

## Create An Other Issue – Everything On Hand

This lesson teaches how to enter an issue for a specific non-incident order when the cache has all the requested items available.

### Create Other Issue Steps:

1. On the top menu bar click on **Issues/Transfers** to drop down the **Issues Menu**
2. Select **Create Other Issue** to open the Create Other Issue form
3. Populate the fields in the **Create Other Issue** form:
  - a. Order #: Enter the **Order #** and tab out of the field
    - a. Or use Search to find the **Order #**
  - b. 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. This brings up the **Issue Details** screen:
  - a. Service field: Select **the shipping Service** from the drop down
  - b. Go to the bottom and click **New** to enter line items
  - c. Repeat the following steps for each line item
    - i. Enter **the line number** in the first Request Number box (there may have been previous line numbers for this incident/order)
    - ii. Enter the **Item ID** or search for it
    - iii. Tab out of the **Item ID** field to populate the rest of the line fields connected to the Item
    - iv. Enter the Requested QTY
    - v. Enter the Issue QTY (should be the same as the Requested QTY)
  - d. Go to the top right and click **Save**
  - e. Click **Confirm**
  - f. Click **Schedule and Release**
  - g. Note the **Issue Number** for future reference

## Create An Other Issue – Not All On Hand

This lesson teaches how to enter an issue for a specific non-incident order when the cache only has some of the requested items available.

### Create Other Issue Steps:

5. On the top menu bar click on **Issues/Transfers** to drop down the **Issues Menu**
6. Select **Create Other Issue** to open the Create Other Issue form
7. Populate the fields in the **Create Other Issue** form from the issue information:
  - c. Order #: Enter the **order number** and tab out
  - d. Enter the Shipping Acct Code - this information defaults from the incident account code and can be modified if applicable.
8. Click the **Create Order** button in the upper right. This brings up the Issue Details screen

- a. Service field: Select **the shipping Service** from the drop down
- b. Go to the bottom and click **New** to enter line items
- c. Repeat the following steps for each line item
  - i. Enter **the line number** in the first Request Number box (there may have been previous line numbers for this incident/order)
  - ii. Item ID: Enter (or search for) the Item ID, and tab out
  - iii. Enter the Requested QTY
  - iv. Enter the Issue QTY
  - v. Enter the Backordered QTY
  - vi. Enter the UTF (Unable To Fulfill) QTY
    1. Note: Issue, Backordered, UTF, and Forwarded QTY must add up to the Requested QTY.
- d. Go to the top right and click **Save**
- e. Click **Confirm**
- f. Click **Schedule and Release**
- g. Note the **Issue Number** for future reference