

Help & Troubleshooting — PM

July 28, 2026

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PM

Symptom	Likely cause	Fix
You cannot access PM records.	Your credentials or permissions do not provide access to PM or production-order records.	Confirm your user name and password, then request access to PM and the relevant production-order records.
You cannot find a production order in the current queue.	The order may be in another operational queue.	Select All , then review Planned (BOM) , To Order (MRQ) , In Purchasing , In-house , and Delivered as required.
The PM list does not show the information you need.	The active layout may not include the required columns.	Use Columns Chooser , then select Save or Update Current to retain the layout change.
Shipping Order changes are not retained.	The record was reviewed without a save action.	Select Save to retain changes, or select Save and Close to retain changes and close the Shipping Order.

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