This KM explains why Tasks are in a 'held' status.

End User Solution

There are two possible causes of this problem.

1. This happens when an item entered on an Issue has a storage location that is frozen for picking. This causes the tasks to be held for the entire issue.

   Follow these steps to fix this:

   a. Correct the Storage Location and release the move request. The batch sheet automatically prints once this is done.

   b. Or, process an ad hoc move to move the item from the storage location to the SHIP-SORT location. The remaining picking tasks would have to be completed via the console.

2. The second cause is creating an issue for an item that does not have sufficient RFI inventory. This causes the tasks to be put in a 'held' status.

   Follow these steps to fix this:

   a. The issue can either be cancelled and would need to be reissued without the item that caused the original problem, or with that item and a different issue status. For example, backordered, forwarded or UTF.

   b. If the inventory is in a location that cannot be picked from like RCV-N25 or REFURB-RFI, then move the inventory needs to the storage location and the move request released.

   c. If the inventory is allocated to other transactions for example a kitting work order is in a 'created' status that has this item. The kitting work order can be cancelled and the move request released.

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