

Dematic Support


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Case

00181909

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Case Number 00181909

Previous Case ID  11066586Case Owner  Tompkins ConradAccount Name Certo Brothers - West Seneca, NYContact Name  Bill MillerStatus  ClosedCategory  SoftwarePriority  4Priority Description  Intermittent Problems**Information**

Subject robots 5 and 6 are getting the wrong product, and then they are getting kicked o

Description robots 5 and 6 are getting the wrong product, and then they are getting kicked out. they are getting routed to the wrong robot

Resolution  old call**System Information**

Date/Time Opened 1/10/2008 10:31 PM

Date/Time Closed 6/5/2008 10:45 AM

Created By GearsCRM, 1/10/2008 10:31 PMLast Modified By Derek Camp, 2/28/2015 1:04 PM**Comments**

Comments

Public Comment	Name	Date Time
1330 - I called and left a message. 1420 - The customer is having trouble with packages going to the wrong lane. The product was sent to the PAL5 in the logs and confirmed to dvt 1. Time: 1 or 2 AM SKU: 902486 Rt : 523 Batch: 17 Wave: 50 I searched the Log files but all I saw was a divert and a divert confirmation. I looked at the database and was diverted just fine. i did nto see any indication that the box was rejected nor that it went to the wrong lane.	Tony Dunckel	9/22/2014 9:26 AM
I called Bill Miller to get some additional info and see if the problem still exists. Left VM.	GearsCRM	9/22/2014 9:26 AM
Bill Miller called back and said it was still going on. They don't work during the day start up at 9PM he said. He stated he would call me in the morning with more examples. He says it is happening maybe 15 times per day and there is no patern.	GearsCRM	9/22/2014 9:26 AM

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