



Cannot Receive Pallets On iPad

Summary

Help! I am unable to receive pallets in the iPad app, I can receive single units though.

Description

This occurs when the Pack Type table has not been updated to reflect Packaging Pallet Quantity. This field was added to support iPads and is mandatory.

Help Query

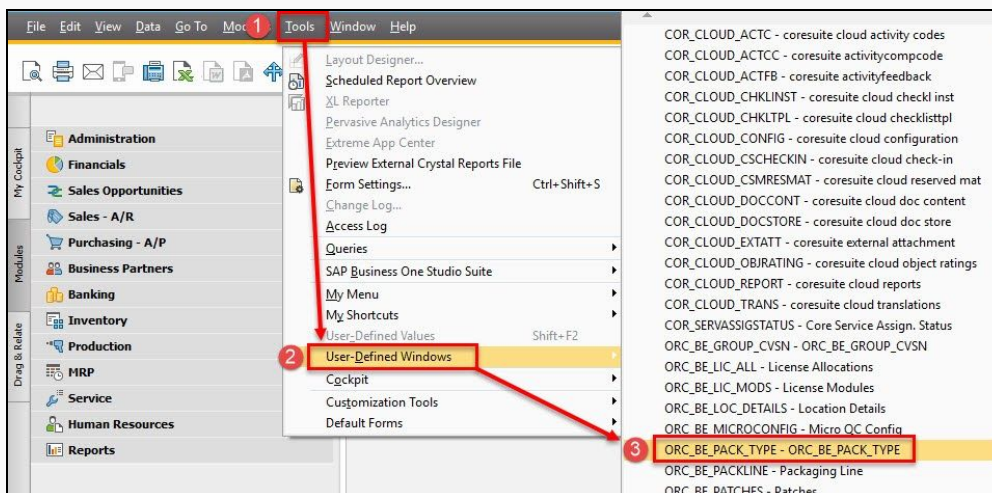
Copy and paste the query below into the query manager to help you with setup. The query will display a list of finished goods items, their pack type, and the packaging pallet quantity. You only need to update the pack type once for each pack type, not for each item. For help on importing queries into Orchestrated, you can click here: [Importing Queries](#).

```
SELECT
    T0.[ItemCode],
    T0.[ItemName],
    T0.[U_ORC_BE_PACK_TYPE],
    T1.[U_ORC_BE_PkgPall_Qty]
FROM OITM T0
    INNER JOIN [dbo].[@ORC_BE_PACK_TYPE] T1 ON T0.[U_ORC_BE_PACK_TYPE] =
T1.[Code]
WHERE T0.[U_ORC_BE_ProcessType] = 'Packaging'
```

Details / How-to



1. Navigate to Tools → User-Defined Windows → ORC_BE_PACK_TYPE



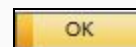
2. From within the Pack Type table, find the package types that you use and update them with what you normally put on a pallet. For example, if your B6412 package type normally has 72 cases to a pallet, then this field needs to be set to 72.

ORC_BE_PACK_TYPE														
#	Code	Name	Record Count	Name	Pack Family	Unit of Measure	Barrels	Gallons	Ounces	Hectoliters	Liters	Milliter	Pack Owner	Packaging Pallet Quantity
19	B21211	Case 2/12/11 Btl		Case 12 x 750ml (25.4oz) Bottles	CASE BOTTLE	12 x 750ml	0.07669	2.37739	304.33	1	9	29.57	Microstar	36
20	B21212	Case 2/12/12 Btl		Case 2 x 12packs of 12oz Bottles	CASE BOTTLE	24 x 12oz	0.07257	2.24967	288	1	8.52	29.57	Microstar	36
21	B2412	Case 24/12 Btl		Case 24 x 12oz Bottles	CASE BOTTLE	24 x 12oz	0.07257	2.24967	288	1	8.52	29.57	Microstar	36
22	B2402	Case 24/12 Btl		Case 24 x 12oz Bottles	CASE BOTTLE	24 x 12oz	0.13	4.03	528	1	15.61	29.57	Microstar	36
23	B3012	Case 30/12 Btl		Case 30 x 12oz Bottles	CASE BOTTLE	30 x 12oz	0.08929	2.76799	360	1	10.64646	29.57	Microstar	36
24	B4611	Case 4/6/11 Btl		Case 30 x 12oz Bottles	CASE BOTTLE	30 x 12oz	0.08929	2.76799	360	1	10.64646	29.57	Microstar	36
25	B4613	Case 4/6/12 Btl		Case 30 x 12oz Bottles	CASE BOTTLE	30 x 12oz	0.07257	2.24967	288	1	8.52	29.57	Microstar	70
26	B6412	Case 6/4/12 Btl		Case 6 x 750ml Bottles	CASE BOTTLE	6 x 750ml	0.07669	2.37739	304.33	1	9	29.57	Microstar	70
27	B6750	Case 6/750 Btl		Case 6/750ml Bottles	CASE BOTTLE	6 x 750ml	0.04	1.24	152.16	1	4.5	29.57	Microstar	70

3. Once you have finished updating, click



, then



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