3. On the Action Pane, on the **Ship and receive** tab, in the **Reverse** group, select **Reverse shipment confirmation**.
4. On the **Load lines** tab, select the load line for the item that causes an issue.
5. Select **Reduce picked quantity** to adjust the picked quantity.
6. On the **Line details** tab, select **Order**.
7. Set the **Quantity** field to the picked quantity (that is, the value of the **Work created quantity** field), so that packing slip generation can proceed.

Review your load lines, and make adjustments to ensure that the unit and quantity are aligned with the decimal precision of the unit

Use the following procedure to review your load lines and make adjustments to ensure that the unit and quantity are aligned with the decimal precision of the unit.

1. Go to **Warehouse management > Loads > All loads**.
2. Select the load that the packing slip can't be generated for.
3. On the **Load lines** FastTab, select the load line for the item that causes an issue.
Make a note of the value of the **Quantity** and **Unit** fields.
4. Go to **Organization administration > Units > Units**.
5. Select the unit that the packing slip can't be generated for.
6. Adjust the value of the **Decimal precision** field as required.

Feedback

Was this page helpful?



Yes



No

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Enable inventory status change for partial quantity work

Article • 05/18/2022

Symptoms

You need to make an inventory status change for a partial quantity of a batch.

Resolution

To enable workers to make this change, you can create a menu item for the Warehouse Management mobile app. On the **Mobile device menu items** page, create (or edit) a menu item that has the following settings:

- **Mode:** *Work*
- **Use existing work:** *No*
- **Work creation process:** *Movement*
- **Display inventory status:** *Yes*

You can set other fields on the page as you require.

Feedback

Was this page helpful?

 Yes

 No

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Error when confirming shipment after creating a transfer order for a serial item

Article • 05/18/2022

Symptoms

If you create a transfer order for a serial item by using a warehouse that's enabled for advanced warehouse management (WMS), and then after work is completed try to confirm the shipment, you receive the following error message:

Dimension location can't be left blank if dimension serial number is set.

Cause

This occurs because the **Default receipt location** field is blank for a transit warehouse of the "from" warehouse.

Resolution

To fix this issue, specify a default receipt location in the transit warehouse. Make sure that this location is license plate-controlled.

Feedback

Was this page helpful?

 Yes

 No

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Inventory types are being mixed when using a dock management profile

Article • 05/20/2022

Symptoms

You're using *shipment consolidation policies*. You've set up a *dock management profile* for a *location profile*, but when work is created, the inventory types are mixed at the final location.

Resolution

Dock management profiles require work to be split up front. In other words, the dock management profile expects that a work header won't have multiple put locations.

For the dock management profile to effectively manage the mixing of inventory, a work header break must be set up.

In this example, our dock management profile is configured such that **Inventory types that should not be mixed** is set to **Shipment ID**, and we'll set up a work header break for it:

1. Go to **Warehouse management > Setup > Work > Work templates**.
2. Select the **Work order type** to edit (for example, **Purchase orders**).
3. Select the work template to edit.
4. On the Action Pane, select **Edit query**.
5. Open the **Sorting** tab and add a row with the following settings:
 - **Table - Temporary work transactions**
 - **Derived table - Temporary work transactions**
 - **Field - Shipment ID**
6. Select **OK**.
7. You return to the **Work templates** page. On the Action Pane, select **Work header breaks**.
8. On the Action Pane, select **Edit**.
9. Select the check box associated with the **Field name Shipment ID**.
10. On the Action Pane, select **Save**.

Feedback

Was this page helpful?

 Yes

 No

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Invalid license plate error when scanning license plate ID in the mobile app

Article • 05/18/2022

Symptoms

When you scan a license plate ID in the Warehouse Management mobile app, you might receive the following error message:

Invalid license plate.

Resolution

Make sure the license plate ID exists in the license plates table, and that the items and quantities on the license plate are available (in other words, they aren't blocked).

Feedback

Was this page helpful?



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Inventory owner not allowed when processing movements in the warehouse app

Article • 05/18/2022

Symptoms

When processing movements in the Warehouse Management mobile app, you may receive the following error message:

The inventory owner %1 is not allowed in this process.

Cause

This occurs because the **Owner** tracking dimension is missing when the Warehouse Management mobile app is used to make movements. A regular inventory transfer journal from the Supply Chain Management client appears to work as intended and can be posted only if the **Owner** dimension is filled in.

Resolution

Microsoft has evaluated this issue and has determined that it's a feature limitation. Currently, warehouse management processes support only inventory that is owned by the legal entity.

Feedback

Was this page helpful?

 Yes

 No

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Invalid license plate or location error when scanning in the mobile app

Article • 05/18/2022

Symptoms

When you scan a license plate ID or location, you may receive the following error message:

- The license plate or location is not valid.

Resolution

Make sure that the license plate ID isn't reserved by something else. This issue used to occur when the value that a user scanned in the Warehouse Management mobile app was both a valid location and a valid license plate ID. However, this issue was resolved in version 10.0.11.

Feedback

Was this page helpful?



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Issues moving from basic warehousing to advanced warehousing

Article • 05/18/2022

Symptoms

You're currently running under stock/inventory management and using basic stock functionality, and you want to move to advanced warehousing to take advantage of mobile devices, waves, and work. However, you're experiencing issues when you try to make this move.

For example, you can't change your products so that they use storage dimensions (site, warehouse, and location) because the products have transactions against them.

Therefore, you need to learn the approved process for moving from basic warehousing to advanced warehousing.

Resolution

For information about the process for moving from basic warehousing to advanced warehousing, see the following blog posts and documentation:

- [Enable warehouse management process for existing items and warehouses](#) ↗
- [Migration of Microsoft Dynamics AX WMS to new R3 warehouse and transportation functionality](#) ↗
- [WMSI/WMS2 item migration](#) ↗
- [Upgrade warehouse management from Microsoft Dynamics AX 2012 to Supply Chain Management](#)

Feedback

Was this page helpful?

 Yes

 No

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License plate quantity is not valid when registering inbound orders

Article • 05/20/2022

Symptoms

When registering inbound orders, you might receive the following error message:

- The quantity is not valid.

If the **License plate grouping policy** field is set to **User defined** for a mobile device menu item that's used to register inbound orders, you receive this error and you can't complete the registration.

Cause

When **User defined** is used as a license plate grouping policy, the system splits the incoming inventory into separate license plates, as indicated by the unit sequence group. If batch or serial numbers are used to track the item that's being received, the quantities of each batch or serial must be specified per license plate that's registered. If the quantity that's specified for a license plate exceeds the quantity that must still be received for the current dimensions, you receive this error message.

Resolution

When you register an item by using a mobile device menu item where the **License plate grouping policy** field is set to **User defined**, the system might require that you confirm or enter license plate numbers, batch numbers, or serial numbers.

On the license plate confirmation page, the system will show the quantity that's allocated for the current license plate. On the batch or serial confirmation pages, the system will show the quantity that must still be received on the current license plate. It will also include a field where you can enter the quantity to register for that combination of license plate and batch or serial number. In this case, make sure that the quantity that's being registered for the license plate doesn't exceed the quantity that must still be received.

