

## Common Shipping Errors

**Question: How come I can't find an order in "To Be Shipped" Status"?**

**Answer:** Check the invoice to make sure the order was in fact to be shipped and the cashier did not "exit" out of the shipping screen instead of selecting "OK". You can also change your search criteria to --- for status and then use the invoice number to search for the order in any status.

**Question: Why doesn't VinNOW put a ship date on the actual invoice?**

**Answer:** This is a compliance issue and our answer to compliance is ShipCompliant. In ShipCompliant the invoice is recreated with the ship date and you can print those. Within VinNOW, there is the ability to have one invoice with split shipments to multiple locations which may get shipped at different times. In addition, VinNOW allows you to ship some items and take others with you. VinNOW associates a ship date with the packing slip in shipping if you have updated the packing slip to shipped with a specific date.

**Question: How do I use the shipping to find what orders I have sent out of state?**

**Answer:** If you select a status of shipped and then use <> before your state you will generate a listing of all invoices shipped out of state. If you put a time frame to it you can make your search specific. After searching, you can use the PSD export to export this data in a format that can then be edited in the user's spreadsheet program of choice.

**Question: How come when I go to print my invoices in shipping, they all display rather than just print.**

**Answer:** Check your user profile back-office printing settings and change to be no prompt.