

Help & Troubleshooting — Warehouse

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Delivery Note

- The Delivery Note does not save → Required information is missing → Complete the required information and select **Save** again.
- A warning appears when leaving the form → The form contains unsaved changes → Save the Delivery Note, or respond to the warning before leaving the page.

[Delivery Note](#)

Goods Issue Note

Symptom	Likely cause	Fix
The Goods Issue Note does not save.	One or more required fields are missing.	Enter the required warehouse, quantity, and unit information, then select Save .
A warning appears when leaving the form.	The form contains unsaved changes.	Save the Goods Issue Note, or respond to the warning before leaving the form.

[Goods Issue Note](#)

External Service Type

- The record does not save → Required information is missing → Complete the required entries, including **Qty** and **Unit**, and select **Save**.
- A warning appears when leaving the form → The form contains unsaved changes → Return to the form and select **Save**, or discard the changes as appropriate.

[External Service Type](#)

Goods Return Note

Symptom	Likely cause	Fix
The Goods Return Note does not save.	One or more required fields are missing.	Complete Warehouse , Goods Issue Note , Unit , and This Field Is Required , then select Save again.
A warning appears when leaving the page.	The Goods Return Note contains unsaved changes.	Return to the page and select Save , or leave the page only if you do not need to retain the changes.
The returned quantity requires review.	The value in Returned Qty may not reflect the goods returned.	Review the relevant Product , Issued Qty , Returned Qty , and Unit values before saving.

Goods Return Note

Stocking

Symptom	Likely cause	Fix
The stocking record does not save.	One or more required fields are incomplete.	Complete the required information and select Save again.
A warning appears when leaving the page.	The stocking record contains unsaved changes.	Select Save to retain the changes, or discard the changes when appropriate.
The Warehouse area is not available.	Your user account does not have access to the warehouse functions.	Use an account with access to Warehouse and Stock Product .

Stocking

Transfer Order

Symptom	Likely cause	Fix
The transfer order does not save.	Required information is missing.	Complete the required information, then select Save again.
A warning appears when leaving the page.	The transfer order contains unsaved changes.	Save the transfer order, or respond to the warning before leaving the page.
A product transfer line needs review.	The transferred quantity, lost quantity, or unit may require confirmation.	Review the values shown in Transferred Qty , Lost Qty , and Unit before saving.

Receiving Shipment

Symptom	Likely cause	Fix
The Receiving Shipment record does not save.	Required information is missing.	Complete the required information on the record, then select Save again.
A warning appears when leaving the screen.	The record contains unsaved changes.	Select Save to retain the changes, or respond to the warning before leaving the screen.
The displayed transfer order is not the order being received.	The incorrect Receiving Shipment record is open.	Return to Goods Receipt Note and open the Receiving Shipment record for the applicable transfer order.

Receiving Shipment

Stock By Products

- The shipment-based stock list is displayed → **Stock (By Shipment)** was selected → Select **Stock (By Product)** to return to the product-based list.
- You cannot open the stock list → The **Warehouse** work area is not available in the navigation → Access the **Warehouse** work area before selecting **Stock (By Product)**.

Stock By Products

Received

- **The required receipt is difficult to identify** → Multiple records may have the same Supplier → Use the **Search box** with the GRN, Warehouse Shipment number, or Purchase Order number.
- **Several records appear related to the same purchase** → The receipts may have different receipt dates or Warehouse Shipment numbers → Compare **Received on** and **Warehouse Shipment no.** to distinguish the records.
- **You need to know who recorded a receipt** → The receipt record includes receiving-user information → Review the **Received by** column.

Received

Transfer Order

- A transfer order cannot be located → The list may contain multiple records with similar values → Enter a known value in the **Search box**, then review **Sheet no.** and **To warehouse**.
- The destination warehouse is unclear → The transfer order row has not been identified by its destination → Review the **To warehouse** column.
- The completion status is unclear → The transfer order has a different value in **Transfer re** → Check whether the record is marked **Transferred** or **Awaiting issueing**.

Transfer Order