



RF Warehouse In Process Queue

Release 8.6.5 (Eterm)

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Activant® Eclipse™ 8.6.5 (Eterm) Online Help System

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RF Warehouse Management Overview

Use the Eclipse Radio Frequency (RF) Warehouse Management companion product to control and automate your entire warehouse's functions in real-time.

The RF Warehouse Management system uses radio frequency data communications that provide real-time access and integration to the system. RF data communications transmit between RF guns and workstation terminals, allowing up-to-the-minute information transmission of the following:

- Receiving and put away
- Picking
- Staging and closing orders
- Inventory replenishment
- Product movement
- Physical inventory
- Cycle counting

By using the RF Warehouse Management system, your warehouse gains real-time control over inventory. This real-time data transmission gives warehouse management the ability to:

- Make timely, well-informed decisions.
- Increase sales while lowering inventory levels.
- Reduce inventory variances to less than 0.01%.
- Reduce the number of lost sales and returns.
- Decrease your distribution cycle time.
- Improve service levels.
- Eliminate facility shutdown during physical inventory.
- Minimize personnel requirements and reduce your payroll.
- Improve warehouse space management.
- Cycle count discrepancies immediately.

Warehouse In Process Queues Overview

Use the Warehouse In Process queues to check the status of all orders and manifests in your warehouse. From these queues, you can do the following:

- Assign orders or manifests to receivers or pickers.
- Edit a user's pick group.
- Track order and manifest status.
- Edit ship dates.
- View in which totes items exist and to whom the totes belong.
- View into which cartons orders are packed and carton details.
- Close orders or manifests.

Note: Use caution when closing orders or manifests from queues. If done without monitoring and correcting inventory, as necessary, inventory can become inaccurate in the system.

Use the queues to view real-time status and control the receiving, put away, picking, staging, auditing, and loading processes in your warehouse.

Using the Warehouse In Process Queue

The Warehouse In Process Queue displays a detailed view of products not yet located and available in inventory. Review this queue throughout the day to monitor warehouse activity and to alert warehouse personnel to problem picks or receivings.

From this queue you can do the following:

- Review tickets or receipts that have been processed before the items have been picked or put away.
- Edit order ship dates.
- Close out orders that you know have been picked or received but are still in the queue for some other reason.

Note: Upon closing RF-picked orders from the Warehouse In Process Queue, you can display the order in the Warehouse Confirmation Queue to complete order processing. When you display the order in the Warehouse Confirmation Queue, the system assigns it the correct status based upon the order's ship via. Process the order as appropriate.

►To review from the Warehouse In Process Queue:

1. From the **Whse Mgt > Warehouse Queues** menu, select **Warehouse In Process Queue** to display the Warehouse In Process Queue screen.
2. In the **Br** field, enter **ALL** or select the branch you want to view.
3. In the **Operation** field, press **F10** and select to view one of the following:
 - **Both** – Picking, returned, and receiving orders.
 - **Receiving** – Receiving orders only.
 - **Picking** – Picking and returned orders only.
4. View the orders and their information in the following columns:

Column	Description
Order #	Order being processed. Note: The system displays RFMove in this field for RF move in-process records.
Description	Product description.
Quantity	Note: Returns display under the Picking Operation as negative numbers.
Typ	Location type, such as stock (S) or overstock (O).
Location	Location where the product is picked from, put away, or where the product currently exists. You must be assigned the PRD.LOCATION.MAINT authorization key with a level higher than 1 to update the location in this field.

RF Warehouse In Process Queue

Column	Description
DateTime	Date and time when the order was entered or receive verified. The time zone displays next to the time. Use the age of the date as an indicator of whether the item should legitimately be in the queue. If the date is old, the item most likely has been picked or put away, and some oversight has caused it to remain in the queue. Use the Chng View hot key and select Time & Date to display this column.
Ship Date	Date that the order is supposed to be shipped. <ul style="list-style-type: none">• Use the Chng View hot key and select Ship Date to display this column.• Use the Chng Shp Dt hot key to modify ship dates. Note: For work orders, this column displays the start date for in-process picking operations and the completion date for in-process receiving operations.
Tote#	Tote being used to transport the order. Use the Chng View hot key and select either Tote# & Chute# or Tote# to display this column.
Cht#	Chute being used for the order. Use the Chng View hot key and select Tote# & Chute# to display this column.

