

MISSING IMPORTED SALES ORDER DOCUMENTS ON SO MAINTENANCE SCREEN AFTER USING DATA IMPORT UTILITY

After using the Data Import utility to import Sales Orders, users may observe that such documents are missing from the Sales Order Maintenance screen, as well as the Customer Enquiries screen.

The funny thing is that these documents may actually be found in the INVNUM table and no error messages were received during the import process.

REASON AND SOLUTION

First note that the data Import utility was never intended to import archived transaction history.

For that reason users can never expect any imported transactions to be available on under the Customers / Supplier Enquiries screens.

All imported transactions should therefore first be manually processed by making use of the relevant document maintenance screen, e.g. Sales Order Maintenance screen.

Secondly, it may be that the import file made use of DocType = INV

A	B	C	D	E	F	G	H	I	J	K	L	M	N
DocType	AccountID	Description	InvDate	TaxInclusi	OrderNum	cDescripti	fQuantity	fUnitPrice	iStockCod	iTaxType	iWarehou	iPriceListNameID	
INV	BIDV0001	Sales Ord	14/12/201	FALSE	ORD006	Items	2	100	AG22	7			

In that case, if the Sales Order Maintenance screen is opened to look for the imported documents, the user should then setup the filters as per below settings.

The screenshot shows the 'Sales Order Maintenance' window. The 'Status' dropdown is set to 'Unprocessed'. The 'Transaction Date' is set to '2016/01/15'. The data grid below shows one record:

Invoice Date	Invoice Number	GRV Number	Order Number	External Order	Description	Type	State	Flag	Delivery Note
2015/12/14			ORD006		Sales Order Test	Invoice	Unprocessed	N/A	

Note especially that, in this case, the second dropdown filter above should not be on **Sales ORD** to find the imported documents. This was the actual mistake a client recently made when looking for his imported documents.