

Copy of Wrong Customer Name / Number in Auto-MRB

ISSUE:

An Auto MRB order was mistakenly associated to an actual customer. The customer field cannot be left blank.

RESOLUTION:

Open the Sales Order, and change the customer to **INTERNAL**. This is a placeholder customer that includes no ship-to/bill-to information, and doesn't fire off any additional workflows outside of normal MRB operations.

Auto MRP now regenerates correctly, and the issue has been resolved.

The screenshot displays a software interface for a Sales Order. The main window is titled "Sales Order 10850 for INTERNAL (Customer # 000001448)". The "General" tab is active, showing fields for Order # (10850), Customer # (000001448), Bill To, Ship To, Contact, SO Contact, Division, and Drop Ship PO#. A "Select Customer" dialog box is open, showing a list of customer options. The "INTERNAL" customer is selected. The background shows a table of items with columns for Item #, Item Description, Revision, Class, Blanket Qty, Backlog, Qty Shipped, Price, Tax Code, Total Releases, Total Price, and On Hand. The "Total Releases" field is set to 0. A summary section at the bottom right shows "Total" as 335,895.44, "Threshold" as 0.00, "Tax" as 0.00, and "Freight" as 0.00.

#	Item #	Item Description	Revision	Class	Blanket Qty	Backlog	Qty Shipped	Price	Tax Code	Total Releases	Total Price	On Hand
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