



INVENTORY SHIPPING EXCEPTIONS

QUICK REFERENCE GUIDE INV-52

INV

Purpose

The purpose of this Quick Reference Guide (QRG) is to provide a step-by-step explanation on how to review and correct Inventory Shipping Exceptions in the North Carolina Financial System (NCFS).

Introduction and Overview

This QRG covers the review and correction of all Inventory Shipping Exceptions in NCFS which will enable you to review, correct, and prevent delays in shipping orders. These shipments have already been Pick Confirmed and moved to the warehouse staging areas.

Reviewing Inventory Shipping Exceptions

To review inventory shipping exceptions in NCFS, please follow the steps below:

1. On the **Home** page, under the **Tools** tab, click the **Inventory Management** app.
2. Under the Task Menu, select **Shipments** from the **Show Tasks** drop-down list.
3. Click **Manage Shipments**.

The screenshot displays the NCFS Inventory Management dashboard. The top navigation bar includes the 'Inventory Management' app, highlighted with a red box and the number '1'. The 'Show Tasks' dropdown menu is open, showing 'Shipments' highlighted with a red box and the number '2'. The 'Shipments' dropdown menu is also open, showing 'Manage Shipments' highlighted with a red box and the number '3'. The dashboard features several widgets: 'Picks' (No data available), 'Late Cycle Counts Over 30 Days' (0 Items), 'Cycle Count Sequences' (No data available), 'On-Hand Value' (\$133K), 'Open Shipments by Priority' (No data available), 'Open Shipments by Carrier' (No data available), 'Shipment Lines' (62 items, with a donut chart showing 'Awaiting Pic...', 'Backordered', and 'Awaiting SM...'), 'Shipment Lines for Next 30 Days' (No data available), 'Receipt Lines' (No data available), and 'Backordered Supply Lines' (0 items, 'Awaiting Receipt').

4. Under **Advanced Search**, Select **Before** in the **Initial Ship Date** and Select today's date and click **OK**.
5. Select **Show only exceptions** from the **Exceptions** drop down menu.
6. Click **Search**.

7. Click the **Red X** beside the Shipment number to see the Shipping Exception details.

Manage Shipments

Advanced Search

Initial Ship Date: Before 12/11/23 6:54 PM

Carrier: Equals

Ship from Organization: 38MAIN

Exceptions: Show only exceptions

Search

Search Results

Shipment	Ship from Organization	Customer	Logistics Service Provider Customer	Ship-to Location	Supplier	Shipment Status	Planned	Initial Ship Date	Bill of Lading	Gross Weight	Net Weight	Tare Weight	Weight UOM	Equipment Type
21691	38MAIN			ERHL75-NUTRITIONAL SE		Open	<input type="checkbox"/>	10/19/23 8:00 PM					milligram	
23207	38MAIN			ERHL59-ENVIRONMENTAL		Open	<input type="checkbox"/>	10/13/23 8:00 PM					milligram	
28017	38MAIN			ERHL41-U4 FRONT DESK		Open	<input type="checkbox"/>	10/30/23 8:00 PM					milligram	
49517	38MAIN			ERHL13-DENTAL LAB		Open	<input type="checkbox"/>	11/21/23 7:01 PM					milligram	
66866	38MAIN			ERHL49-WOODDARD DIET		Open	<input type="checkbox"/>	11/21/23 7:01 PM					milligram	
66867	38MAIN			ERHL40-U1 DIETARY		Open	<input type="checkbox"/>	11/21/23 7:01 PM					milligram	
68501	38MAIN			ERHL44-U4 HOUSEKEEP		Open	<input type="checkbox"/>	11/22/23 7:01 PM					milligram	

8. The Review Shipping Exceptions screen will provide details about the shipment line that has a shipping exception.

Review Shipping Exceptions: Shipment 21691

Shipment: 21691
 Shipment Status: Open
 Customer:
 Ship from Organization: 38MAIN
 Ship to Location: ERHL75-NUTRITIONAL SERVICES
 Shipping Method:

Initial Ship Date: 10/19/23 8:00 PM
 Bill of Lading:
 Number of Outer Packing Units: 0
 Number of Items: 0
 Gross Weight: MGM

Exceptions

Severity	Exception Name	Exception For	Entity	Status	Recorded By	Item Description	Additional Information
Error	Requested Quantity Changed	Item	3001347	Open	System	BAGS, PAPER, 6 LB, 500/BUNDLE	

Requested Quantity Changed: Exception Details

Description: Requested quantity changed due to change in order line quantity.
 Comments: You cannot cancel the shipment line 11994 because it is staged.