Alternatively, if too many license plates are being generated on inbound order registration, the value of the **License plate grouping policy** field can be changed to **License plate grouping**, a new unit sequence group can be assigned to the item, or the **License plate grouping** option for the unit sequence group can be inactivated.

Feedback

Was this page helpful?

 Yes

 No

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License plate specification error when confirming shipment for a transfer order

Article • 05/18/2022

Symptoms

If you create a transfer order by using a warehouse that's enabled for advanced warehouse management (WMS), and then try to confirm the shipment after work is completed, you may receive the following error message:

License plate must be specified for this location.

Cause

This occurs because the **Default receipt location** field is blank for a transit warehouse of the "from" warehouse.

Resolution

To fix this issue, specify a default receipt location in the transit warehouse. Make sure that this location is license plate-controlled.

Feedback

Was this page helpful?

 Yes

 No

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Load weight error and update canceled when processing work between locations

Article • 05/18/2022

Symptoms

If there's open work when you process work from packing locations to staging locations, or from staging to docking locations, you may receive the following error:

Field 'Load weight'(-%1) can only contain positive numbers. Update has been canceled.

Resolution

To fix this issue, go to **System administration > Periodic tasks > Database > Consistency check**, and run the process for **Warehouse load weight consistency check**.

Feedback

Was this page helpful?



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Location profile disallows negative inventory, but negative on-hand inventory is permitted

Article • 05/18/2022

KB number: 4613622

Symptoms

The **Allow negative inventory** option for the location profile is set to **No**, but the system still allows negative on-hand inventory.

Example scenario

For government-regulated transactions, the system must be able to record negative inventory to book losses. You want an item to be able to show negative inventory, but only in designated locations, such as tanks. However, if the item model group allows negative inventory, you find that it doesn't matter whether the location is set to allow negative inventory. If the item is set up so that negative inventory isn't allowed, it doesn't matter how the location profile is set up.

Resolution

The **Allow negative inventory** setting from the location profile applies only to warehouse processes, such as picking. However, item model groups that are set to allow negative inventory affect all processes from the Inventory management and Warehouse management modules, and the location profile won't override the setting.

You can control whether a warehouse is allowed to carry negative inventory. Set your item model groups to disallow negative physical inventory, and set only the relevant warehouse to allow negative inventory.

Feedback

Was this page helpful?

 Yes

 No

Many printing jobs might be queued in the Document Routing Agent (DRA)

Article • 02/25/2025

This article provides resolutions on how to clear the printing queue within the Document Routing Agent (DRA) used in Microsoft Dynamics 365 Supply Chain Management.

Symptoms

You might notice that many printing jobs are queued in the [Document Routing Agent \(DRA\)](#), causing delays or preventing new print jobs from being processed.

Solution 1 - Clean up printing queue for one printer

Starting from [Dynamics 365 for Finance and Operations platform update 23](#), you can manually clear the printing queue for a specific printer by deleting it from the **System network printers** page. This action removes all pending documents for that printer. Follow these steps to delete and re-register the printer from the DRA client:

1. Navigate to the **Manage Network Printers** page by selecting **Organization administration > Setup > Network printers**.
2. Expand the **Options** menu and select the **System network printers** button in the **Preview** section.
3. Select the network printer and select the **Delete** button.
4. After deletion, pending printing jobs remain in the document routing status list for auditing purposes. However, the actual printing queue is already cleared for that printer.
5. [Re-register the same printer from the DRA client](#), and try to print some documents.

Note

- Except for the first document, the rest should be printed responsively. The first document might be slow due to a one-time 3-minute cache

refresh interval after a new printer is registered.

- If the same printer name is used again, there is no need to set up the document routing again.
- If a new printer name is used, you should set up the document routing with the new printer name for all relevant work order types. For more information, see [Set up license plate label routing](#).

Solution 2 - Clean up printing queue and job status for all printers

The [Document routing history cleanup](#) batch job can be used to delete all the document routing jobs older than seven days (168 hours). By default, this batch job runs daily and is first created when a document is sent to the DRA.

Follow these steps to use the [Document routing history cleanup](#) batch job:

1. Change the document routing job history retention period length from seven days to one hour to delete all printing jobs older than one hour.
2. Copy the [Document routing history cleanup](#) batch job to a new batch job, and then update the copied batch job recurrence to run immediately.
3. Wait for the copied batch to complete, and then delete the copied batch job.
4. Restore the retention period from one hour to seven days.

Feedback

Was this page helpful?

 Yes

 No

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Multiple SKU option doesn't evaluate multiple location directive actions

Article • 05/18/2022

Symptoms

Location directives of the *Sales orders* work order type and the *Put* work type don't evaluate multiple location directive actions when the **Multiple SKU** option is selected. Only the first location directive action is evaluated.

Resolution

A new feature, *Evaluate all actions for Multi SKU location directives*, has been added in version 10.0.15 (see [KB 4579866](#)). This feature evaluates all actions for multi-SKU location directives. As of Supply Chain Management version 10.0.21, this feature is turned on by default. As of Supply Chain Management 10.0.25, this feature is mandatory and can't be turned off. Administrators can use the [Feature management](#) page to check the feature status and enable or disable it if needed.

Feedback

Was this page helpful?

 Yes

 No

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Mixed license plate receiving doesn't work for any disposition code but Credit

Article • 05/18/2022

Symptoms

When the **Action** field for a disposition code is set to **Credit** or **Scrap**, you can use only the [Mixed license plate receiving](#) menu item to process returned items.

Resolution

Microsoft has evaluated this issue and has determined that it's a feature limitation. Currently, only [disposition codes](#) where the **Action** field is set to **Credit** or **Scrap** are supported for mixed license plate receiving.

Feedback

Was this page helpful?



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Not enough work found for cluster when using System directed cluster picking

Article • 05/20/2022

Symptoms

When using the **System directed cluster picking** process, if you configure a cluster profile where, for example, 10 positions can be picked, the process works as planned when there is enough work to pick to 10 positions. However, if there are only eight positions to pick, you receive the following error message:

Not enough work can be found for cluster.

Resolution

To fix this issue, edit the cluster profile and set the **Activate positions** option to **No**.

Feedback

Was this page helpful?

 Yes

 No

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One of the lines is already on a load

Article • 05/18/2022

Symptoms

When working with load building and shipments, you may receive the following error message:

One of the lines is already on a load. Unable to release to warehouse.

If you manually create loads, or if you set up the process so that loads are already created before sales order line entry occurs, the assumption is that the subsequent release will be done manually, and that the route and rating from the load will be used.

In another possible scenario, you're trying to do an automatic release to the warehouse, but the wave process failed to create work. Therefore, an open shipment or load is still created. This open shipment or load then blocks subsequent attempts to automatically release the order until you either delete the open shipment or load, or manually reprocess the wave.

Resolution

You can release from the sales order page, or an automatic release can be done from the release sales order page, only if no load exists before the release to the warehouse. The load will automatically be created after the wave is processed.

Feedback

Was this page helpful?

 Yes

 No

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Order status remains Partially released even after the sales order is invoiced

Article • 05/18/2022

Symptoms

A sales order is a delivery order, but one or more items on it have a different mode of delivery. After the order is invoiced, it still has a release status of **Partially released**.