5. Review the orders in the list and determine the appropriate action to take, if any.
6. Press **Esc** to save updates and exit the screen.

More Options from the Warehouse In Process Queue Screen

The Warehouse In Process Queue screen also offers these options.

Hot Key	Function
View	Displays the order indicated by the cursor in view-only mode. Note: This hot key is disabled for RF move in-process records.
Close	Closes the order from the queue and processes the items into or out of inventory, as appropriate. Note: This hot key is disabled for RF move in-process records.
Loc Maint	Displays the Product Location Maintenance screen for the product indicated by the cursor. Use this screen to view locations where a product can be picked from or put away.
SortBy	Displays the Sort Criteria screen. Select the sequence in which you want the items to display in the queue: <ul style="list-style-type: none">• By Entry Time• By Line By Product• By Location• By Order# By Location

Hot Key	Function
Order#	Use to find an order. <ul style="list-style-type: none">• At the prompt to enter the order number, enter the order that you want to find and press Esc.• The system displays only the items associated with the indicated order number.
Print	Prints a copy of everything currently displayed in the queue.

Using the Warehouse In Process Status Queue

Use the Warehouse In Process Status Queue to view real-time statuses of all orders and manifests in your warehouse. The Warehouse In Process Status Queue displays the following information to keep you up-to-date on your warehouse activity:

- Order or manifest IDs.
- Replenishment tasks.
- Customer, vendor, and ship via IDs for the order or manifest.
- The percentage completed for the order, manifest, or replenishment task.
- The status of the order, manifest, or replenishment task.
- The date and time that the order or manifest was placed in process.
- The expected ship date of the order or manifest.

In addition to viewing warehouse activity, you can use this queue to:

- Assign users orders, manifests, or replenishments to pick.
- Assign pick groups to users to ensure high-volume picks are being completed.
- Edit order ship dates.
- Edit order ship vias.
- View order or manifest history and details.
- View the Warehouse In Process Queue or Tote In Process Queue for an order or manifest.
- Close orders.

Note: Upon closing RF-picked orders from the Warehouse In Process Status Queue, you can display the order in the Warehouse Confirmation Queue to complete order processing. When you display the order in the Warehouse Confirmation Queue, the system assigns it the correct status based upon the order's ship via. Process the order as appropriate.

► To use the Warehouse In Process Status Queue:

1. From the **Whse Mgt > Warehouse Queues** menu, select **Warehouse In Process Status** to display the Warehouse In Process Status screen.
2. In the **Br** field, enter **ALL** or select the branch you want to view.
3. In the **Pick Group** field, enter the pick group for which you want to view activity if you only want to view activity in one group. Leave this field blank to view activity in all pick groups.
4. In the **Operation** field, press **F10** and select to view one of the following:

- **All** – Displays all warehouse activities for all orders defined for your branch.
- **Picking** – Displays picking activities only.
- **Auditing** – Displays auditing activities only.
- **Loading** – Displays loading activities only.
- **Receiving** – Displays receiving activities and returned orders only.

You can also use the **Operations** hot key to enter multiple warehouse operations to view at one time.

5. View the orders and their information in the following columns:

Note: Next to the **Operation** field, the system displays the total number of in-process line items, the total number of line items, and the percentage of completed line items.

Column	Description
Name	The customer, vendor, branch, or ship via assigned to the order.
Assigned	The person or ship via assigned to the order, if one is assigned. *Multi* displays if more than one person or ship via is assigned. Use the Assign hot key to assign orders to users.
Via	The ship-via code assigned to the order. Use the Change Via hot key to assign a new ship via to the order. At the displayed prompt, enter the new ship via to assign and press Esc .
Open	The number of tasks in the order or manifest that still need to be completed.
%Cmpt	The percentage of tasks for the order or manifest that has been processed. Note: In the control maintenance record, define whether the audit status should be included in non-manifest picks. The % Completed and Pick Count columns will reflect whether audit is included in the pick task count.
DateTime	The date and time the order or manifest was placed in process. The time zone displays next to the time. Use the Change View hot key and select Date & Time to display this column.
Ship Date	The date that the order or manifest is scheduled to be shipped. <ul style="list-style-type: none"> • Use the Change View hot key and select Ship Date to display this column. • Use the Ship Dt hot key to modify the ship dates. Note: For work orders, this column displays the start date for in-process picking operations and the completion date for in-process receiving operations.

