

**This KM explains what to do when the system only generates putaway tasks for a partial number of returned items.**

**Example:**

Item ID 000071 (Duct Tape) returned 12; task is generated to move 4. The Warehouse is able to generate a manual move task to move the remaining 8, but should not have to.

**End User Solution**

Follow these steps to resolve:

1. Identify the task for qty 4 that was created.
2. On the task detail screen for that task, there is a link to the Move Request from which that task was generated.
3. Click on the link to view Move Request Details.
4. Original requested move qty was 12, but the actual move quantity was only 4. Why didn't the other 8 get moved? Check the 'Has Exception?' field for Y (for yes).
5. Click on the Bell icon in the top left to view list of Alerts/Exceptions.
6. Click on the Exception ID (long number) to view the exception details for the following error: "Could not find location with enough capacity to putaway..."

The full quantity was not moved because the system could not find anywhere to put the inventory. It moved what it could (4 out of 12) and left the others sitting. Since there physically is capacity in the warehouse, the solution is to re-evaluate the size code of the location where you want to put that inventory (assuming it is the same place as the other 4) and increase the size code capacity to allow for additional inventory. This should resolve the issue.

Reviewed 1/14/2014 jbilliard