Case: 00179726 ~ Dematic Support 8/14/15 Joe Certo **Dematic Support** Home Cases Contacts Case Case Printable View 00179726 « Back to List: Cases Case Detail Case Number Previous Case ID 00179726 11051061 Case Owner James Kohoyda **Account Name** Certo Brothers - West Seneca, NY **Contact Name** Bill Miller Status Closed Category Software Priority **Priority Description** System Operational Information Subject They ended a batch trying to fix a problem and now need it reset. Description They ended a batch trying to fix a problem and now need it reset. Resolution walked the customer thru manually releasing the dynamic lanes. **System Information** Date/Time Opened 3/11/2007 7:11 PM Date/Time Closed 3/11/2007 8:18 PM Created By James Kohoyda, 3/11/2007 7:11 PM Last Modified By Derek Camp, 1/22/2015 8:26 AM

Comments

Comments

Public Comment	Name	Date Time
Gave the information to Nick.	James Kohoyda	9/22/2014 10:08 AM
Customer says they had their cc cabinet shutoff on thursday because of problems and they still have routes and product from thursday in the dynamic lanes. They need the lanes released. I called Maheash and he walked the customer thru manually releasing the dynamic lanes. Then the customer called back and stated that there were still lanes that did not release. I called Maheash back and agin he walked the customer thru releasing the lanes manually.	Nickolas Pavkov	9/22/2014 10:08 AM

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