Column	Description
Status	<p>The status of the order or manifest, such as Picking.</p> <p>All orders assigned to ship vias set up for manifest picking are assigned a held status until they are added to a manifest. Manifests are assigned a held status until they are manually released from the Shipping Manifest Queue.</p> <p>Use the Change View hot key and select Status to display this column.</p> <p>Note: Define order statuses in the following control maintenance records:</p> <ul style="list-style-type: none"> • RF Valid Order In-Process Statuses • RF Order Status After All Items Are Picked • RF Order Status After All Items Are Staged

Note: The system continually updates the Warehouse In Process Status screen. The changes may occur on the screen as you are viewing it. Use the **Refresh** hot key to clear from the list all orders that are blank in the **Open** column and have **100** in the **%Cmpt** column.

- Review the line items in the list to check for problems and determine the appropriate action to take, if any.
- Press **Esc** to save updates and exit the screen.

More Options from the Warehouse In Process Status Queue Screen

The Warehouse In Process Status Queue also offers these options.

Hot Key	Function
View	Displays the order indicated by the cursor in view-only mode.
Edit	<p>Displays the order or manifest indicated by the cursor.</p> <p>For manifests, you can use this option to access the Shipping Manifest Queue and release the manifest.</p>
Sort	<p>Displays the Sort Criteria screen. Use this screen to sort the line items in the following ways:</p> <ul style="list-style-type: none"> • By Name - Sorts alphabetically by customer or vendor's name. • By Date & Time - Sorts by date and time, with the most recent date first. • By Order # - Sorts by order numbers, grouping types of orders together. • By Ship Via - Sorts alphabetically by ship via. • By Assigned/Ship Via - Sorts alphabetically by the user the order is assigned to and then by ship via. • By SVIA Priority By SVIA By Release Time - Sorts first by ship vias with the highest priority, then alphabetically by ship via, and finally by release time. • By SVIA Priority By Release Time By SVIA - Sorts first by ship vias with the highest priority, then by release time, and finally alphabetically by ship via. • By Status - Sorts by status, starting with Open status.
Comment	Displays the Change Log Viewing screen for the indicated line item. Use this screen to view the history of the order or manifest.

Hot Key	Function
Change View	<p>In addition to the views described in the task above, use to toggle between the following two views:</p> <ul style="list-style-type: none"> • Pick Count / Status / Ship Date - Display the pick count, status, and ship date for the orders or manifests. • Open Count / Status / Ship Date - Display the open count, status, and ship date for the orders or manifests.
Select	<p>Use to enter criteria to limit what displays.</p> <ul style="list-style-type: none"> • In the Order Number field, enter the ID you want to view if you only want to view one order or manifest. • In the Ship Via field, enter the ship via assigned to the orders or manifests that you want to view. • Press Esc to limit the displayed line items.
Tote InprocessQ	<p>Displays the Tote In Process Queue for the order or manifest on which the cursor is placed.</p> <p>Use this queue to view tote-assignment information.</p>

Assigning Orders from the Warehouse In Process Status Queue

When you are viewing outbound orders or manifests in the Warehouse In Process Status Queue and determine that additional help is needed to complete a pick, access the Warehouse In Process Assignment screen. On this screen, assign parts of the manifest to different users, or assign the remaining or entire order or manifest to one user. You can also use this screen to assign difficult picks to your best warehouse personnel.

Note: If the **Force Valid Picker IDs** control maintenance record is set to **Y**, you can only assign picks to valid users whose home branch is the facility with the pick.

You can allocate parts of manifest picks to different users based on a pick group's pick task size definitions. If a pick group has been set up to allocate manifest picks for more than one pick task, then you can assign separate pick tasks for the manifest to multiple users.

For example:

Pick group A has 2 picks allocated for its pick task size. When an manifest is released for picking with 10 picks in pick group A, you can break the picks between five users. By breaking the manifest between five users, the manifest is picked and processed faster.

Note: Pick tasks can be used with manifest picking only.