Summary: Item 3001347

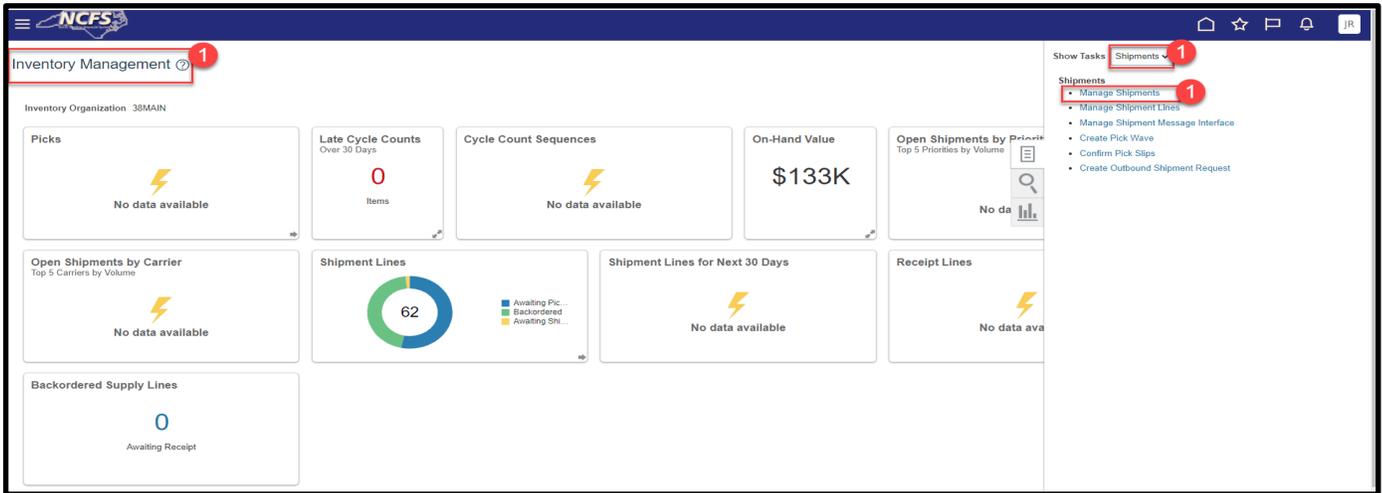
Item Description: BAGS, PAPER, 6 LB, 500/BUNDLE
 Revision:
 Subinventory:
 Locator:

Packing Unit:
 Requested Quantity: 0 BUNDLE
 Shipped Quantity: 0 BUNDLE

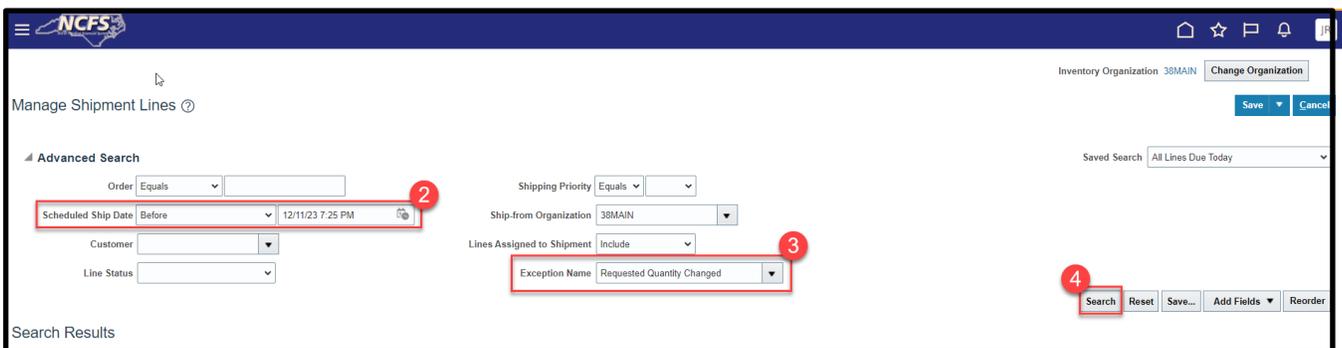
Locating and Researching the Transfer Order Number related to the Shipment with Exception(s)

To locate and research the transfer order number related to shipments and exceptions in NCFS, please follow the steps below:

1. Navigate to **Inventory Management**, Under the Task Menu select **Shipments** and then **Manage Shipment Lines**.



2. Select **Before** and enter **Today's Date** in the **Scheduled Ship Date** field.
3. Enter the **Exception Name** from the Reviewing Shipment Exceptions screen into the **Exception Name** field.
4. Click **Search**.



