

Dematic Support

 Joe Certo[Home](#) **Cases** [Contacts](#)Case **00033202**[Printable View](#)[« Back to List: Cases](#)**Case Detail**

Case Number 00033202

Previous Case ID  11042440Case Owner  Brown JohnAccount Name Certo Brothers - West Seneca, NYContact Name  Joe CertoStatus  ClosedCategory  SoftwarePriority  4Priority Description  Intermittent Problems**Information**

Subject Had all but one A carton from one particular route that wound in exception line

Description Had all but one A carton from one particular route that wound in exception line and can't determine why?

Resolution  closed**System Information**

Date/Time Opened 9/7/2006 8:07 AM

Date/Time Closed 12/29/2006 4:34 AM

Created By GearsCRM, 9/7/2006 8:07 AMLast Modified By Derek Camp, 1/22/2015 8:22 AM**Comments**

Comments

Public Comment	Name	Date Time
xfer to caps	GearsCRM	9/22/2014 9:05 AM
An email with the Survey Request was sent to the Call Contact email of on 2006-09-11 at 09:43:34 by REILLYWE.	Walter Reilly	9/22/2014 9:05 AM
wave/route closed after first sort... unable to find out why.... need engineer 514876 route 4530	Richard Mueller	9/22/2014 9:05 AM
01:20:24 18-RRSCN6/BCSorter Sys_Info_005 DB MESSAGE:[SQL Server]Route 4530 is closed(BCs DONE) automatically.(While sorting BC Case)		
a's still trying to sort but route CLOSED after first A		
Rich, Problem reported: Most of cases from a route went to reject. Findings: Route 4530 is a single pallet route. A single case of this route slipped from the merge when the previous route is still being released from merge. There is no record of this case being scanned at the merge but seen at the sorter. After this single case the next pallets cases are seen at the sorter this closed the pallet for 4530. Since it had only one pallet the whole route is closed. This happens mostly during the day run because the routes are small and there are more than one routes at the pallet boundary (mixed with 5 modules). Solution: A fix can be implemented to not close the pallet/route if we only seen X number of cases and send the problem case to reject without assigning any palletizer. I have talked to Joe Certo yesterday (in a planned conference call with CS) and explained him the situation. He understood and want to implement the change. I will have some time this week-end to make the changes but I need premission from PM to make this change as this project is still open. Thanks Mahes	Richard Mueller	9/22/2014 9:05 AM
Mahes, I would agree that 10 (a full tier) would be a good number too . Please: proceed with the change, charge to project warranty, advise both Customer Service and Certo of the number, and when it was implemented (I assume minimal risk?) Thanks, Lar. <hr/> From: Ramados, Maheswaran Sent: Thursday, September 14, 2006 8:49 AM To: Aldrink, Larry D Cc: Batts, Anthony; Gritter, David A; Mueller, Richard A Subject: RE: Certo support.CallID: 11042440 I agree. For the value of X I suggested 10. If we have seen only less than 10 number of cases then we do not close the pallet. We have also need to check if cases are actually picked for the pallet(out of stock conditions..). Mahes	Richard Mueller	9/22/2014 9:05 AM

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