

**This KM explains what to do if a move task is not generated for a refurbishment task.**

### **End User Solution**

When the refurbishment is completed for a NRFI item, a move task is created that will move the item from the refurb zone to the storage location. Depending on the return node type (see definition in KM 32477) the system either creates a put away task on the mobile terminal to be completed, or requires the user to ad hoc move the inventory to the appropriate storage location.

To fix this (only for RRP Nodes):

1. If the move task is not completed via the mobile terminal, access the **Task Console** and change the view to **BY INVENTORY**.
2. Select **Open** status and enter the cache item number.
3. Select **Search**. This displays all open tasks for that item.
4. Click on the hyperlink for the task ID or put a check mark in the box next to the task ID and click **View Details**.
5. From the **Task Detail** screen, click **Complete** and then **Save**. The screen refreshes and the task status is Complete.

If you are still unable to generate a move task for a refurbishment task, contact the Interagency Helpdesk at 866-224-7677 for further assistance.

### **Helpdesk Solution**

Walk the user through the End User Solution. If they are still unable to generate a move task for a refurbishment, document the work order number, cache item number and quantity, and then escalate the ticket to the SME on duty.

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

Reviewed/updated 1/14/2014 jbilliard