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Tammy Mason - 2017-09-15 - in Customer

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* If you are having an issue with printing productions orders, first it needs to be determined if this is Order Entry printing or Inventory Production Order printing.

If it is a Inventory Production Order Printing, then check the item master. Does the bill of material contain an "LT" entry with a "Y" in the copy column?

There must be at least one "LT" with a "Y" in the bill of materials in order to print a production order. The item must also be unchecked for autoproduced if you want to print a production order in inventory production order printing.

* If this is an Order Entry Printing, then it needs to be determined which form you are actually referring to.

Does the form have Production Order at the top of the page or Production copy at the bottom? If the form has Production Order at the top of the page, then check the item master. The bill of material needs at least one "LT" with a "Y" in the copy column. Next, check the general tab and make sure the auto-produced box is checked.

* If this is an Order Entry printing and the form has Production Copy at the bottom of the page, then check for the standard order printing problems. Check if the order is on hold, incomplete, etc. This level is no different then why order's won't print in ProfitMaker.

NOTE: Reprinting of orders has the capability to print only the prod/ship (production copy, acknowledgement, packing slip) and/or the production

order. These are checkboxes available during the reprint function only.