

Dematic Support

Joe Certo

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 Case  
**00019380**
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Case Number 00019380

Previous Case ID  11018960Case Owner   Thomas HarrisAccount Name Certo Brothers - West Seneca, NYContact Name  Ken CertoStatus  ClosedCategory  SoftwarePriority  3Priority Description  System Operational**Information**

Subject RR will not go by deleted inventory

Description RR will not go by deleted inventory

Resolution  Customer resolved**System Information**

Date/Time Opened 6/30/2005 8:07 AM

Date/Time Closed 6/30/2005 1:36 PM

Created By Thomas Harris, 6/30/2005 8:07 AMLast Modified By Derek Camp, 1/22/2015 8:12 AM**Comments**

## Comments

Public Comment	Name	Date Time
Customer complains that they have a certain SKU of Coors liight that is completely out of stock ware-house-wide. They have pushed the widget on the RRclient WS screen telling the system to ignore it and procede yet they perceive that the system is still waiting. CALLED Mahes and left VM. Connected to the customer's system and viewed the picking status. It is progressing. The customer Ken will query his people as to how they got by this problem. He will call back. Mahes called back and looked at the system noting that it was working as advertised. I called Ken back and left VM.	Jeffrey Peterson	9/22/2014 9:14 AM

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