5. Find the **Item number** that matches the Shipping Exception Item number. Write down the **Order number**.

Manage Shipment Lines

Inventory Organization 38MAIN

Advanced Search

Order: Equals, Scheduled Ship Date: Before 12/11/23 7:48 PM, Customer, Line Status, Shipping Priority: Equals, Ship-from Organization: 38MAIN, Lines Assigned to Shipment: Include, Exception Name: Requested Quantity Changed

Search Results

Item	Shipment	Parent Packing Unit	Packing Slip	Packing Slip Status	Packing Unit Type	Order	Order Line	Order Schedule	Order Type	Line Status	Quick Ship Status	Quantity UOM	UOM Conversions	Requested Quantity
F30011023						38020	1		Transfer order	Canceled		PACK		0
F30011023						38536	9		Transfer order	Canceled		PACK		0
F3009490						4101	1		Transfer order	Canceled		BUNDLE		0
F3001347						5725	22		Transfer order	Canceled		BUNDLE		0
F3009490						7172	17		Transfer order	Canceled		BUNDLE		0
F3003221						7172	5		Transfer order	Canceled		CASE		0

6. Navigate back to **Inventory Management**, under the **Tasks** menu select **Inventory** and then **Manage Transfer Orders**.

Inventory Management

Inventory Organization 38MAIN

Picks: No data available

Late Cycle Counts: 0 Items

Cycle Count Sequences: No data available

On-Hand Value: \$133K

Open Shipments by Priority: No data available

Open Shipments by Carrier: No data available

Shipment Lines: 62 (Awaiting P.C., Backordered, Awaiting Shi...)

Shipment Lines for Next 30 Days: No data available

Receipt Lines: No data available

Show Tasks: Inventory (6)

- Inventory
 - Manage Item Quantities
 - Create Miscellaneous Transaction
 - Create Subinventory Transfer
 - Manage Movement Requests
 - Manage Transfer Orders (6)
 - Manage Pending Transactions
 - Review Completed Transactions
 - Manage Lots
 - Manage Serial Numbers
 - Confirm Pick Slips
 - Manage Inventory Balance Messages in Spreadsheet
 - Review Item Supply and Demand
 - Review Replenishment Requests in Spreadsheet
- Consigned Inventory
 - Review Consumption Advises
 - Manage Consigned Inventory Aging
 - Review Consumption Advice Exceptions



- Enter the **Transfer Order number** in the **Transfer Order** field and change **Line Status** to blank and click **Search** to see the Transfer Order Lines.
- Click the Transfer Order number to view more details.

Manage Transfer Orders

Inventory Organization: 38MAIN

Advanced Search

Transfer Order: 5725

Line Status: [Blank]

