

Create An Issue – Everything On Hand

This lesson teaches how to enter an issue into the system for a particular incident, when the cache has everything required for the issue.

Create Incident Issue Steps:

1. On the top menu bar click on **Issues/Transfers** to drop down the **Issues Menu**
2. Select **Create Incident Issue** to open the Create Incident Issue form
3. Populate the fields in the **Create Incident Issue** form from the incident information in the document above
 - a. Incident #: Enter the **Incident ID**
 - b. Incident #: (using search):
 - i. click on the search icon
 - ii. enter information to narrow the search
 - iii. click search at the bottom of the search form
 - iv. select **the Incident ID** from the results list
 - c. Tab out of the Incident # on the main form to fill in all related details (such as Customer ID and addresses)
 - d. Select **Issue Type** from the drop down (e.g. **Normal**)
 - e. Enter the Shipping Acct Code (this information defaults from the incident account code and can be modified if applicable)
4. Click the **Create Order** button in the upper right. The **Issue Details** form appears
 - a. Select the **Service** from the drop down (e.g. FEDEX-2DAY)
 - b. At the bottom select **New** order line
 - c. Repeat the following steps for each line item:
 - i. Populate the first **S-** box with the line number from the issue request.
 - ii. Enter the Item ID, or search for it (note that you need to tab out of this field for the item information to display)
 - iii. Enter the Requested QTY
 - iv. Enter the Issue QTY (same as the Requested Quantity)
5. Save the issue using the **Save** button at the top of the page (Status- draft order created)
6. Click **Confirm** to Confirm the Order (Status- created)
7. When the order is completely entered click **Schedule & Release** (Status- Included in shipment)

Create An Issue – Not All On Hand

This lesson teaches how to enter an issue into the system for a particular incident, when the cache has everything required for the issue.

Create Incident Issue Steps:

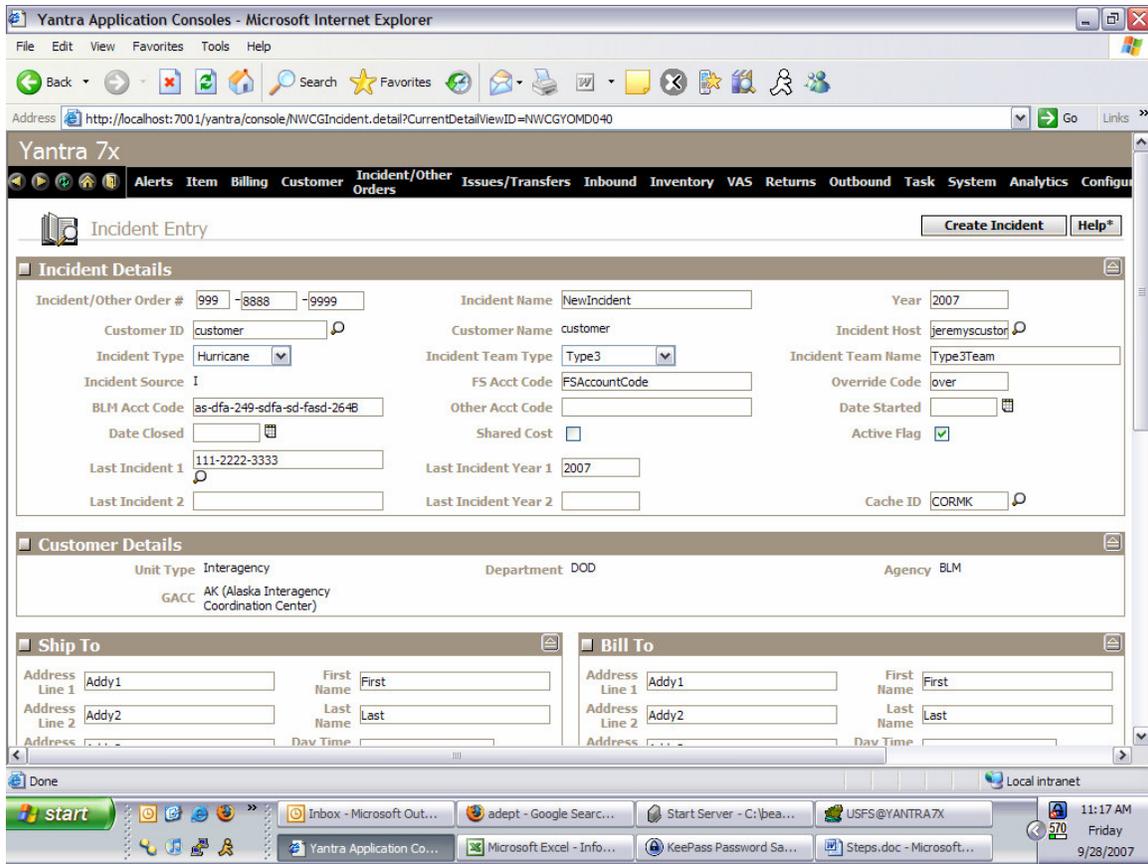
1. On the top menu bar click on **Issues/Transfers** to drop down the **Issues Menu**
2. Select **Create Incident Issue** to open the Create Incident Issue form

