

Addressing Unprocessed Transfers

The final task of a pallet controller is to address any unprocessed transfer off movements. Any problems with unprocessed transfer offs is shown on the reconciliation report but there is another 'Unprocessed Transfers' report in the Movement Reports form that is better for identifying problem records. The Reconciliation report lists what was unprocessed on a particular day (the report date), while the Unprocessed Transfers report lists what is 'still' unprocessed. It can be opened with an old date (say a month or two ago) to exclude current records and only list old movements that are yet to be processed.

There are several reasons why an old transfer off record may be unprocessed:

- It wasn't exported – the Export box may have been mistakenly unticked
- A complete batch was not processed – it may have been lost in transmission to the supplier
- The transfer was not processed by the supplier due to incorrect details
- The other trading partner has not paid their bill (and the supplier has frozen their account).

Creating an Unprocessed Transfers Report

Step

Comments

1. From the Main form, select the Reports tab, then click Movement Reports. The Report Options window opens, displaying the Unprocessed Transfers tab.
2. In the Report Type section, select Transfer Off & Dehire transactions only.
3. Untick the Include rejection, reversal & correction movements checkbox.
4. In the Date field, type a date for the report, or select a month and year from the drop down lists to automatically choose the end of the month.
5. Click on Open Report to view the report on screen.
6. Step through each unprocessed transfer on the report and address it as described in the table below.

Select a date at least a month ago to exclude any current records that will be processed on the next bill.

Processing the Unprocessed Transfers Report

- If a whole batch was not processed, send it again from the Export Data form.
- Find each record in the Movements form and clear the original Batch date (leaving Export ticked) so it is included on the next export batch. A quick way of doing this is to untick & re-tick the Export box.
- For movements older than the supplier's processing cut-off date, a 'back-dated transfer authority' can be requested from the other trading partner. In the Movements form, select the record and click Request BDT. This will create an email to the other trading partner asking them to forward it on to the pallet company as an authority to transfer the equipment on to their account. Request BDT can also be used if other trading partner has their account locked down and they failed to process one of your transfer off records.
- Duplicates and other incorrect movements can be deleted to remove them from the Unprocessed Transfers report or cancelled by ticking the Cancelled checkbox. The Cancelled checkbox is hidden by default but can be displayed using the Customisation button, as described in [A First Look at 2ic Pallets](#).