► To assign an order or manifest from the Warehouse In Process Status Queue:

1. From the **Whse Mgt > Warehouse Queues** menu, select **Warehouse In Process Status** to display the Warehouse In Process Status screen.
2. Display the orders or manifests you want to assign.
3. Place the cursor on the order or manifest that you want to assign.
4. Use the **Assign** hot key to display the Warehouse In Process Assignment screen.

The screen displays the following order information:

Field	Description
Branch	Branch in which the order or manifest is placed.
Order#	Order or manifest ID.
Name	Name of the customer or branch for whom the order or manifest is being processed.
Ship Via	Ship via being used to deliver the order or manifest.
Pick Group	Pick group area in which the pick resides.
Assigned	User assigned the pick, if any.
PckCnt	Number of picks for the order or manifest within the pick group.
Open	Number of picks needing to be completed for the order or manifest by the pick group.

Field	Description
%Cmpt	Percentage of picks completed for the order or manifest by the pick group.
Total Values	Total number of picks, total number of picks assigned, and percentage of picks assigned for the order or manifest.

5. In the **Assigned** field, enter the user ID to whom you want to assign the pick.
 - If the zone has been allocated more than one pick task, then the system prompts you to enter how many pick tasks you want to assign the user. Enter the number of pick tasks or **All** at the prompt.

Note: The system prompts you to enter a number of pick tasks for manifest picks only.

 - If you want to assign the entire order or manifest to one user, use the **Assign All** hot key. The system prompts you to enter the user ID to whom you want to assign the entire order or manifest.
 - If you want to assign all remaining picks to just one user, use the **Unassigned** hot key. The system prompts you to enter the user ID to whom you want to assign the remaining picks.
6. After you complete all assignments, press **Esc** to save updates and return to the Warehouse In Process Status screen.

Assigning Pick Groups to Users

In addition to assigning orders or manifests to users, assign users to pick groups other than their regular pick group to ensure high-volume picks are being completed quickly.

For example:

Users in pick group A have completed all picks in their zones. Pick group B has 100 more picks to complete. Assign the users in pick group A to pick group B so that they can help complete the pick group B picks.

►To assign a pick group to a user:

1. From the **Whse Mgt > Warehouse Queues** menu, select **Warehouse In Process Status** to display the Warehouse In Process Status screen.
2. Display the orders you want to review for completion.
3. Use the **Pick Group** hot key to display the Pick Group Assignment screen.
4. In the **User ID** field, enter the user whom you want to assign to a new pick group.
5. In the **Pick Group** field, enter the new pick group for the user.
6. Press **Esc** to complete the assignment and return to the Warehouse In Process Status screen.

When the user selects picks, only picks in the assigned pick group display.

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Note: You must be assigned the USER.PICK.GRP.MAINT authorization key to change a user's pick group.

Editing Ship Dates from the Warehouse In Process Queues

You can edit ship dates from the Warehouse In Process Queue and Warehouse In Process Status Queue. Following are examples of when you would edit an order's ship date.

- You were supposed to receive an order by 11/01/04, but part of that order was backordered and the new ship date is 11/10/04. You can change this date from an in process queue.
- The original ship date for an order was 11/03/01, but it was then changed to 11/09/01. You can change this date from an in process queue.
- An order's ship date is today, but the truck delivering the order has to leave immediately. The order is not ready to be shipped immediately. You can change its ship date to tomorrow's date from an in process queue.
- It is the end of the month and orders are still in process. From an in process queue, you can change the ship date to avoid issues with accounting and the closed accounting period.

Change these dates so that you know they are in the queue because they have not been shipped or completely received.

Note: Changes to invoiced orders will not generate picking or putaway requests for kit components.

► To edit a ship date from the Warehouse In Process Queue:

1. From the **Whse Mgt > Warehouse Queues** menu, select **Warehouse In Process Queue** to display the Warehouse In Process Queue screen.
2. Display the line items.
3. Select the line item for which you want to edit the ship date.
4. Use the **Chng Shp Dt** hot key.

The system prompts you to "Arrow Up/Down to Last Line of Desired Range and Press <Enter> to Select."

5. Follow this prompt's instruction.
6. At the prompt to enter a new ship date, enter the date you want the line items to be shipped.

The system updates the ship dates for the selected line items. The system also updates ship dates on all the generations created by any split terms on an invoiced generation.