For example, a sales order has two items: one for delivery and one for pickup. Both the delivery and the pickup have been done. Therefore, both lines have been invoiced. However, the release status is still shown as **Partially released**, which is misleading.

Workaround

The release status applies only to order lines where the items are enabled for warehouse management. Therefore, the release status remains **Partially released** in this scenario. Microsoft has evaluated this issue and has determined that it's a feature limitation. An extension could be added as part of the packing slip and invoicing process to update the release status.

Feedback

Was this page helpful?



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Only one label is printed for multiple work headers on a single receipt

Article • 05/18/2022

KB number: 4614667

Symptoms

Multiple work headers are created for the same target license plate as part of a single warehouse app receiving event. However, only one license plate label is printed when the product is received.

Resolution

The system is behaving as designed.

In the current design, a single license plate label is always generated, regardless of the number of work header and work line combinations that exist. The generated label includes the information for only one combination.

To work around this issue, make sure that work header creation is always mapped to just one target license plate.

Feedback

Was this page helpful?

 Yes

 No

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Print a delivery note or packing content by warehouse or site

Article • 05/18/2022

Symptoms

You want to print a delivery note or packing content by warehouse or site on the **Work audit template line update** page.

Resolution

When you print a document by using Print management settings, limit the scope (site/warehouse) through Print management instead of selecting **Edit print settings** on the **Work audit template line update** page.

Feedback

Was this page helpful?

 Yes

 No

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Picking work isn't generated immediately when outbound load is released

Article • 05/20/2022

Symptoms

You create an outbound load by using a sales or transfer order and release the load to the warehouse. However, you notice that no picking work has yet to be generated.

Resolution

If work must be generated immediately when the load is released, you must configure the wave template accordingly. On the wave template, set the following options to **Yes**:

- Automate wave creation
- Process wave at release to warehouse
- Automate wave release

Feedback

Was this page helpful?



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Packing station doesn't show product notes

Article • 05/18/2022

KB number: 4614615

Symptoms

Packing notes aren't shown in the packing form when the packing instructions are added as an attachment to a product master or a product variant.

Resolution

The system is behaving as designed.

The current logic for showing packing notes in the packing form requires that the notes be associated with the shipments.

Feedback

Was this page helpful?



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Physical remaining quantity in the unit must not be zero

Article • 05/18/2022

Error code: SYS19591

Symptoms

When you generate a packing slip, the data that is supplied to it has a non-zero inventory quantity but a zero sales quantity.

When you try to generate the packing slip, the system shows the following error message:

Physical remaining quantity in the unit %1 must be other than zero.

Therefore, you can't generate the packing slip for the load.

Cause

The system evaluates the physical remaining quantity in the inventory unit and the physical remaining quantity in the shipping unit. If the system finds that the physical remaining quantity in the shipping unit is 0 (zero), but the physical remaining quantity in the inventory unit isn't 0, you can't generate the packing slip. For example, this issue might occur if the sales unit and inventory unit for the item differ, and the conversion between units isn't accurate.

Resolution

The load or shipment is currently in a state where packing slip generation fails. To fix this issue, complete one of the following tasks:

- Review your load lines, and make sure that all the related work has been completed at the final shipping location, and that the quantities match.
- Review your load lines, and make adjustments to ensure that the quantity can be cleanly converted without rounding issues.
- Review your load lines, and make adjustments to ensure that the unit and quantity are aligned with the decimal precision of the unit.

- Make sure that the inventory unit of measure is smaller than the sales unit of measure.

Review your load lines, and make sure that all the related work has been completed at the final shipping location, and that the quantities match

Use the following procedure to review your load lines and make sure that all the related work has been completed at the final shipping location, and that the quantities match.

1. Go to **Warehouse management > Loads > All loads**.
2. Select the load that the shipment can't be confirmed for.
3. On the **Load lines** FastTab, select the load line.
4. Make a note of the value of the **Work created quantity** field.
5. On the Action Pane, on the **Loads** tab, in the **Related information** group, select **Work**.
6. Verify that the work has been completed at the final shipping location, and that the picked work quantity matches the created work quantity on the load line.
7. Repeat this procedure for all load lines to make sure that all criteria are met.

Review your load lines, and make adjustments to ensure that the quantity can be cleanly converted without rounding issues

Use the following procedure to review your load lines and make adjustments to ensure that the quantity can be cleanly converted without rounding issues.

1. Go to **Warehouse management > Loads > All loads**.
2. Select the load that the packing slip can't be generated for.
3. On the Action Pane, on the **Ship and receive** tab, in the **Reverse** group, select **Reverse shipment confirmation**.
4. On the **Load lines** tab, select the load line for the item that exceeds the over-delivery.
5. Select **Reduce picked quantity** to adjust the picked quantity.
6. On the **Line details** tab, select **Order**.
7. Set the **Quantity** field to the picked quantity (that is, the value of the **Work created quantity** field), so that packing slip generation can proceed.

Review your load lines, and make adjustments to ensure that the unit and quantity are aligned with the decimal

precision of the unit

Use the following procedure to review your load lines and make adjustments to ensure that the unit and quantity are aligned with the decimal precision of the unit.

1. Go to **Warehouse management > Loads > All loads**.
2. Select the load that the packing slip can't be generated for.
3. On the **Load lines** FastTab, select the load line for the item that causes an issue.
Make a note of the value of the **Quantity** and **Unit** fields.
4. Go to **Organization administration > Units > Units**.
5. Select the unit that the packing slip can't be generated for.
6. Adjust the value of the **Decimal precision** field as required.

Make sure that the inventory unit of measure is smaller than the sales unit of measure

Make sure that the inventory unit of measure is smaller than the sales unit of measure. Consider reconfiguring the unit of measure for the item as required.

Feedback

Was this page helpful?



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Picked quantity isn't sufficient during packing slip generation

Article • 05/18/2022

Error code: SYS54073

Symptoms

When you generate a packing slip, the outbound load contains a picked quantity that doesn't match the created work quantity on the load line.

When you try to generate a packing slip, the system shows the following error message:

As %1 have been picked, it is not sufficient to update %2, when, subsequently, the remainder must be %3.

Therefore, you can't generate the packing slip for the load.

Cause

The packing slip can't be generated in its current state because one of the following conditions might exist:

- The related work hasn't yet been picked and moved to the final shipping location.
- The picked work quantity doesn't match the created work quantity on the load line.
- The load line quantity, work created quantity, and picked quantity don't match.

Resolution

The load or shipment is currently in a state where packing slip generation fails. To fix this issue, complete one of the following tasks:

- Review your load lines, and make sure that all the related work has been completed at the final shipping location, and that the quantities match.
- Adjust the load line quantity.
- Reverse all pick registrations, and redo picking.

Review your load lines, and make sure that all the related work has been completed at the final shipping location, and that the quantities match

Use the following procedure to review your load lines and make sure that all the related work has been completed at the final shipping location, and that the quantities match.

