

Case **00193436**

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Case Detail

Case Number 00193436

Previous Case ID 11120182

Case Owner Jeffrey Peterson

Account Name Certo Brothers - West Seneca, NY

Contact Name John Maddigan (Maint)

Status Closed

Category Electrical

Priority 1

Priority Description System Down

Information

Subject CC-16 sending everything straight to the reject lane.

Description CC-16 sending everything straight to the reject lane.

Resolution No action taken. LENGTH error problem resolved itself.

System Information

Date/Time Opened 4/13/2011 5:51 PM

Date/Time Closed 4/19/2011 10:33 AM

Created By Jeffrey Peterson, 4/13/2011 5:51 PM

Last Modified By Derek Camp, 1/22/2015 8:54 AM

Comments

Comments

| Public Comment | Name | Date Time |
|---|------------------|-------------------|
| 9:45 PM - I connected to the ACS (RR) system and requested John to run some. He did and reported that it is now apparently OK. I had him secure two examples which had sorted to the reject. 213194, and 200112. RR directed them to different diverts but the sorter put them down 25 and said LENGTH (error). I advised John to check the carton spacing and check out the associated PPI wheels. He will have his mechanic review it. John declined my offer to have a TSE tech call him to discuss it. - 10:15 PM | Jeffrey Peterson | 9/22/2014 9:39 AM |
| 10:15 PM - John called back because it started doing it again. His mechanic located the PPI and went to take stock of his spares. I looked up some more examples. They went to 25 because of LENGTH. John decided to replace PPI1. They'll call back. I engaged TSE. Bobby W dialed up the RSCC. - 10:30 PM | | |
| 10:45 PM - John called back. I handed him off to TSE. | | |

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