7. Press **Esc** to save updates and exit the screen.

► **To edit a ship date from the Warehouse In Process Status Queue:**

1. From the **Whse Mgt > Warehouse Queues** menu, select **Warehouse In Process Status** to display the Warehouse In Process Status screen.
2. Display the line items.
3. Select the line item for which you want to edit the ship date.
4. Use the **Chng Shp Dt** hot key.

The system prompts you to "Arrow Up/Down to Last Line of Desired Range and Press <Enter> to Select."

5. Follow this prompt's instruction.
6. At the prompt to enter a new ship date, enter the date you want the line items to be shipped.

The system updates the ship dates for the selected line items. The system also updates ship dates on all the generations created by any split terms on an invoiced generation.

7. Press **Esc** to save updates and exit the screen.

Closing Orders from the Warehouse In Process Queues

If authorized, you can close an order from both the Warehouse In Process Queue and Warehouse In Process Status Queue.

For example:

- Close an order that was entered by the counter personnel, but then who picked it without using RF.
- Close an order if the items need to be backordered but you need to ship the items you have on-hand.

Note: Use caution when closing orders from queues. If done without monitoring and correcting inventory, as necessary, inventory can become inaccurate in the system.

You can also print tickets before closing orders from the Warehouse In Process Status Queue. For special circumstances when you don't want to close the order from an in process queue, close orders through the Sales Order Entry screen.

Note: Upon closing RF-picked orders from the Warehouse In Process queues, you can display the order in the Warehouse Confirmation Queue to complete order processing. When you display the order in the Warehouse Confirmation Queue, the system assigns it the correct status based upon the order's ship via. Process the order as appropriate.

► To close an order from the Warehouse In Process Queue:

1. From the **Whse Mgt > Warehouse Queues** menu, select **Warehouse In Process Queue** to display the Warehouse In Process Queue screen.
2. In the **Br** field, enter **ALL** or select the branch you want to view.
3. In the **Operation** field, select the type of task for the order you want to close, such as **Picking** for a manifest.
4. Select the order to close.
5. Use the **Close** hot key to close the order from the queue and process the items into or out of inventory, as appropriate.

Note: Close orders in the queue only after you research and confirm this is the best course of action. If done inappropriately, this action could cause inventory inaccuracies. Do not close an item if the **Location** field is blank. Enter a location first.

6. Press **Esc** to save updates and exit the screen.

► **To close an order from the Warehouse In Process Status Queue:**

1. From the **Whse Mgt > Warehouse Queues** menu, select **Warehouse In Process Status** to display the Warehouse In Process Status screen.
2. In the **Br** field, enter the branch to which the order belongs.
3. In the **Operation** field, select the type of task for the order you want to close, such as **Picking** for a manifest.
4. Select the order to close.
5. Print a ticket for the order, if needed.
6. Use the **Close** hot key to close the order.

Note: If you use the e-mail print option for closing an order, the system sends the information without prices.

7. At the prompt to close all in process items, enter **Y** to close the order.

Note: Use caution when closing orders from queues. If done without monitoring and correcting inventory, as necessary, inventory can become inaccurate in the system.

8. Press **Esc** to save updates and exit the screen.

► **To print an order ticket before closing an order:**

1. From the **Whse Mgt > Warehouse Queues** menu, select **Warehouse In Process Status** to display the Warehouse In Process Status screen.
2. In the **Br** field, enter the branch to which the order belongs.
3. In the **Operation** field, enter **Picking** to display all current picks.
4. Select the order for which to print the ticket by placing the cursor on it.
5. Use the **View** hot key to display the Sales Order Entry screen.
6. Press **Esc** to display the Status screen.
7. Use the **Print** hot key to display the Order Reprinting Options screen.

Note: If you use the e-mail print option for closing an order, the system sends the information without prices.

8. In the **Print Style** field, press **F10** and select the type of pricing to display on the ticket.
9. In the **Order Status** field, press **F10** and select the status for picking.
10. In the **# of Copies** field, enter the number of tickets you want to print.
11. Use the **Print** hot key to print the ticket.
12. Press **Esc** to save updates and return to the Warehouse In Process Status screen.
13. Close the order, as needed.

► **To close an order that does not display in the RF system:**

1. From the **Orders** menu, select **Sales Order Entry** to display the Sales Order Entry screen.
2. In the **Ship To** field, enter the customer who made the order.
3. From the list of sales orders displayed, select the correct one and press **Enter** to return to the Sales Order Entry screen.
4. Press **Esc** to display the Status screen.
5. Use the **Print Options** hot key to display the Order Reprinting Options screen.

