

Fixing traceable stock balance issue messages

Issue

The overnight Cimi data checks show one or more of the following messages.

Error	Stock Code 'TRACESN' Transaction " Dated: 04/11/2019 was processed in Sage 50 Accounts. Traceable stock quantity balance issue.
Error	Stock Code 'TRACEBAT' Transaction " Dated: 04/11/2019 was processed in Sage 50 Accounts. Traceable stock quantity balance issue.
Error	Stock Code 'CIMDAVE' Transaction " Dated: 18/12/2019 was processed in Sage 50 Accounts. Traceable stock quantity balance issue.
Error	Stock Code: 'CIMDAVE' - Batch No. 'GRN0009' quantity in stock disagrees with Sage 50 Accounts. Cim50 Quantity: 2.000000 Sage 50 Quantity: 1.

These will occur if stock transactions have been processed in Sage 50 Accounts rather than Cim50 (E.g., Stock adjustments, Dispatches, Goods in, etc.) for items marked as traceable in Cim50.

To Resolve

Please note: the below scenarios will work for both Batch Number and Serial Numbered items.

From within Cim50, ensuring you have enough access go to

- 🔗 File > Maintenance > Check Data
- 🔗 Select the following options, entering one of the Stock Codes showing.

Cim50 Check Data Integrity

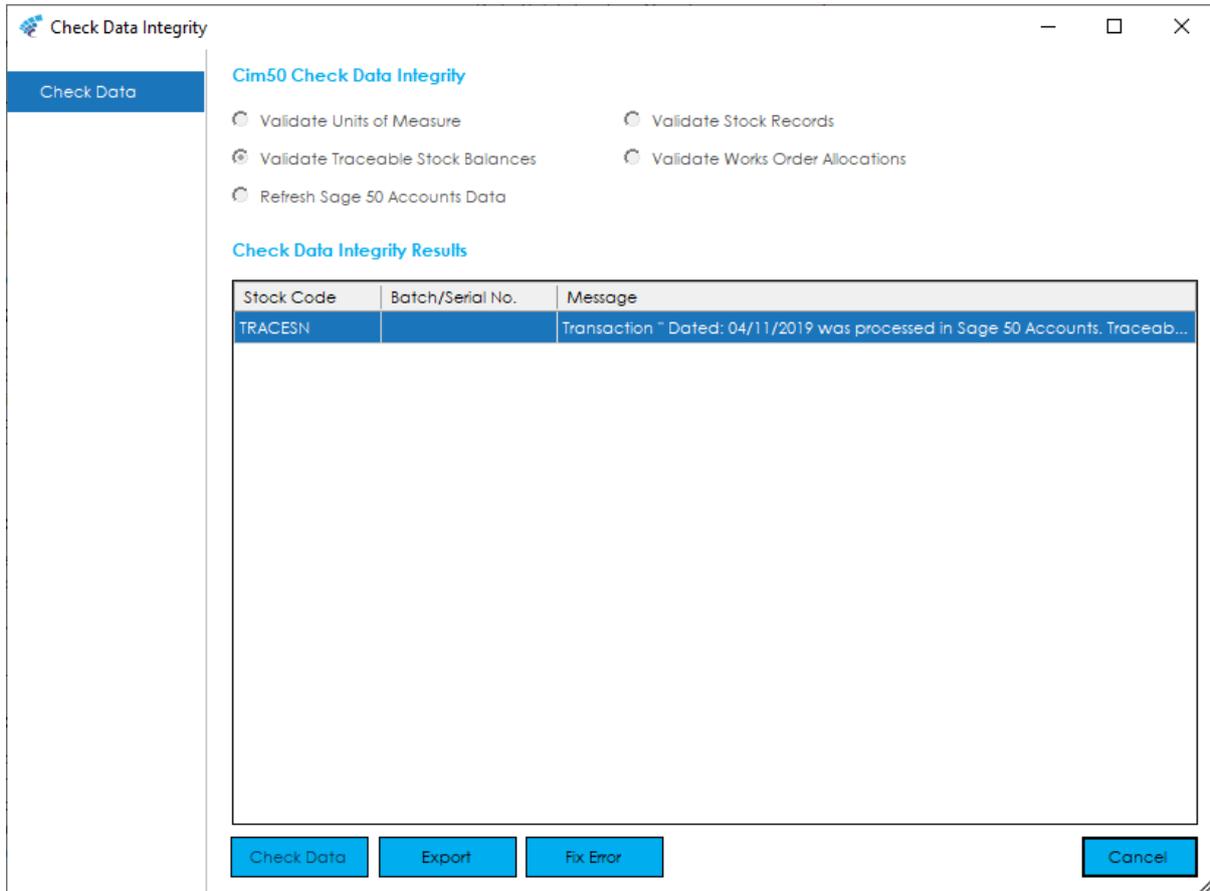
- Validate Units of Measure
- Validate Traceable Stock Balances
- Refresh Sage 50c Accounts Data
- Validate Stock Records
- Validate Works Order Allocations

All Items

Specific Items

Stock Code:

- 🔗 Click Check Data
- 🔗 Once the routine has finished highlight the error line and click Fix Error



-  On clicking Fix Error you will get 1 of the following routes to fix your stock item, this will be dependent on if there are existing batches and/or serial numbers for the item.
-  Once an item has been fixed it will show green in the list.