Search

Transfer Order	Line	Item	Allow Item Substitution	Source Organization	Supply Request Reference Number	Request Reference Line	Destination Location	Requested Quantity	UOM Conversions	Line Status	Interface Status	Fulfillment Status	Transaction Origin Type	Back-to-Back	Requisition
5725	9	P3006695	---	38MAIN	30R0000999	9	ERHL75-NUTRI...	1 CASE	☺	Closed	Interfaced to Shipping	Shipped and rec...	Requisition		30R0000999
5725	10	P3006696	---	38MAIN	30R0000999	10	ERHL75-NUTRI...	1 CASE	☺	Closed	Interfaced to Shipping	Shipped and rec...	Requisition		30R0000999
5725	11	P3000917	---	38MAIN	30R0000999	11	ERHL75-NUTRI...	2 CASE	☺	Closed	Interfaced to Shipping	Shipped and rec...	Requisition		30R0000999
5725	12	P3007692	---	38MAIN	30R0000999	12	ERHL75-NUTRI...	10 CASE	☺	Closed	Interfaced to Shipping	Shipped and rec...	Requisition		30R0000999
5725	13	P3002137	---	38MAIN	30R0000999	7	ERHL75-NUTRI...	1 CASE	☺	Closed	Interfaced to Shipping	Shipped and rec...	Requisition		30R0000999
5725	14	P3006959	---	38MAIN	30R0000999	8	ERHL75-NUTRI...	1 CASE	☺	Closed	Interfaced to Shipping	Shipped and rec...	Requisition		30R0000999
5725	15	P3006705	---	38MAIN	30R0000999	13	ERHL75-NUTRI...	10 CASE	☺	Closed	Interfaced to Shipping	Shipped and rec...	Requisition		30R0000999
5725	16	P3006688	---	38MAIN	30R0000999	14	ERHL75-NUTRI...	2 REEL	☺	Closed	Interfaced to Shipping	Shipped and rec...	Requisition		30R0000999
5725	17	P3001328	---	38MAIN	30R0000999	1	ERHL75-NUTRI...	1 CASE	☺	Closed	Interfaced to Shipping	Shipped and rec...	Requisition		30R0000999
5725	18	P3007718	---	38MAIN	30R0000999	4	ERHL75-NUTRI...	1 CASE	☺	Closed	Interfaced to Shipping	Shipped and rec...	Requisition		30R0000999
5725	19	P3008018	---	38CENT	30R0000999	21	ERHL75-NUTRI...	10 BOX	☺	Closed	Interfaced to Shipping	Shipped and rec...	Requisition		30R0000999
5725	20	P3008018	---	38CENT	30R0000999	22	ERHL75-NUTRI...	10 BOX	☺	Closed	Interfaced to Shipping	Shipped and rec...	Requisition		30R0000999
5725	21	P3008019	---	38CENT	30R0000999	23	ERHL75-NUTRI...	10 BOX	☺	Closed	Interfaced to Shipping	Shipped and rec...	Requisition		30R0000999
5725	23	P3006687	---	38MAIN	30R0000999	18	ERHL75-NUTRI...	1 CASE	☺	Closed	Interfaced to Shipping	Shipped and rec...	Requisition		30R0000999
5725	22	P3001347	---	38MAIN	30R0000999	15	ERHL75-NUTRI...	3 BUNDLE	☺	Canceled	Interfaced to Shipping	Awaiting fulfillment	Requisition		30R0000999

- Review the Transfer Order Details.

Edit Transfer Order: 5725

Transaction Origin Type: Requisition

Requisitioning BU: 3000 DHHS MENTAL HEALTH

Creation Date: 10/19/23 12:31 PM

Transfer Price: 2,673.85 USD

Total Tax: 0.00 USD

Total Transfer Price: 2,673.85 USD

Additional Information

Lines

Line	Line Includi Item Kit	Allow Item Substitution	Line Status	Fulfillment Status	Source Organization	Source Subinventory	Destination Organization	Destination Subinventory	Destination Location	Destination Type	Requested Delivery Date	UOM Name	UOM Conversions	Requested	Shipped	Received	Del
22	P3001347	---	Canceled	Awaiting fulfillment	38MAIN		3800SSPDH...		ERHL75-NU...	Expense	10/19/23 8:00 PM	BUNDLE	☺	3			
1	P3001345	---	Closed	Shipped and received	38MAIN		3800SSPDH...		ERHL75-NU...	Expense	10/19/23 8:00 PM	BUNDLE	☺	2	2	2	
2	P3000881	---	Closed	Shipped and received	38MAIN		3800SSPDH...		ERHL75-NU...	Expense	10/26/23 8:00 PM	CASE	☺	6	6	6	
3	P3001344	---	Closed	Shipped and received	38MAIN		3800SSPDH...		ERHL75-NU...	Expense	10/19/23 8:00 PM	BUNDLE	☺	1	1	1	
4	P3008016	---	Closed	Shipped and received	38CENT		3800SSPDH...		ERHL75-NU...	Expense	10/26/23 8:00 PM	BOX	☺	10	10	10	
5	P3008017	---	Closed	Shipped and received	38CENT		3800SSPDH...		ERHL75-NU...	Expense	10/19/23 8:00 PM	BOX	☺	10	10	10	
6	P3001469	---	Closed	Shipped and received	38MAIN		3800SSPDH...		ERHL75-NU...	Expense	10/26/23 8:00 PM	CASE	☺	2	2	2	
7	P3007719	---	Closed	Shipped and received	38MAIN		3800SSPDH...		ERHL75-NU...	Expense	10/26/23 8:00 PM	CASE	☺	1	1	1	
8	P3001760	---	Closed	Shipped and received	38MAIN		3800SSPDH...		ERHL75-NU...	Expense	10/19/23 8:00 PM	CASE	☺	1	1	1	
9	P3006595	---	Closed	Shipped and received	38MAIN		3800SSPDH...		ERHL75-NU...	Expense	10/26/23 8:00 PM	CASE	☺	1	1	1	