Note: If you use the e-mail print option for closing an order, the system sends the information without prices.

6. In the **Print Style** field, press **F10** and select a type of pricing to display on the ticket.
7. In the **Order Status** field, press **F10** and select the status for picking.
8. In the **# of Copies** field, enter the number of tickets you want to print.
9. In the **Review Queue Status** field, enter **Close** to close the order.
10. Use the **Print** hot key to print the ticket.
11. Press **Esc** to save updates and exit the screen.

Using the Tote In Process Queue

Use the Tote In Process Queue to view the following:

- Users to whom totes are assigned
- Totes being used to pick or put away product
- Number of items on totes
- Status of totes
- Staging location for totes

Use this screen to track item and order status based on tote location. You can also access the Tote In-Process Detail screen to view further details about a tote's in-process status.

For example, if you try to close an order and the system alerts you that one tote has yet to be staged, look at the Tote In Process Queue to find out who is using the tote that needs to be staged. You can then go to that person and find out why they are being held up, or you can access the Tote In-Process Detail screen to view more detail about that tote's in-process status.

The Tote In Process Queue lists real-time statuses.

►To track items on a tote during the receiving or picking process:

1. From the **Whse Mgt > Warehouse Queues** menu, select **Tote In Process Queue** to display the Tote In Process Queue screen.
2. In the **Br** Field, enter **All** or the branch for which you want to view totes.
3. In the **Operation** field, press **F10** and select one of the following:
 - **Both** – Both receiving and picking orders, as well as totes being used for replenishment.
 - **Receiving** – Receiving orders only.
 - **Picking** – Picking orders only.
4. View the tote's in-process information in the following fields:

Field	Description
Tote	The tote being used to transport the product.
Assigned	The user who is using this tote for the order.
Items	The number of items in the tote.
Status	<p>The tote's process status, such as Staged.</p> <p>Note: Define tote statuses in both the RF Valid Order In-Process Statuses and the RF Tote Status Before Loading Trucks control maintenance records.</p>
Staging Location	The location where the tote is staged.

5. Press **Esc** to exit the screen.

► **To view further details about a tote's in-process status:**

1. From the **Whse Mgt > Warehouse Queues** menu, select **Tote In Process Queue** to display the Tote In Process Queue screen.
2. Use the **Detail** hot key to display the Tote In-Process Detail screen.
3. View the tote's in-process status in the following fields:

Field	Description
Br	The branch to which the order using the tote belongs.
Tote	The tote being used for the order.
Assigned	The user who is using this tote for the order.
Order#	The orders being put away or picked. Note: If the tote is being used to move product with the RF Move Product function, RFMove displays in this field.
Product Description	The product being put away or picked for the order.
Quantity	The number of items on the tote for the indicated product.
Typ/Location	The type of product, such as S for stock and the product's warehouse location. Use the Boxes hot key to toggle between these fields and the Box/Packer fields.
Box/Packer	For conveyor systems, the IDs of boxes pulled from the conveyor, and the user ID of the person who packed the boxes. Use the Boxes hot key to toggle between these fields and the Typ/Locations fields.
Date & Time	The date and time the product was placed on the tote.

4. Press **Esc** to exit the screen.

More Options from the Tote In Process Queue Screen

The Tote In Process Queue Screen also offers these options.

Hot Key	Function
Detail	Use to display the Tote In-Process Detail screen.
Sort By	Use to sort the items in the queue by assigned personnel or by tote.
Refresh	Use to update the queue.

More Options from the Tote In-Process Detail Screen

The Tote In-Process Detail screen also offers these options.

Hot Key	Function
View	Displays the order indicated by the cursor in view-only mode. Note: This hot key is disabled for RF move in-process records.
Location Maint	Displays the Product Location Maintenance screen so you can view and edit product location information.
Sort By	Use to sort the items in the queue by: <ul style="list-style-type: none">• Order#• Product• Location• Date & Time
Refresh	Use to update the queue.
Boxes	Toggles between the Type/Location and Box/Packer views.

Note: Hot keys are not available when the cursor is in the **Box/Packer** field.

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