1. Go to **Warehouse management > Loads > All loads**.
2. Select the load that the packing slip can't be generated for.
3. On the **Load lines** FastTab, select the load line.
4. Make a note of the value of the **Work created quantity** field.
5. On the Action Pane, on the **Loads** tab, in the **Related information** group, select **Work**.
6. Verify that the work has been completed at the final shipping location, and that the picked work quantity matches the created work quantity on the load line.
7. Repeat this procedure for all load lines to make sure that all criteria are met.

Adjust the load line quantity

Use the following procedure to adjust the load line quantity.

1. Go to **Warehouse management > Loads > All loads**.
2. Select the load that the packing slip can't be generated for.
3. On the Action Pane, on the **Ship and receive** tab, in the **Reverse** group, select **Reverse shipment confirmation**.
4. On the **Load lines** tab, select the load line for the item that causes an issue.
5. Select **Reduce picked quantity** to adjust the picked quantity.
6. Set the **Reduce load line** field to reflect adjustments on the load line.

Reverse all pick registrations, and redo picking

The issue might occur because someone used pick registration to close a load line without work. In this case, manual pick registration must be reversed, and picking must then be completed by using the Warehouse Management mobile app.

Use the following procedure to reverse the pick registration.

1. Go to **Accounts receivable > Orders > All orders**.
2. Select the sales order for which you can't post a packing slip for the load.
3. On the **Sales order lines** tab, select the sales order line that pick registration was done for.
4. Select **Update line > Pick** to unpick the items.

Feedback

Was this page helpful?

 Yes

 No

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Picking work can't be unblocked because of unfinished replenishment work

Article • 05/18/2022

Symptoms

When using wave demand replenishment, picking work can be blocked because of dependent replenishment work. If a picking location must be replenished to fulfill the source order demand, the system creates both the replenishment work and the picking work. However, it blocks the picking work until the replenishment work is completed and you receive the following error message:

Work %1 cannot be unblocked because it has unfinished replenishment work.

Resolution

This behavior is intentional because the picking location won't have enough inventory unless the replenishment work is completed. Complete the replenishment work and then process the picking work.

Feedback

Was this page helpful?

 Yes

 No

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Quantity exceeds over-delivery percentage during packing slip generation

Article • 05/18/2022

Error code: SYS24920

Symptoms

When you generate a packing slip, the outbound load contains a quantity that exceeds the over-delivery percentage.

When you try to generate a packing slip, the system shows the following error message:

Overdelivery of line is %1 percent, but the allowed overdelivery is only %2 percent.

Therefore, you can't generate the packing slip for the load.

Cause

The picked quantity for the load or shipment is more than the ordered quantity and isn't within the range of the over-delivery percentage.

Resolution

The load or shipment is currently in a state where packing slip generation fails. To fix this issue, complete one of the following tasks:

- Adjust the load line quantity.
- Adjust the over-delivery percentage.
- Reverse and make adjustments.

Adjust the load line quantity

Use the following procedure to adjust the load line quantity.

1. Go to **Warehouse management > Loads > All loads**.
2. Select the load that the packing slip can't be generated for.

3. On the Action Pane, on the **Ship and receive** tab, in the **Reverse** group, select **Reverse shipment confirmation**.
4. On the **Load lines** tab, select the load line for the item that exceeds the over-delivery percentage.
5. Select **Reduce picked quantity** to adjust the picked quantity.
6. On the **Line details** tab, select **Order**.
7. Set the **Quantity** field to the picked quantity (that is, the value of the **Work created quantity** field), so that packing slip generation can proceed.

Adjust the over-delivery percentage

Use the following procedure to adjust the over-delivery percentage.

1. Go to **Accounts receivable > Orders > All orders**.
2. Select the sales order for which you can't post a packing slip for the load.
3. On the **Sales order lines** tab, select the sales order line for the item that exceeds the over-delivery percentage.
4. On the **Line details** tab, select **Delivery**.
5. Set the **Overdelivery** field to a larger percentage that accommodates the quantity that was picked against the load quantity, so that packing slip generation can proceed.

Reverse and make adjustments

Reverse everything that has been posted for the load (for example, the packing slip, shipment confirmation, and work), make sales order adjustments, re-release the order to the warehouse, and complete the shipment procedure.

Use the following procedure to cancel a packing slip.

1. Go to **Warehouse management > Loads > All loads**.
2. On the Action Pane, on the **Ship and receive** tab, in the **Reverse** group, select **Cancel packing slips**.

Use the following procedure to reverse a shipment confirmation.

1. Go to **Warehouse management > Loads > All loads**.
2. On the Action Pane, on the **Ship and receive** tab, in the **Reverse** group, select **Reverse shipment confirmation**.

Use the following procedure to reverse work.

1. Go to **Warehouse management > Loads > All loads**.

2. On the Action Pane, on the **Loads** tab, in the **Work** group, select **Reverse work**.

Feedback

Was this page helpful?

 Yes

 No

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Quantity that you're trying to update exceeds the received/delivered quantity

Article • 05/18/2022

Error code: SYS7676

Symptoms

When you generate a packing slip, the outbound load contains a quantity that exceeds the work quantity that was picked and reserved for the sales order.

When you try to generate a packing slip, the system shows the following error message:

The quantity that you are trying to update exceeds the quantity received/delivered.

Therefore, you can't generate the packing slip for the load.

Cause

The picked work quantity doesn't match the created work quantity on the load line. For example, this issue might occur if the load line quantity, work created quantity, or picked quantity isn't accurate.

Resolution

The load or shipment is currently in a state where packing slip generation fails. To fix this issue, complete one of the following tasks:

- Review your load lines, and make sure that all the related work has been completed at the final shipping location, and that the quantities match.
- Adjust the load line quantity.
- Reverse all pick registrations, and redo picking.

Review your load lines, and make sure that all the related work has been completed at the final shipping location, and that the quantities match

Use the following procedure to review your load lines and make sure that all the related work has been completed at the final shipping location, and that the quantities match.

1. Go to **Warehouse management > Loads > All loads**.
2. Select the load that the shipment can't be generated for.
3. On the **Load lines** FastTab, select the load line.
4. Make a note of the value of the **Work created quantity** field.
5. On the Action Pane, on the **Loads** tab, in the **Related information** group, select **Work**.
6. Verify that the work has been completed at the final shipping location, and that the picked work quantity matches the created work quantity on the load line.
7. Repeat this procedure for all load lines to make sure that all criteria are met.

Adjust the load line quantity

Use the following procedure to adjust the load line quantity.

1. Go to **Warehouse management > Loads > All loads**.
2. Select the load that the packing slip can't be generated for.
3. On the Action Pane, on the **Ship and receive** tab, in the **Reverse** group, select **Reverse shipment confirmation**.
4. On the **Load lines** tab, select the load line for the item that causes an issue.
5. Select **Reduce picked quantity** to adjust the picked quantity.
6. Set the **Reduce load line** field to reflect adjustments on the load line.

Reverse all pick registrations, and redo picking

If someone used pick registration to close a load line without work, a discrepancy can occur between the load line quantity and the picked quantity. In this case, manual pick registration must be reversed, and picking must then be completed by using the Warehouse Management mobile app.

Use the following procedure to reverse the pick registration.

