

This KM explains what to do when you return a trackable item as a single item (e.g. Item ID 000148, Mark III Pump), and a move task is not generated.

When processing a return, you identify whether the inventory is coming back as RFI (ready for issue) or NRFI (not ready for issue). Based on this status and what type of return node you are processing, the following should occur.

RFI Returns

RRP Node – Remote Return Process Node: the system does not automatically generate move tasks for returned inventory. The inventory is located in location = REFURB-RFI and the user ad hoc move the inventory to the appropriate storage location

Non RRP Node – Non Remote Return Process Node: the system creates a move task from RFI-1 to the appropriate storage location that the user has to complete.

NRFI Returns

Inventory returned NRFI, regardless of the type of return node, is systematically moved to the appropriate refurbishment zone/location. The user does not need to complete any move tasks for this type of return.

When inventory is left in location RETURN-1 or NRFI-1, after the return is processed this indicates a system processing problem. **You should never move this inventory out of these locations.** The HD needs to contact the NWCG Data Admin to correct and provide the user with the necessary steps for resolution.

End User Solution

To fix this, search for move request generated for returned items Task > Task Console. Enter the return number (e.g. IDGBK002477) in the shipment number field and select 'contains' from the drop down list.

When the query does not yield an associated move task, look in the move request console; Inventory > Move Request Console. Enter the cache item number (e.g. 000148) and check boxes = created, released and exception=Y. If a move request was created for this item, with an exception that information can be accessed from this query, click on the icon in the shape of a bell on the Move Request Details page.

Move request exceptions happen when there is not a dedicated storage location for the item to be moved, the picking and/or putaway strategy is not defined correctly for the item and location etc.

When you cannot resolve the exception, contact the Interagency Helpdesk at 866.224.7677 for further assistance.

Helpdesk Solution

If an item is stuck in the wrong location, document as much information as you can, then escalate the ticket to the ICBS SME on duty.

Refer to KM 32800: [ICBS: SME schedule, contacts and support information](#).

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