

This KM explains why the system generated multiple tasks for the return of multiple quantities of the same item.

End User Solution

This occurs when the location for the item could not hold the entire quantity being returned.

If 82 items are being returned and the location can only hold 20, the system creates another task to put the remaining 62 items in another location. If that second location cannot hold all the remaining items the system creates another task for whatever is left over.

This continues until all the returns can be processed. If the system cannot find a location that can hold all the items it allows the remaining items to be put in the last location, even if that location cannot technically hold all of them.

Reviewed 1/14/2014 jbilliard