1. Go to **Accounts receivable > Orders > All orders**.
2. Select the sales order for which you can't post a packing slip for the load.
3. On the **Sales order lines** tab, select the sales order line that pick registration was done for.
4. Select **Update line > Pick** to unpick the items.

Feedback

Was this page helpful?

 Yes

 No

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Quantity exceeds under-delivery percentage during packing slip generation

Article • 05/18/2022

Error code: SYS24921

Symptoms

When you generate a packing slip, the outbound load contains a quantity that exceeds the under-delivery percentage.

When you try to generate a packing slip, the system shows the following error message:

Underdelivery of line is %1 percent, but the allowed underdelivery is only %2 percent.

Therefore, you can't generate the packing slip for the load.

Cause

The picked quantity for the load or shipment is less than the ordered quantity and isn't within the range of the under-delivery percentage.

Resolution

The load or shipment is currently in a state where packing slip generation fails. To fix this issue, complete one of the following tasks:

- Adjust the under-delivery percentage.
- Reverse and make adjustments.

Adjust the under-delivery percentage

Use the following procedure to adjust the under-delivery percentage.

1. Go to **Accounts receivable > Orders > All orders**.
2. Select the sales order for which you can't post a packing slip for the load.

3. On the **Sales order lines** tab, select the sales order line for the item that exceeds the under-delivery percentage.
4. On the **Line details** tab, select **Delivery**.
5. Set the **Underdelivery** field to a larger percentage that accommodates the quantity that was picked against the load quantity, so that packing slip generation can proceed.

Reverse and make adjustments

Reverse everything that has been posted for the load (for example, the packing slip, shipment confirmation, and work), make sales order adjustments, re-release the order to the warehouse, and complete the shipment procedure.

Use the following procedure to cancel a packing slip.

1. Go to **Warehouse management > Loads > All loads**.
2. On the Action Pane, on the **Ship and receive** tab, in the **Reverse** group, select **Cancel packing slips**.

Use the following procedure to reverse a shipment confirmation.

1. Go to **Warehouse management > Loads > All loads**.
2. On the Action Pane, on the **Ship and receive** tab, in the **Reverse** group, select **Reverse shipment confirmation**.

Use the following procedure to reverse work.

1. Go to **Warehouse management > Loads > All loads**.
2. On the Action Pane, on the **Loads** tab, in the **Work** group, select **Reverse work**.

Feedback

Was this page helpful?



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Quantity not valid when there's picking work with multiple LPs in one location

Article • 05/18/2022

Symptoms

When there's picking work with multiple license plates in one location, the quantity is not valid for the *ea* unit and you receive the following error message:

- The quantity is not valid for unit 1%.

Resolution

Verify that the **Unit sequence group ID** and **Unit conversions** fields on the released product or product variant are set correctly.

Note

The error message has been improved in version 10.0.15 to show the expected quantity (see [KB 4581627](#)). The new error message is:

"The quantity is not valid. Expected %1 %2."

Feedback

Was this page helpful?

 Yes

 No

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Quantity is not valid when performing a split pick across multiple batches

Article • 05/18/2022

Symptoms

When you try to perform a *split pick* across multiple batches, you receive the following error message:

The quantity is not valid for unit %1.

Resolution

The warehouse worker must use the *short picking* process in the Warehouse Management mobile app. If you're trying to pick multiple batches from the same location, you can also use the **Full** option in the app.

Feedback

Was this page helpful?

 Yes

 No

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System can't update inventory quantity because of insufficient transactions

Article • 05/18/2022

Symptoms

This issue can occur if the system can't update an inventory quantity because there aren't enough inventory transactions that have the specified dimensions. You will receive the following error message:

Inventory quantity -%1 could not be updated due to insufficient inventory transactions for item %2 with dimensions Size=%3, Color=%4, Additions=%5, Site=%6, Warehouse=%7, Location=%8, Inventory status=Available, License plate=%9, Batch number=%10 for reference ID %11 on Lot ID %12.

Resolution

Make sure that no inventory transactions are physically reserving the quantity. For example, these transactions might open quality orders, inventory blocking records, or output orders.

Feedback

Was this page helpful?



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System can't make reservations because 0.00 are available in the inventory

Article • 05/18/2022

Symptoms

This issue can occur if the system can't update an inventory quantity because there aren't enough inventory transactions that have the specified dimensions. You will receive the following error message:

Physical on-hand Site=%1, Warehouse=%2, Inventory status=Available, Batch number=%3, Owner=%4: %5 cannot be reserved because only 0.00 are available in the inventory.

Resolution

This issue is probably caused by open work. Either complete the work or receive without work creation. Make sure that no inventory transactions are physically reserving the quantity. For example, these transactions might be open quality orders, inventory blocking records, or output orders.

Feedback

Was this page helpful?

 Yes

 No

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Sales order could not be released with outbound warehouse operations

Article • 05/18/2022

Symptoms

When working with outbound warehouse operations, you may receive the following error message:

- Sales order could not be released.

Cause

This issue can occur for several reasons. For example, the order is on credit management hold, and no shipments can be created until a valid postal address is entered for all sales lines that are associated with an order. Alternatively, there's an order hold that must be addressed before the order can be released to the warehouse. This hold might be order-specific, or it might be on the customer account.

Resolution

Add or update the address on the sales order and order lines, and then release the order to the warehouse. Orders can be released to the warehouse only if they have a valid delivery address (per the address format setup in the **Organization administration** module).

Investigate the order hold and address the issues. Then remove the hold from the order or customer, and release the order to the warehouse.

Feedback

Was this page helpful?

 Yes

 No

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Shipment for load has been confirmed, but no lines are posted

Article • 05/18/2022

Symptoms

When working with outbound warehouse operations, you may receive the following message:

- The shipment for load 1% has been confirmed.

However, no further posting occurred.

Resolution

This is by design. Shipment confirmation doesn't affect posting. It just updates the shipment and load status. Posting must occur in a separate process.

Feedback

Was this page helpful?

 Yes

 No

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Slotting templates don't consider on-hand inventory for batch-above items

Article • 05/20/2022

Symptoms

Slotting templates that have the **Consider on-hand slot** criterion don't consider current on-hand inventory for **batch-above** items. They consider it only if the batch number is specified on the sales order line.

However, when you use *batch-below* items, the current on-hand inventory is considered as expected.

For more information, see [Warehouse slotting](#).

Resolution

The slotting template header can be defined for the **Ordered**, **Reserved**, or **Released** demand strategy. For the **Ordered** demand strategy, the same reservation hierarchy requirements apply that apply to reservation or release to warehouse processes. Therefore, for items that have **batch-above** and **serial-below** reservation hierarchies, the batch or serial number must be specified on the demand order (sales or transfer).

Alternatively, the **Reserved** demand strategy can be used to select the batch or serial number before the warehouse slotting demand is generated.

Feedback

Was this page helpful?

 Yes

 No

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"The size of the request xml exceeds the maximum allowed value" error in the Warehouse management mobile app

Article • 03/13/2025

This article provides a resolution for "The size of the request xml exceeds the maximum allowed value" error that occurs in the [Warehouse Management mobile app](#).