Correcting/Updating Inventory Shipping Exceptions

To correct/update inventory shipping exceptions in NCFS, please follow the steps below:

1. Navigate back to **Manage Shipment Lines**.
2. Under **Advanced Search**, Select **Before** in the **Initial Ship Date** and Select today's date and click **OK**.
3. Select **Show only exceptions** from the **Exceptions** drop down menu.
4. Click **Search**.
5. Click the **Red X** beside the Shipment number to see the Shipping Exception details.

The screenshot shows the 'Manage Shipment Lines' page in the NCFS system. The interface includes an 'Advanced Search' section with various filters. The 'Scheduled Ship Date' is set to 'Before' with the date '12/12/23 6:45 PM'. The 'Exception Name' is set to 'Requested Quantity Changed'. A 'Search' button is visible. Below the search filters, there is a 'Search Results' section with a table of shipment lines. The table has columns for Item, Shipment, Parent Packing Unit, Packing Slip, Packing Slip Status, Packing Unit Type, Order, Order Line, Order Schedule, Order Type, Line Status, Quick Ship Status, Quantity UOM, UOM Conversions, and Requested Quantity. The row for shipment '3001347' is highlighted with a red box, and a red 'X' icon is next to the shipment number.

Item	Shipment	Parent Packing Unit	Packing Slip	Packing Slip Status	Packing Unit Type	Order	Order Line	Order Schedule	Order Type	Line Status	Quick Ship Status	Quantity UOM	UOM Conversions	Requested Quantity
3001052						46023	1		Transfer order	Canceled		EACH		0
3001837						5477	1		Transfer order	Canceled		BOX		0
3001347						5725	22		Transfer order	Canceled		BUNDLE		0
0010590						7138	4		Transfer order	Canceled		BOX		0
3009490						7172	17		Transfer order	Canceled		BUNDLE		0

6. Update the **Status** from **Open** to **Closed**.

7. Click **Save and Close**.

Review Shipping Exceptions: Item 3001347

Inventory Organization: All [Change Organization](#)

[Save](#) [Cancel](#)

Exceptions

Actions View Exception Severity All

Severity	Exception Name	Exception For	Entity	Status	Recorded By	Item Description	Additional Information
Error	Requested Quantity Changed	Item	3001347	Closed	System	BAGS, PAPER, 6 LB, 500/BUNDLE	

Requested Quantity Changed: Exception Details

Description: Requested quantity changed due to change in order line quantity.
Comments: You cannot cancel the shipment line 11994 because it is staged.
Error Message:

