



## Viewing Inbound Resolution Errors

1. Navigate to **Inbound Resolution** from the **Maintenance** menu – All available Inbound Errors display.

The **Inbound Resolution** process is a Warehouse Management (WM) to Maintenance and Utilization (M&U) only topic. It is used to identify and correct errors which were generated during the transfer of Warehouse equipment into the M&U module for the creation of Work Orders.

There are two types of Inbound Errors which can be Updated/Rejected:

- **Work Order Inbound Errors** – These errors are the result of problems creating new Work Orders
- **Work Order Status Inbound Errors** – These errors are the result of updating existing Work Order Statuses

| Work Order Inbound Errors |                        |                      |               |   |
|---------------------------|------------------------|----------------------|---------------|---|
| Update                    | Reject                 | Asset Id             | Customer Name | Error   |
| <a href="#">Update</a>    | <a href="#">Reject</a> | A0000000000000254654 | SMILEWSKI     | Multiple work plans found for specified criteria.                         |
| <a href="#">Update</a>    | <a href="#">Reject</a> | A0000000000000254655 | SMILEWSKI     | Multiple work plans found for specified criteria.                         |
| <a href="#">Update</a>    | <a href="#">Reject</a> | A000000000000655387  | SMELTZERJ     | Unexpected exception when converting inbound work order to MU work order. |
| <a href="#">Update</a>    | <a href="#">Reject</a> | A000000000000655388  | SMELTZERJ     | Unexpected exception when converting inbound work order to MU work order. |
| <a href="#">Update</a>    | <a href="#">Reject</a> | A000000000000655389  | SMELTZERJ     | Unexpected exception when converting inbound work order to MU work order. |
| <a href="#">Update</a>    | <a href="#">Reject</a> | A000000000000655390  | SMELTZERJ     | Unexpected exception when converting inbound work order to MU work order. |
| <a href="#">Update</a>    | <a href="#">Reject</a> | A000000000000655390  | SMELTZERJ     | Unexpected exception when converting inbound work order to MU work order. |
| <a href="#">Update</a>    | <a href="#">Reject</a> | A000000000000655390  | SMELTZERJ     | Unexpected exception when converting inbound work order to MU work order. |
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| <a href="#">Update</a>    | <a href="#">Reject</a> | A000000000000655390  | SMELTZERJ     | Unexpected exception when converting inbound work order to MU work order. |
| <a href="#">Update</a>    | <a href="#">Reject</a> | A000000000000655390  | SMELTZERJ     | Unexpected exception when converting inbound work order to MU work order. |
| 1 2 3                     |                        |                      |               |   |

  

| Work Order Status Inbound Errors |                        |                |                             |  |
|----------------------------------|------------------------|----------------|-----------------------------|--|
| Update                           | Reject                 | Work Order Nbr | Requested Work Order Status | Error  |
| <a href="#">Update</a>           | <a href="#">Reject</a> | 2014060400006  | C                           | Work Order update failed. Work order 2014060400006 had previously been closed. |
| <a href="#">Update</a>           | <a href="#">Reject</a> | 2014060400005  | C                           | Work Order update failed. Work order 2014060400005 had previously been closed. |
| <a href="#">Update</a>           | <a href="#">Reject</a> | 2014060400004  | C                           | Work Order update failed. Work order 2014060400004 had previously been closed. |
| <a href="#">Update</a>           | <a href="#">Reject</a> | 2014060400006  | C                           | Work Order update failed. Work order 2014060400006 had previously been closed. |

The **Reject** hyperlink can be used to cancel:

- A Work Order which should not be created as a result of a Quality Control or Materiel Release Order event.
- A **Work Order Status Cd** change as a result of a Quality Control or Materiel Release Order event.





## Updating Work Order Inbound Errors

1. Navigate to **Inbound Resolution** from the **Maintenance** menu – All available Inbound Errors display.
2. Select the **Update** hyperlink for the Work Order Inbound Error to be updated.

| Work Order Inbound Error Resolution |  |                         |                           |
|-------------------------------------|--|-------------------------|---------------------------|
| *Asset Id                           | A0000000000000655387   | *Requested Date         | 8/21/2014                 |
| *Customer Name                      | SMELTZERJ  | Customer E-mail         |                           |
| Customer Phone                      |  | Customer Mobile         |                           |
| *Customer Remarks                   | qcn QC08211412453028TSTB inspector unknown inspector phone unknown |                         |                           |
| Maint Avail Dt                      | 8/21/2014  | Required Cmpltn Dt      | 8/26/2014                 |
| *Cond Cd                            | A-Svcbl(w/o Qual) ▼  | *Preservation Level Cd  | AO-Level A Open Storage ▼ |
| *Storage Type Cd                    | O-Open Storage Lots ▼  | Doc Nbr                 | MWM00014242003            |
| Special Instructions                |  |                         |                           |
| *Shipment Prep Cd                   | ASHIP-Level A Shipment ▼   | Quality Control Type Cd | TSTB                      |
| Work Order Reason Cd                | TEST-Test ▼  |                         |                           |

3. Correct the data as necessary.
4. Select the **Update** button – The Work Order is resubmitted.





## Updating Work Order Status Inbound Errors

1. Navigate to **Inbound Resolution** from the **Maintenance** menu – All available Inbound Errors display.
2. Select the **Update** hyperlink for the Work Order Status Inbound Error to be updated.

|                      |                     |     |
|----------------------|---------------------|-----|
| Work Order Id        | 2014060400006       | ... |
| Work Order Sts Cd    | C-Closed            | ▼   |
| Special Instructions | Inspection Complete |     |

3. Verify the **Work Order Sts (Status) Cd** is set to *C-Closed*.
4. Enter any needed **Special Instructions**.
5. Select the **Update** button – The transaction is resubmitted.