Symptoms

When you open a [Display open work list](#) mobile device flow in the Warehouse Management mobile app, you might receive the following error message:

- The size of the request xml exceeds the maximum allowed value.

Cause

The Warehouse Management mobile app communicates with the Dynamics 365 Supply Chain Management service through an XML file. The system has a built-in limit on the size of this XML file. If there are many warehouse work items to be displayed in the Warehouse Management mobile app, the XML file size might exceed this limit.

Resolution

To resolve this issue, follow these steps to reduce the number of warehouse work items shown in the Warehouse Management mobile app:

1. Open the **Mobile device menu items** form by navigating to **Warehouse management > Setup > Mobile device > Mobile device menu items**.
2. Find the impacted menu item.
3. Select the **Edit query** button in the Action Pane.
4. Edit the query to reduce the number of displayed warehouse work items.

For more information about editing the queries, see [User-configurable queries in Warehouse management](#).

Feedback

Was this page helpful?

 Yes

 No

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The last closed work line must be a put

Article • 05/18/2022

Error code: WAX1285

Symptoms

The system shows the following error message:

The last closed work line must be a put.

Cause

The work can't be canceled in its current state.

On the last work line, the **Work status** field is set to **Closed**, but the **Work type** field isn't set to **Put**.

Resolution

To cancel the work, follow these steps.

1. Go to **Warehouse management > Periodic tasks > Clean up > Cancel work**.
2. In the **Work ID** field, specify the ID of the work that you want to cancel.
3. Select **OK**.
4. Select **Yes** to confirm that you want to cancel the work.

For more information, see [Cancel warehouse work for exception handling](#).

Feedback

Was this page helpful?

 Yes

 No

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The weight fields on load lines don't match the weight fields on the load

Article • 05/20/2022

Error codes: WHSLoadWeightOnLinesDoNotMatchLoadWarning

Symptoms

The system shows the following error message:

The weight fields on load lines do not match the weight fields on load %1. Run the Warehouse load weight consistency check to recalculate the weight fields.

Cause

The **Net weight** and **Tara weight** fields are set to 0 (zero) on the load line. However, the weight fields aren't set to 0 for the weight measurements on the product. When weight fields aren't set on the load line, any corrections of the quantity on the load line might cause incorrect weight calculation on the load. This issue might occur if the weights on the product have been changed since the load line was created.

Resolution

By default, when a load line is created, the weight fields from the product are entered on it. If the weight is zero, you can recalculate it by using the **Warehouse load weight consistency check** functionality.

1. Go to **System administration > Periodic tasks > Database > Consistency check**.
2. In the **Consistency check** dialog box, set the **Module** field to **Warehouse management**.
3. Set the **Check/Fix** field to **Fix error**.
4. In the checkbox list, select the **Warehouse load weight consistency check** checkbox, and make sure that only the row for this checkbox is highlighted.
5. At the top of the checkbox list, select the ellipsis button (...), and then select **Dialog** on the menu.

6. In the **Warehouse load weight consistency check** dialog box, set the following fields to specify the criteria that the consistency check should run for:

- **Load ID:** Specify a load ID. Leave this blank to check all load IDs.
- **Item number:** Specify an item number. Leave this blank to check all items.
- **Always recalculate weight on loads:** Set this option to **Yes**.
- **Allow overwrite of weight on load lines:** Set this option to **Yes**.

7. Select **OK** to close the **Warehouse load weight consistency check** dialog box.

8. Select the ellipsis button, and then select **Execute** on the menu.

The weight is recalculated based on the criteria that you specified. Select the **Message details** link to view the result of the consistency check.

Feedback

Was this page helpful?



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Unconfirmed purchase orders are confirmed after running Update product receipts

Article • 05/20/2022

Symptoms

After you run the *Update product receipts* periodic task, the system automatically confirms unconfirmed purchase orders that have an inventory transaction status of **Registered**.

Resolution

A new inbound load handling feature, *Over receipt of load quantities*, fixes this issue. To turn on this feature, go to the [Feature management](#) workspace and turn on the following features in the order that they're listed:

1. Associate purchase order inventory transactions with load
2. Over receipt of load quantities

For more information, see [Post registered product quantities against purchase orders](#).

Feedback

Was this page helpful?



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Wave isn't eligible for cleanup

Article • 05/20/2022

Error code: WaveNotEligibleForCleanup

Symptoms

The system shows the following error message:

Wave %1 is not eligible for cleanup.

The wave data can't be cleaned up.

Cause

The wave is currently being processed, as indicated by one of the following conditions:

- The **Wave status** field is set to **Executing**.
- When you select **Batch job** in the **Wave** group on the **Wave** tab of the Action Pane, the **Status** field isn't set to **Ended**, **Error**, or **Canceled**. Therefore, a batch job is currently running.

Resolution

On the Action Pane, on the **Wave** tab, in the **Wave** group, select **Batch job**, and then follow one of these steps:

- If the **Status** field is set to **Executing**: On the Action Pane, on the **Batch job** tab, in the **Batch job** group, select **View tasks**. You can follow the progress by refreshing the **Batch tasks** page.
- If the **Status** field isn't set to **Executing**: On the Action Pane, on the **Batch job** tab, in the **Functions** group, select **Change status**. In the **Select new status** field, select **Waiting**. Then select **OK**.

Feedback

Was this page helpful?



Weight must be positive

Article • 05/18/2022

Error code: WeightMustBePositive

Symptoms

The system shows the following error message:

Weight must be positive.

Cause

The **Gross Weight** field is set to **0** (zero) or a negative value.

Resolution

To specify a weight, follow one of these steps.

- In the **Gross weight** field, set a value. Then select a unit in the drop-down list.
- Select **Get system weight** to calculate the **Gross weight** value.

Feedback

Was this page helpful?



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Work can't be canceled because it's blocked

Article • 05/18/2022

Error code: WHSCancellationOfWorkBlockedByExecutingWave_ErrorMessage

Symptoms

The system shows the following error message:

Work %1 cannot be cancelled because it is blocked by reason type %2. The work must be unblocked before it can be cancelled.

Cause

The work is blocked and can't be canceled.

On the **Work** page, on the **General** tab, the **Blocked** option is set to **Yes**. This setting indicates that the work is blocked. The **Blocking reasons** tab shows why the work was blocked.

Resolution

To unblock the work, select the **Blocking reasons** tab, and then follow one of these steps:

- If the **Work blocking reason** field is set to **Undefined reason**: On the Action Pane, on the **Work** tab, in the **Work** group, select **Unblock work**.
- If the **Work blocking reason** field is set to **Processing wave**: On the Action Pane, on the **Related information** tab, in the **Related information** group, select **Wave**. Then, on the **Waves** page, on the Action Pane, on the **Wave** tab, in the **Wave** group, select **Cleanup wave data**.

Workaround

If the previous steps didn't fix the issue, you can cancel the work by following these steps.

1. Go to **Warehouse management > Periodic tasks > Clean up > Cancel work**.

2. In the **Work ID** field, specify the ID of the work that you want to cancel, and that currently has a **Work status** value of **Open**, **In progress**, **Canceled**, **Combined**, or **Closed**.
3. Select **OK**.
4. Select **Yes** to confirm that you want to cancel the work.

