

Case **00208322**

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Case Detail

Case Number 00208322

Previous Case ID 11167193

Case Owner Jeffrey Peterson

Account Name Certo Brothers - West Seneca, NY

Contact Name John Maddigan (Operations)

Status Closed

Category Electrical

Priority 3

Priority Description System Operational

Information

Subject Lots of cases going to reject. Getting a "zero weight from scale" error. 0799

Description Lots of cases going to reject. Getting a "zero weight from scale" error. 0799

Resolution Customer resolved dimensioner issue that we identified.

System Information

Date/Time Opened 11/19/2012 9:36 PM

Date/Time Closed 12/4/2012 11:12 AM

Created By Jeffrey Peterson, 11/19/2012 9:36 PM

Last Modified By Derek Camp, 1/22/2015 9:18 AM

Comments

Comments

Public Comment	Name	Date Time
2:30 AM EST - Worked with John. Traced some cartons for him. Rejects due to "Wrong Case Size" Determined that the long dimension is incorrect. John will engage his maintenance staff. - 3:00 AM EST	Jeffrey Peterson	9/22/2014 9:19 AM

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