3. Populate the fields in the **Create Incident Issue** form from the incident information in the document above
 - a. Incident #: Enter the **Incident #**, and tab out of the field
 - b. Select Issue Type from the drop down (e.g. **Normal**)
 - c. Enter the Shipping Acct Code (this information defaults from the incident account code and can be modified if applicable)
4. Click the **Create Order** button in the upper right. The **Issue Details** form appears.
 - a. Select the Service from the drop down (e.g. FEDEX-2DAY)
 - b. Select **New** order line at the bottom
 - c. Repeat the following steps for each line item
 - i. Populate the first **S-** box with **line number** (there may have been previous line numbers for this incident/order)
 - ii. Enter the Item ID (key it in or search) (note that you need to tab out of this field for the item information to display)
 - iii. Enter the Requested QTY
 - iv. Enter the Issue QTY (cannot exceed the Avail RFI QTY)
 - v. Enter the Backordered QTY
 - vi. Enter the Forwarded QTY
 - vii. Enter the UTF QTY (Unable To Fulfill)
 1. (Issue, Backordered, Forwarded, and UTF QTY must all add up to Requested QTY)
5. Save the issue using the **Save** button at the top of the page (Status- draft order created)
6. Click **Confirm** to Confirm the Order (Status- created)
7. When the order is completely entered click **Schedule & Release** (Status- Included in shipment)

Change Order Numbers

1. Select **Incident/Other Orders**
2. Select **Create Incident**
3. Enter the new Incident number, Incident Name, Year, etc. as you would to Create an Incident (see instructions above)
4. Link this newly created incident to a previous incident (thereby replacing the previous incident) by entering the previous incident number in the Last Incident 1 field (see the screen below)

ICBS automatically populates the Last Incident 2 field *if* the Last Incident 1 field also had a last incident entered when it was created.



Backorder Console

Allows you to resolve backordered quantities by searching for them and creating new issues upon which these quantities can be shipped out.

Yantra Application Consoles - Microsoft Internet Explorer

Address: https://fam.nwccp.gov/yantra/console/NWCGbolnes.list

Warehouse Worker 1

Alerts Item Billing Customer Incident/Other Orders Issues/Transfers Inbound Inventory VAS Returns Outbound System Task Analytics Configuration Refurbishment

Back Order Line List

Retrieved 4 record(s) [Help*](#)

By Backorders

Document Type: Incident Issue

Enterprise: Across Enterprises

Order #:

Issue #:

Year:

Customer ID:

Ship Node: CLKMK

Item ID:

Product Class:

Unit Of Measure:

Item Description:

Max Records: 30

[Search](#) [Help*](#)

Order #	Issue#	Request No	Item ID	PC	UOM	Item Description	Line Qty	Back Order Qty	Issue Qty
<input type="checkbox"/> CA-PNF-0000003	0000000037	S-23	000529	Supply	EA	CARTON	45,000.00	75000.00	<input type="text"/>
<input type="checkbox"/> CA-PNF-0000003	0000000037	S-22	000528	Supply	EA	LEAD LINE	4,000.00	60000.00	<input type="text"/>
<input type="checkbox"/> AK-ACC-666666	0000000050	S12	000006	Supply	EA	ADAPTER	49,000.00	6000.00	<input type="text"/>
<input type="checkbox"/> ID-S35-032021	0000000063	S-11	000606	Supply	EA	CAN	50.00	50.00	<input type="text"/>

Done Internet