

Case **00191855**

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**Case Detail**

Case Number 00191855

Previous Case ID 11112321

Case Owner Bobbie Wilkerson

Account Name Certo Brothers - West Seneca, NY

Contact Name Bill Miller

Status Closed

Category Software

Priority 3

Priority Description System Operational

**Information**

Subject RR saying they are done picking, but they have 756 more cases to pick.

Description RR saying they are done picking, but they have 756 more cases to pick.

Resolution The Picking status screen was not updating or it had extra data loaded from before

**System Information**

Date/Time Opened 11/5/2010 12:11 AM

Date/Time Closed 11/23/2010 3:12 AM

Created By Bobbie Wilkerson, 11/5/2010 12:11 AM

Last Modified By Derek Camp, 1/22/2015 8:51 AM

**Comments**

**Comments**

Public Comment	Name	Date Time
RRpicking status saying they are done picking, but they have 756 more cases to pick. Turn over to CAPS.	Bobbie Wilkerson	9/22/2014 10:11 AM
4:15 AM - I spoke to Bill about this. He concluded that they really were done picking and that there was simply some stray counts. The screen is either frozen or there was excess data loaded. He will monitor it after the daily clean out and call back if there is still a problem. - 4:45 AM	Jeffrey Peterson	9/22/2014 10:11 AM

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