Summary: Item 3001347

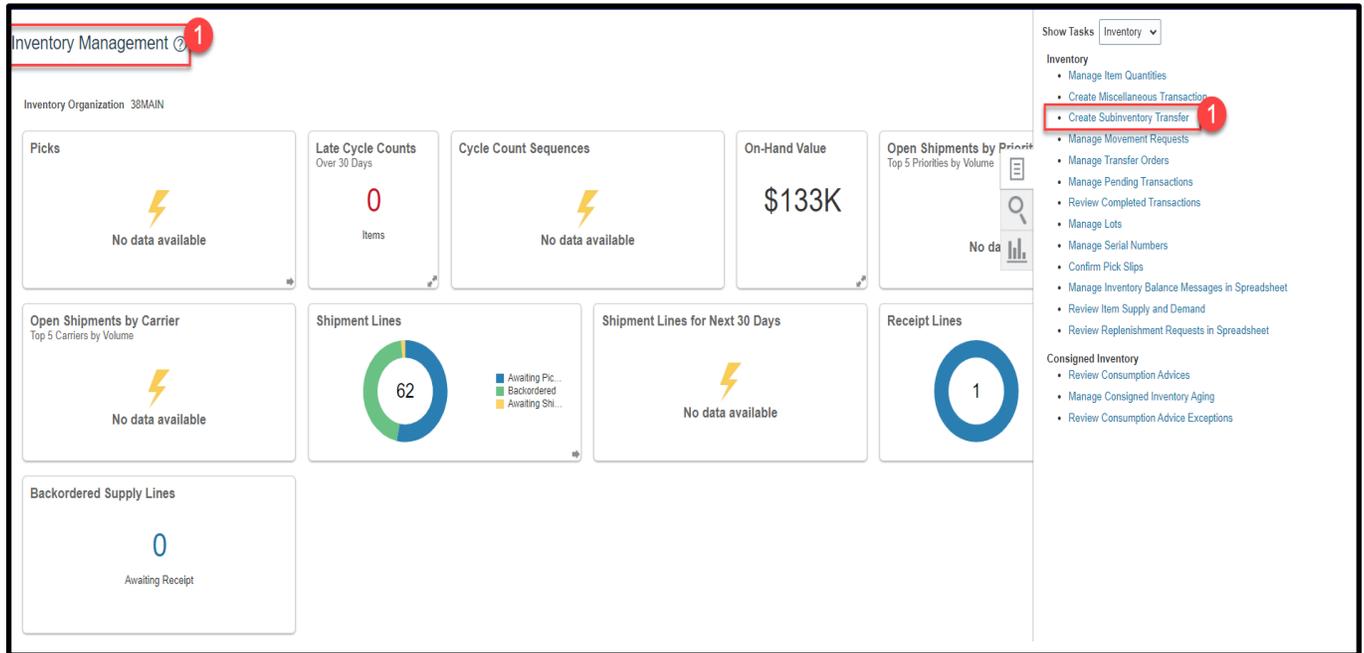
Item Description	BAGS, PAPER, 6 LB, 500/BUNDLE	Packing Unit	
Revision		Requested Quantity	0 BUNDLE
Subinventory		Shipped Quantity	0 BUNDLE
Locator			



Move Inventory Item(s) from Staging Area back to Preferred Stock Location (PSL) Area

To move inventory item(s) from staging area back to preferred stock location (PSL) are in NCFs, please follow the steps below:

1. Navigate to **Inventory Management** and select **Create Subinventory Transfer** from **Tasks** menu.



2. In the **Type** field select **Subinventory Transfer**.
3. Click the **+** sign to add a line.
4. Enter the **Item Number** and press tab.
5. Enter the **Staging Area** in the **Source Subinventory Area** field.
 - The **Available and On-Hand Quantity's** should have enough quantity for the transfer.
6. Enter the **Preferred Stock Location (PSL) Area** in the **Destination Subinventory** field.
7. Enter the **Quantity** from the Shipping Exception in the **Quantity** field.

8. Click **Submit**.

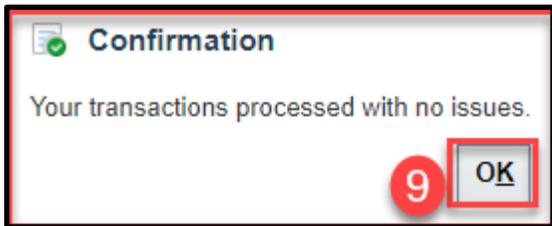
The screenshot shows the 'Create Subinventory Transfer' form. Key elements are highlighted with red boxes and numbered callouts:

- 2:** Date field (12/12/23 2:18 PM)
- 3:** Type dropdown menu (Subinventory Transfer)
- 4:** Item field (3001347)
- 5:** Subinventory field (S38MAIN)
- 6:** Destination Subinventory field (MH11)
- 7:** Quantity field (3)
- 8:** Submit button

Below the form, the 'Line 1: Availability' section shows:

Available Quantity	3 BUNDLE	Secondary Available Quantity	
On-Hand Quantity	3 BUNDLE	Secondary On-Hand Quantity	

9. A Confirmation window will appear, Click **OK**.



Wrap-Up

Perform various tasks around Inventory Shipping Exceptions using the steps above in NCFS.

Additional Resources

- INV 105: Warehouse Management (ILT)
- INV 106: Warehouse Transaction Support (ILT)