Error Message: Serial Number Mandatory if Item is Serialized

This documentation explains how to find and fix the problem when a user tries to confirm a shipment and receives the error message: **Serial Number Mandatory if Item is Serialized.**

When user gets error message:

1. On Main menu, click on **Inventory**, then **Inventory Location Console**
2. In the **Location Field** enter **Ship-Sort01** and click **Search**.
3. Make sure that the correct amount of Property Numbers for the issue are in Ship-Sort01.

Write down or capture a screen print of trackable ID's in the Ship-Sort01 to reference for step 10.

4. At main menu click on **Outbound** then select **Outbound Shipment Console.**
5. Enter **Issue #** in Issue Number Field, Click **Search**
6. Click on **Shipment # hyperlink**
7. Scroll down to **Shipment Lines** field.
8. Click in box associated with the **Item Id** (i.e. 0000870) and click on **View Details**.
9. Scroll down to the **Actual Tag** Field
10. Count the number of **Trackable ID's** listed in the actual tag field, and verify against list of trackable ID's in Ship-Sort Location.

    This error normally occurs when there are not enough Trackable ID #'s populated in the Actual Tag field.

11. User may **add** the missing **Trackable ID(s)** to the **Actual Tag Field** by clicking on the **+** sign at the bottom of Actual Tag Field. (Note: User may only enter 1 trackable ID at a time)
12. Enter the **Trackable ID** (Note: User may only enter 1 trackable ID at a time), press Tab
13. Enter **Qty** and click **Save.**

Once the missing trackable ID(s) have been entered into the Actual Tag Field, the user should be able to Confirm Shipment.