

Lesson 14: Creating Incident and Other Issues

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 screen.
3. Populate the fields on the **Create Incident Issue** screen from the incident information created in [Lesson 13](#).
4. Select the Issue Type from the drop down.
5. Click the **Create** Order button in the upper right.
6. Select a 'SERVICE' from the drop down menu i.e. FedExOvernight etc.
7. Click on 'New' to get a new line to enter data on.
 - a. Please note that each 'S-' line number must be unique for an Incident so if several students are creating issues against one Incident, they will need to use line numbers different from each other.
8. Enter the item ID for the line (*tab out for item information to display*) and the requested quantity. Note: The requested quantity must equal the Issue Qty, UTF Qty, Backordered Qty and Forwarded Qty
9. When the order is completely entered click **SAVE** – *status will be Draft Order Created*
10. Click Confirm to Confirm the Order. – *status will be Created*
11. Click 'Schedule & Release' – in the pop-up box click OK - *status will be Included in Shipment*
12. Click on the “truck icon”  on the Order Line
13. On the Order Shipment Items and Container screen>click on the shipment number hyperlink
14. The ensuing screen will be the Shipment Details Screen
15. Click on the Complete Task button>you're taken to the Task Detail screen
16. Click on the Batch No hyperlink.
17. Click on Complete
18. Click on SAVE
19. Click on Close twice
20. You will be taken to the Shipment Details screen
21. Populate the shipment details and click on SAVE
22. Click on Confirm Shipment
23. Click on the print button>print service name will be NWCG Issue Report (Printer name TBD)
24. Number of copies 1>click OK
25. Click on the print button>print service name will be NWCG ShippingStatusReport (Printer name TBD)
26. Number of copies 1>click OK>close>close
27. You will be taken to the Issues Details screen where *the status is now “shipped.”*

Repeat above steps #1-#8

You will complete the move tasks using the scan device

Picking and Packing Via the Scan Device

The outbound pick tasks are for outbound shipments for incident/other issues.

The outbound pick tasks will be automatically generated when a shipment is created for the incident/other issue.

On the AIT mobile terminal, the pick tasks will be split as two separate tasks – one for doing the actual pickup of the item from the pick location and another for doing the deposit (locating to a shipping area).

The following steps illustrate the processing of pick tasks for incident/other issues:

- Log into the mobile terminal
- Choose the “Task Controller” menu option on the resulting screen.
- Enter/scan the reference “Start Location” on the mobile terminal.
- In the resulting screen, scan the pick location for the pick task.
 - The system automatically suggests the pick location from where to pick.
 - Hit the “Go” button
- On the next screen, scan the suggested item and quantity and hit the “Go” button.
- If all the pick tasks have been completed, the system suggests the next deposit task.
- Scan the deposit location and item on the deposit screen and hit “Go” button. This will deposit the item into the shipping location

The outbound pick task screen would need to display the following customized fields (not currently shown on the mock-up screens that follow):

Issue Number – This should be displayed on the retrieval screen, along with item information, for all tasks associated with incident issues.

Incident Number – This should be displayed on the retrieval screen, along with item information, for all tasks associated with incident issues

Incident Name – This, too, should be displayed on the retrieval screen, along with item information.

A button will be added, called “Issue Info” which will present the user with key information for the Issue such as Ship-To address and Account Numbers

- ❖ Because of the limited “footprint” of the mobile terminal screen, not all information on a full-sized issue screen will appear (e.g. If an issue has split account codes, there’s not enough room to show the additional codes)

Other Orders

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 Incident Issue form.
3. Populate the fields in the **Create Other Issue** screen from the other order information you created in lesson #13
4. Click the **Create Order** button in the upper right.
5. Select a 'SERVICE' from the drop down menu i.e. FedExOvernight etc.
6. Click on 'New' to get a new line to enter data on.
 - a. Please note that the request number is not a mandatory field for other issues.
7. Enter the item ID for the line and the requested quantity. Note: The requested quantity must equal the Issue Qty, UTF Qty, Backordered Qty and Forwarded Qty
8. When the order is completely entered click Save – *status will be Draft Order Created*
9. Click Confirm to Confirm the Order. – *status will be Created*
10. Click 'Schedule & Release' – in the pop-up box click on OK - *status will be Included in Shipment*
11. Click on the “truck icon” on the Order Line
12. On the Order Shipment Items and Container screen>click on the shipment number hyperlink
13. The ensuing screen will be the Shipment Details Screen
14. Click on the Complete Task button>you're taken to the Task Detail screen
15. Click on complete and save (you will need to do this for each item) and Close screen
16. When done you will be taken to the Shipment Detail screen
17. Click on Confirm Shipment
18. Click on the print button>print service name will be NWCG Issue Report (Printer name TBD)
19. Number of copies 1>click OK>close>close
20. You will be taken to the Issues Detail screen where *the status is now “shipped.”*

Issuing Trackable Kits

Repeat Steps 1-6 for Create Incident Issue

7. Enter 000870 for Item ID, (2) for Requested Qty and Issue Qty
8. Click Save – status will be Draft Order Created
9. Click Confirm to Confirm the Order. – status will be Created
10. Click 'Schedule & Release' – in the pop-up box click OK - status will be Included in Shipment
11. Click on the “truck icon”  on the Order Line

12. On the Order Shipment Items and Container screen>click on the shipment number hyperlink
13. The ensuing screen will be the Shipment Details Screen
14. Click on Complete Task button
15. Enter the two Trackable ID's from the kits you built in Lesson 12
16. Click on Save
17. You will be taken to the Shipment Details screen
18. Populate the shipment details and click on SAVE
19. Click on Confirm Shipment
20. Click on the print button>print service name will be NWCG Issue Report (Printer name TBD)
21. Number of copies 1>click OK
22. Click on the print button>print service name will be NWCG ShippingStatusReport (Printer name TBD)
23. Number of copies 1>click OK>close>close
24. You will be taken to the Issue Details screen where the status is now "shipped."