For more information, see [Cancel warehouse work for exception handling](#).

Feedback

Was this page helpful?

 Yes

 No

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Work can't be canceled because of its status

Article • 05/18/2022

Error code: WAX2190

Symptoms

The system shows the following error message:

You cannot cancel work %1 because it has a status of %2.

Cause

The work can't be canceled in its current state.

The work header or work lines don't have the expected **Work status** value. The **Work status** field on the work header isn't set to **Open** or **In progress**.

Resolution

To cancel the work, follow these steps.

1. Go to **Warehouse management > Periodic tasks > Clean up > Cancel work**.
2. In the **Work ID** field, specify the ID of the work that you want to cancel.
3. Select **OK**.
4. Select **Yes** to confirm that you want to cancel the work.

For more information, see [Cancel warehouse work for exception handling](#).

Feedback

Was this page helpful?

 Yes

 No

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Work isn't blocked

Article • 05/18/2022

Error code: WHSUnblockNotBlockedWorkErrorMessage

Symptoms

The system shows the following error message:

Work with Id %1 is not blocked.

Cause

The **Blocked wave** option on the wave is set to **No**. The work can't be unblocked because it isn't currently blocked.

Resolution

Only work where the **Blocked wave** option is set to **Yes** can be unblocked.

Feedback

Was this page helpful?

 Yes

 No

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Work remains blocked

Article • 05/18/2022

Error code: WHSWorkBlockingExecutingWaveReason_ErrorMessage

Symptoms

The system shows the following error message:

Work %1 remains blocked because the related wave %2 has status %3.

Cause

The work is currently being processed on a wave and can't be unblocked, as indicated by one of the following conditions:

- On the **Blocking reasons** tab, the **Work blocking reason** field for one or more lines is set to **Processing wave**.
- When you select **Wave** in the **Related information** group on the **Related information** tab of the Action Pane, the **Wave status** field is set to **Processing**.

Resolution

On the Action Pane, on the **Related information** tab, in the **Related information** group, select **Wave**. Then, on the **Waves** page, on the Action Pane, on the **Wave** tab, in the **Wave** group, select **Cleanup wave data**.

Workaround

If the previous steps didn't fix the issue, you can cancel the work by following these steps.

1. Go to **Warehouse management > Periodic tasks > Clean up > Cancel work**.
2. In the **Work ID** field, specify the ID of the work that you want to cancel, and that currently has a **Work status** value of **Open**, **In progress**, **Canceled**, **Combined**, or **Closed**.
3. Select **OK**.
4. Select **Yes** to confirm that you want to cancel the work.

For more information, see [Cancel warehouse work for exception handling](#).

Feedback

Was this page helpful?

 Yes

 No

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You can't cancel work that is on a user

Article • 05/18/2022

Error code: WAX708

Symptoms

The system shows the following error message:

You cannot cancel work that is on a user.

Cause

The work is locked by a user and can't be canceled. To confirm this, open the work ID and then open the **General** tab. If the work is locked, the **Work status** field will be set to **In progress**, and the **Locked by** field will be set to a user ID.

Resolution

To cancel the work, follow these steps.

1. Go to **Warehouse management > Periodic tasks > Clean up > Cancel work**.
2. In the **Work ID** field, specify the ID of the work that you want to cancel.
3. Select **OK**.
4. Select **Yes** to confirm that you want to cancel the work.

For more information, see [Cancel warehouse work for exception handling](#).

Feedback

Was this page helpful?

 Yes

 No

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You can't confirm a shipment because of an issue with the calendar

Article • 05/18/2022

Error code: TRX2716

Symptoms

When you try to confirm a shipment, the system shows the following error message:

The calendar type %1 requires the appointment %2 to be checked in and out.

Therefore, you can't confirm the shipment for the load.

Cause

Active appointments for the load exist. For example, there is a rule that requires driver check-in. Therefore, the load is currently in a state where shipment confirmation fails.

Resolution

You must investigate and fix any issues with the active appointments that are linked to the load.

1. Go to **Warehouse management > Loads > All loads**.
2. Select the load that the shipment can't be confirmed for.
3. On the Action Pane, on the **Transportation** tab, in the **Appointments** group, select **Appointment scheduling**.
4. Follow one of these steps:
 - Make sure that driver check-in/check-out is completed for the appointment.
 - Complete or cancel the appointment.
 - Disable the **Driver check-in required** option for the related appointment rule.

Feedback

Was this page helpful?

 Yes

 No

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You can't confirm a shipment because of incomplete or missing work

Article • 05/20/2022

Error code: WAX515

Symptoms

When you try to confirm a shipment, the system shows the following error message:

The shipment for load %1 could not be confirmed because all work for the load must be complete.

Therefore, you can't confirm the shipment for the load.

Cause

The load or shipment is currently in a state where shipment confirmation fails. Before you can confirm the shipment, at least some work must exist for the load, and all that work must have a status of **Closed** or **Canceled**.

Resolution

Check the related sales orders or transfer orders for the load or shipment, and make sure that all the related work has been completed or canceled.

You can work with shipments and loads on several pages. The following subsections provide a few examples.

All loads page

1. Go to **Warehouse management > Loads > All loads**.
2. Select the load that the shipment can't be confirmed for.
3. On the Action Pane, on the **Loads** tab, in the **Related information** group, select **Work**.
4. Inspect the status of each work ID. Follow up on each work ID that doesn't have a status of **Closed** or **Canceled**.

5. When every work ID has a status of **Closed** or **Canceled**, try again to confirm the shipment.

All shipments page

1. Go to **Warehouse management > Shipments > All shipments**.
2. Select the shipment that can't be confirmed.
3. On the Action Pane, on the **Shipments** tab, in the **Work** group, select **Work details**.
4. Inspect the status of each work ID. Follow up on each work ID that doesn't have a status of **Closed** or **Canceled**.
5. When every work ID has a status of **Closed** or **Canceled**, try again to confirm the shipment.

All work page

1. Go to **Warehouse management > Work > All work**.
2. Select the work for the order number that the shipment can't be confirmed for.
3. On the Action Pane, on the **Shipment** tab, in the **Shipment** group, select **Confirm shipment**.
4. Inspect the status of each work ID. Follow up on each work ID that doesn't have a status of **Closed** or **Canceled**.
5. When every work ID has a status of **Closed** or **Canceled**, try again to confirm the shipment.

Feedback

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You can't confirm a shipment because items haven't been picked

Article • 05/18/2022

Error code: LoadNotPickedAndMovedToFinalShippingLocation

Symptoms

When you try to confirm a shipment, the system shows the following error message:

Some of the items that are needed for load %1 have not yet been picked and moved to the final shipping location.

Therefore, you can't confirm the shipment for the load.

Cause

The load or shipment can't be confirmed in its current state because one of the following conditions might exist:

- The related work hasn't yet been picked and moved to the final shipping location.
- The picked work quantity doesn't match the created work quantity on the load line.
- The location directive has been configured with packing location as the final shipping location while using Wave template containerization.

