

Dematic Support


 Joe Certo[Home](#) **Cases** [Contacts](#)

Case

00178843

[Printable View](#)[« Back to List: Cases](#)**Case Detail**

Case Number 00178843

Previous Case ID  11043373Case Owner  Tompkins ConradAccount Name Certo Brothers - West Seneca, NYContact Name  Bill MillerStatus  ClosedCategory  SoftwarePriority  3Priority Description  System Operational**Information**

Subject everything going to reject lane

Description everything going to reject lane

Resolution  closed**System Information**

Date/Time Opened 9/27/2006 12:04 AM

Date/Time Closed 12/29/2006 4:05 AM

Created By GearsCRM, 9/27/2006 12:04 AMLast Modified By Derek Camp, 1/22/2015 8:22 AM**Comments**

Comments

| Public Comment | Name | Date Time |
|---|-----------------|-------------------|
| route 324 was going ok and then the last few items from A went to reject. route 339 b&c sorted great but the A pallets had 192 good sorts out of 503 and the rest went to reject, they went to manual. looked into issue the only thing that seems odd is a lot of messages not got assigned RelSeq# due to all Labels not got released for Route3390 not sure what this means, need mahesh, called and left vm at 5:00am continuing to look at logs and ssytem to see what else might seem strange 6:00am left another vm for mahesh | Richard Mueller | 9/22/2014 9:39 AM |
| I am in Atlanta working in United Stationers site. 6 am Bill from Certo paged me. He said cases are going to reject. Looked in to the log.. Aparently the 10 cases limit we put in to close previous pallet is not working. I had to increase it to 20. Everything sorted after this. This pallet had 11 cases missing. I havent researched in detail because I am up since 3 am.. But I think this may be due to cases released from merge in wrong sequence like the previoius call. Mahes | Richard Mueller | 9/22/2014 9:39 AM |

[Back To Top](#)Always show me ☐ more records per related list