

## 4.4.2. Serial numbers

Produmex supports the following types of the serial numbers:

- SAP serial numbers, with the management method 'On Every Transaction'
- SAP serial numbers, with the management method 'On Release Only'
- PMX serial numbers, in order to handle items managed by batches and serial numbers as well

*Please note: When working with SAP serial numbers in Produmex, set the 'Unique Serial Numbers by' parameter to 'Serial Numbers' on the General Settings window in SAP B1.*



### 'On release only' serial numbers

With this method of serial number management, defining the serial number for the item is only mandatory in inventory issue documents. It is possible to receive stocks without having entered serial numbers in every kind of reception.

It is possible to manage this items with or without track location.

Produmex only supports serial numbered items with 'on release only' management method when the 'Automatic Serial Number Creation on Receipt' option is enabled.

When this option is enabled, SAP B1 creates 'blank' serial numbers when receiving stocks without entering serial numbers. When creating outbound transactions, Produmex first checks if there are already existing 'real' serial numbers. If not, the system updates the "blank" serial numbers in SAP B1 with the serial numbers that will be issued and the transaction will be booked with these updated serial numbers.

### 4.4.2.1. The maximum quantity for LUID is reached



#### Issue

"Error 3000273: The maximum quantity of serial numbers in stock for LUID '214' is reached. You are trying to add 1 new serial numbers, but only 0 new serial numbers are allowed."

Affected item types: Serial numbered items

Affected processes: When creating new stock

#### Explanation

When adding a serial number, the system first checks if the scanned serial number is already in the system. Then it checks whether the added serial number is among the serial numbers linked to the item and after that the system checks whether it is linked to the ITRI. When the track location option is enabled for the item, the system also checks whether the serial number is linked to the logistic unit or not.

When scanning a serial number, the system first checks if the scanned serial number is among the serial numbers linked to the item. When the track location option is enabled, the system also checks whether the serial number is linked to the logistic unit or not.

### ***Serial numbers were provided at the reception***

Serial numbers were usually provided at the reception in case of 'On every transaction' type of serial numbers. This error message will be displayed when the added serial number is not among the serial numbers linked to the item or in case of enabled track location, the serial number is not among the serial numbers linked to the LUID.

### ***Serial numbers were not provided at the reception***

Serial numbers were not usually provided at the reception in case of 'On release only' type of serial numbers and PMX serial numbers. In case of 'On release only' type of serial numbers, this error message is displayed when the number of the newly added serial numbers exceed the quantity of the blank serial numbers linked to the item, or the LUID, in case of enabled track location. In case of PMX serial numbers, this error message is displayed when the number of the newly added serial numbers exceed the number of the products without serial number belonging to the item, or to the LUID when the track location is enabled.

Most likely this error occurs when there are already linked serial numbers to the item or LUID:

- In case of a picked pallet was moved back to stock. The pallet will have serial numbers linked to it in PMX\_SENU, but not in SAP B1.
- In case of a returned item. Returned items will have serial numbers in SAP B1.

## **4.4.2.2. Serial number is already on stock with another LUID**



### **Issue**

"Error 3000297: Serial number 'TE1003' is already in stock with another LUID: 202."

Affected item types: Serial numbered items with enabled track location

Affected processes: When creating new stock

### **Solution**

This error happens when the scanned serial number is already on stock on another LUID. A serial number can only be linked to one LUID.

## **4.4.2.3. Serial number does not exist**



### **Issue**

"Error 41107: SAP error occurred. SAP description: 1320000147 - Item ITEM09 with serial number KI2002 does not exist in warehouse"

Affected item types: Serial numbered items managed on release only

Affected processes: When creating inventory issue documents

### Solution

Check whether the serial number exists already in SAP B1 or not.

If the serial number exist and its status is 'Unavailable', then it cannot be issued as it is not on stock in the warehouse. See the transaction history for the serial number to understand what had happened. In case of the serial numbers are in stock despite of the inventory data, create a new reception for those serial numbers.



If the serial number does not exist in SAP B1, update a 'blank' serial number in SAP B1 directly: Open the 'Serial number management' window for the item with the operation option 'Update'.



Find the blank serial number to update and add the serial number to the 'Serial Number' field. After updating the serial number manually, Produmex will not have to update it anymore.

*Because a serial number cannot set back to blank, it is recommended to double-check if the selected blank serial number is an acceptable one for the current process. Add a 'Detail' to the row then check in the 'Serial Number Transaction Report' window if this detail was added to the correct blank serial number.*

When the 'Automatic Serial Number Creation on Receipt' option is enabled, and there are 'blank' serial numbers for the item in the 'Serial number management' window then the issue might be caused by more specific reasons. Please contact Produmex support.

## 4.4.2.4. No 'blank' serial number found to update



### Issue

"Cannot update serial numbers with different list sizes: absEntry count = 0, serial numbers count = 5'"

Affected item types: Serial numbered items managed on release only

Affected processes: When creating inventory issue documents

### Solution

This error happens when the system cannot find suitable blank serial numbers to update. Check if the 'Automatic Serial Number Creation on Receipt' option is enabled in the item master data. When that option is not enabled, SAP B1 will not create 'blank' serial numbers during the reception. Therefore there will be no blank serial number to update when creating inventory issue documents. Create the serial numbers manually in the 'Serial number management - Complete' window.



*Note: Make sure that the 'Automatic Serial Number Creation on Receipt' option is enabled in the 'Item Master Data' window.*

When the 'Automatic Serial Number Creation on Receipt' option is enabled, and there are 'blank'

serial numbers for the item in the 'Serial number management' window then the issue might be caused by more specific reasons. Please contact Produmex support.

## 4.4.2.5. No dummy serial number

### Issue

"System.Exception: Dummy serial number format should be filled in to book lost serial numbers on release only"

Affected item types: 'On release only' serial numbered items

Affected processes: Cycle count



When there is a negative difference in the stock of an item with blank serial numbers during cycle counting, in the 'Process' step, the system updates the blank serial numbers to dummy serial numbers before being issued.

If the format of the dummy serial numbers is not set in the cycle count controller, the system cannot create dummy serial numbers and this error message will be displayed.

### Solution

Set a format for the dummy serial numbers in the cycle count controller.



## 4.4.2.6. Item Master Data update

### Issue

"(50228) Item ITEM09: The item needs to track locations of serial nr, but there are serial nrs in stock without LUID: 45."



"(50238) Item ITEM12: The item needs to track locations of serial nr, but there are inventory totals without LUID: 332."



Affected items: Serial numbered items with enabled track location.

### Solution

When the item has serial number(s) without filled LUID, but the track location option is enabled, the Item Master Data cannot be updated.

If there is an SSCC linked to the serial numbers which is not registered in the inventory, a possible workaround is to use the 'Direct Cycle Count' function to add the SSCC to the serial numbers.

## 4.4.2.7. LUID for serial numbers without track location



### Issue

“Item ‘ITEM11’: The LUID should NOT be set for serial numbers without tracking the location.”

Affected item types: Serial numbered items without enabled track location

Affected processes: When creating new stock

### Solution

When the track location option is not enabled, no LUID should be linked to the serial numbers. A possible workaround is to use the ‘Ad-hoc movement’ flow. It is possible to move the items from a location to the same location therefore no real movement needed. When the SSCC is not added to the item during the movement flow, it will be removed from the inventory data.

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