Resolution

The load or shipment is currently in a state where shipment confirmation fails. To fix this issue, complete one of the following tasks:

- Review your load lines and make sure that all the related work has been completed at the final shipping location, and that the quantities match.
- Cancel the work IDs that have been created with the packing location as the final shipping location, reconfigure the location directive, and rerelease the load.

Review your load lines and make sure that all the related work has been completed at the final shipping location,

and that the quantities match

Use the following procedure to review your load lines and make sure that all the related work has been completed at the final shipping location, and that the quantities match.

1. Go to **Warehouse management > Loads > All loads**.
2. Select the load that the shipment can't be confirmed for.
3. On the **Load lines** FastTab, select the load line.
4. Make a note of the value of the **Work created quantity** field.
5. On the Action Pane, on the **Loads** tab, in the **Related information** group, select **Work**.
6. Verify that the work has been completed at the final shipping location, and that the picked work quantity matches the created work quantity on the load line.
7. Repeat this procedure for all load lines to make sure that all criteria are met.

Cancel the work IDs that have been created with the packing location as the final shipping location, reconfigure the location directive, and rerelease the load

Use the following procedure to cancel the work IDs that have the packing location as the final put location with automated containerization in place.

1. Go to **Warehouse management > Periodic tasks > Clean up > Cancel work**.
2. The **Cancel work** dialog opens. In the **Work ID** field, specify the ID of the work that you want to cancel. The selected work ID must have a **Work status** value of **Open**, **In progress**, **Canceled**, **Combined**, or **Closed**.
3. Select **OK**.
4. Select **Yes** to confirm that you want to cancel the work.
5. Repeat this procedure for the other work IDs as needed.

For more information, see [Cancel warehouse work for exception handling](#).

Use the following procedure to reconfigure the location directive so it won't use the packing location as the final shipping location when automated containerization is set up for the wave template.

1. Go to **Warehouse management > Setup > Location directives**.
2. In the **Work order type** field, select **Sales orders**.
3. Select the location directive you are using for automated containerization.
4. On the **Location Directive Actions** FastTab toolbar, select **Edit query**.
5. In the query editor dialog, on the **Range** tab, find the row where **Field** is set to **Location profile**, and verify that the **Criteria** field for that row is not set to a

location profile that has a **Location type** of **Packing**. Adjust the **Criteria** field to correct the final put location.

Use the following procedure to rerelease the load and create work IDs with the correct final shipping location.

1. Go to **Warehouse management > Loads > Load planning workbench**.
 2. In the **Loads** section, find the load that needs to be released.
 3. On the **Loads** section toolbar, select **Release > Release to warehouse** to release the selected load to the warehouse.
 4. Repeat this procedure for the other loads as needed.
-

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You can't confirm a shipment because there is zero quantity

Article • 05/18/2022

Error code: LoadLineWarningUpdatedToZero

Symptoms

When you try to confirm a shipment, the system shows the following error message:

Load line for item %1 and shipment %2 has been updated to have zero quantity due to underdelivery setup allowing not to ship any quantities for this item.

Therefore, you can't confirm the shipment for the load.

Cause

The system evaluates whether the picked quantity is within the expected limits, based on the picked quantity, load line quantity, and underdelivery percentage. If the system finds that the picked quantity on the load line is 0 (zero), you can't confirm the shipment. For example, this issue might occur if work has been canceled, and the underdelivery percentage on the load line is 100 percent.

Resolution

Check your load lines to make sure that the underdelivery percentage and quantities are aligned with the picked work.

1. Go to **Warehouse management > Loads > All loads**.
2. Select the load that the shipment can't be confirmed for.
3. On the **Load lines** FastTab, select the load line for the item that exceeds the underdelivery percentage.
4. Adjust the value of the **Underdelivery** field or the **Quantity** field as required.

Tip

If the issue still isn't fixed, you might have to complete more picking work for the related sales orders or transfer orders until the available quantity is aligned with the

load or shipment.

Feedback

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 No

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You can't confirm a shipment because the customer is on hold

Article • 05/18/2022

Error code: WAX:CustomerOnHoldShipmentCannotBeConfirmed

Symptoms

When you try to confirm a shipment, the system shows the following error message:

Shipment %1 cannot be confirmed because customer is on hold for %2.

Therefore, you can't confirm the shipment for the load.

Cause

The customer account of the load or shipment is on hold. Therefore, the customer's status prevents shipment confirmation.

Resolution

Use the following procedure to unblock the customer account.

1. Go to **Accounts receivable > Customers > All customers**.
2. Open the customer account that the shipment can't be confirmed for.
3. On the **Credit and collections FastTab**, set the **Invoicing and delivery on hold** field to **No**.
4. Repeat this procedure for all blocked customers for the load.

Feedback

Was this page helpful?

 Yes

 No

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You can't confirm a shipment because load lines have zero quantity

Article • 05/18/2022

Error code: WAX:LoadTableWarningAllLinesZero, WAX2543

Symptoms

When you try to confirm a shipment, the system shows the following error message:

- All the lines in load %1 have quantity zero.
- The shipment for load %1 could not be confirmed.

Therefore, you can't confirm the shipment for the load.

Cause

The system evaluates whether the load line can be ship confirmed, based on the work IDs that are created, the load line quantity, and the underdelivery percentage. If the system finds that there are no work IDs, and if underdelivery percentage is set to 100 percent, you can't confirm the shipment.

For example, this issue might occur if the work has been canceled, and the underdelivery percentage on the load line is 100 percent.

Resolution

The load or shipment is currently in a state where shipment confirmation fails. To fix this issue, complete one of the following tasks:

- Review your load lines to make sure that all the related work has been completed at the final shipping location, and that the quantities match.
- Review your load lines to make sure that the underdelivery percentage and quantities are aligned with the picked work.

Review your load lines to make sure that all the related work has been completed at the final shipping location, and that the quantities match

Use the following procedure to review your load lines to make sure that all the related work has been completed at the final shipping location, and that the quantities match.

1. Go to **Warehouse management > Loads > All loads**.
2. Open the load that the shipment can't be confirmed for.
3. On the **Load lines** FastTab, select the load line.
4. Make a note of the value of the **Work created quantity** field.
5. On the Action Pane, on the **Loads** tab, in the **Related information** group, select **Work**.
6. Verify that the work has been completed at the final shipping location, and that the picked work quantity matches the created work quantity on the load line.
7. If you find a mismatch, cancel the relevant work, reconfigure the location directive, and re-release the load. For instructions, see [You can't confirm a shipment because items haven't been picked](#).
8. Repeat this procedure for all load lines to make sure that all criteria are met.

Review your load lines to make sure that the underdelivery percentage and quantities are aligned with the picked work

Use the following procedure to review your load lines to make sure that the underdelivery percentage and quantities are aligned with the picked work.

1. Go to **Warehouse management > Loads > All loads**.
2. Open the load that the shipment can't be confirmed for.
3. On the **Load lines** FastTab, select the load line for the item that exceeds the underdelivery percentage.
4. Adjust the value of the **Underdelivery** field or the **Quantity** field as required.

Tip

If the issue still isn't fixed, you might have to complete more picking work for the related sales orders or transfer orders until the available quantity is aligned with the load or shipment.

Feedback

Was this page helpful?

 Yes

 No

