

Damages

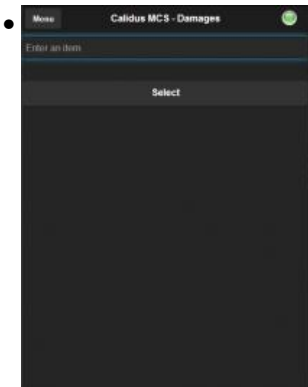
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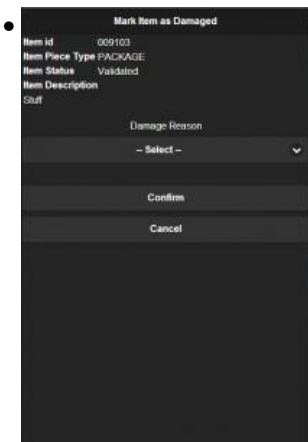
If the damages screen is accessed from another screen (through the damages or exceptions processes), the item is populated in the damages screen. If the Damages screen is accessed from the menu (adhoc), the damaged item must be scanned or entered to populate the Damages screen.



Adhoc - Scan Damaged Item

The damages screen contains:

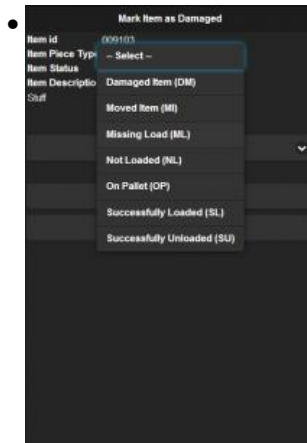
- *Item ID* - this can be either the individual package ID or the pallet ID.
- *Item Piece Type* - either PACKAGE for individual items or PALLET for palletised items.
- *Item Status*.
- *Item Description* - if this is a package, any description against the package is shown here.
- *Damages Reason* - a drop-down list of reasons for marking this item as an exception.



Damaged Item

To mark an item as an exception, you must select a reason code from the drop down list:





Reason Code Selection

Once you have entered the reason code, you can click **Confirm** to mark the item as an exception.

Once an item (package or pallet) has been marked as an exception, the item will be updated in the transport system (either immediately through the Damages menu option, or when the receipt or despatch is confirmed).

If this is through the Damages option, *no matter what reason code is selected*, this item will be taken off this trip and this package or packages on this pallet will be taken off all onward trips, and will be audited with the reason code you entered against the order item. If this item requires re-delivery, the item must be re-booked on a new order.

If this is through the Despatch option, this item will be taken off this trip, for despatch *and* for receipt at the next location. This package or packages on this pallet will be taken off all onward trips, and will be audited with the reason code you entered against the order item. If these items require re-delivery, they must be re-booked on a new order. If the reason code begins with "Damaged" or the system is configured to consider all exceptions as damages, this reason code will be passed to these items, otherwise they will simply be classed as missing items.

If this is through the Receipt option, any LATE action reason codes or the FNR reason code will *not* automatically unplan the items.

You can back out of damaging an item by clicking the **Cancel** button instead. If you came to this screen from another screen, you will be returned there and the item will not have been affected. If you came to this screen from the menu, you will be returned to the item scanning prompt.

