


Dematic Support

 Joe Certo[Home](#) **Cases** [Contacts](#)Case **00178794**[Printable View](#)[« Back to List: Cases](#)**Case Detail**

Case Number 00178794

Previous Case ID  11042988Case Owner  Thomas HarrisAccount Name Certo Brothers - West Seneca, NYContact Name  Joe CertoStatus  ClosedCategory  SoftwarePriority  3Priority Description  System Operational**Information**

Subject 59 cases in system that did not make it to truck. RR did not find in system

Description 59 cases in system that did not make it to truck.  
RR did not find in systemResolution  customer monitoring the system.**System Information**

Date/Time Opened 9/19/2006 10:03 AM

Date/Time Closed 9/25/2006 11:25 AM

Created By Thomas Harris, 9/19/2006 10:03 AMLast Modified By Derek Camp, 1/22/2015 8:22 AM**Comments**

**Comments**

Public Comment	Name	Date Time
took the initial information for the call decription of the issue. Joe says that they expected they would run out of corona 12 pk bottles sometime during the night. And he says that his operator did indicate to bevpro that they were out of stock for that item. However Joe says when he came in today, he sees a whole pallet of the product on stand 8 and 14 additional cases in the buffer lane. He says that this stock should have been used to fullfill the orders for that item even though they still did not have enough to fullfill all the orders for that item. He wants to know why the stock on pallet stand 8 and additional 14 cases on buffer lane should have been shipped BUT were not. I asked mahesh to look into this. He will call me and let me know.	Nickolas Pavkov	9/22/2014 10:08 AM
email from Mahes: Nick, The product outage logic did not include the pallet in dynamic stand(redundant stand). I have corrected it now. It should now onwards use-up the products from stands if the product is out-of-stock. Please let Joe know to monitor and update us with any issue. Thank you Mahes Called Joe back and explained issue and asked him to monitor it.	Nickolas Pavkov	9/22/2014 10:08 AM

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