Once all items have been fixed, re-run the Validate Traceable Stock Balances routine to ensure all errors have been resolved or wait for Cimi to complete its over-night checks and review the results the following day.

Option 1 – If stock has been adjusted in/received in Sage 50 with existing Batches/Serial numbers on the item

- From here, you can either select a batch/serial number from the list or click on Create Batch/Serial Number if the list does not contain what is required.
- If you have chosen from the list, highlight the batch/serial number and click Confirm (If you require a new batch/serial number, rather than assign to existing batch/serial number simply click on Create Batch/Serial Number).

Stock Code:

Transaction Type: Transaction Date:

Reference:

Details:

Quantity:

Cost Price: Sales Price:

Select correct Batch/Serial Number for this transaction:

Serial No.	Description	Location	Supplier Batch No.	Qty Available
GRN0001				1.000000
GRN0002				1.000000
GRN0003				1.000000
GRN0004				1.000000
GRN0005				1.000000

- The stock adjustment window will now open. Enter a reference and a batch/serial number, then click Confirm.

Stock Adjustment - TRACESN

Transaction Details

Stock Code: TRACESN Type: New Adjust Transfer Amend Quarantine

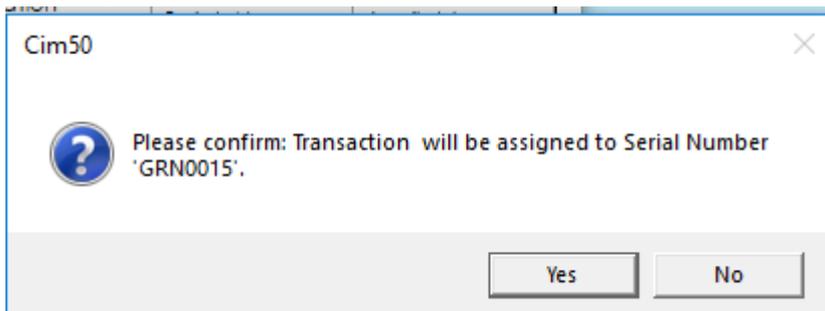
Item Description: Serial number Reference: Error fix Date: 09/01/2020

Define Serial Numbers

Serial No.	Description	Supplier Batch	Certificate No.	Location	Quantity	Unit	Cost Price
GRN0015					1.00	Each	1.50

Adjustment Total: 1.00

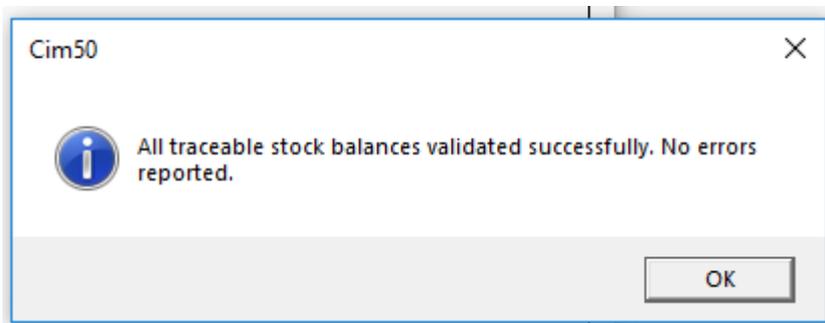
- This will now take you back to the fix window, where you can highlight the new GRN and click Confirm to fix.
- Once confirmed, click yes to the message advising you that the transaction is being assigned to the batch/serial number.



- Running the check data again will show that there are no further errors.

Cim50 Check Data Integrity

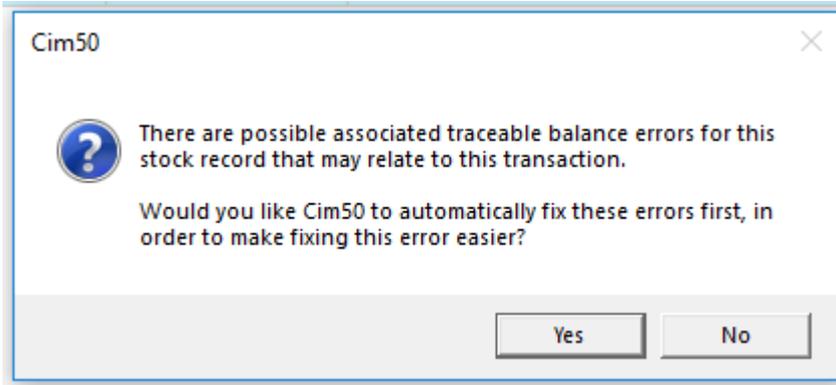
- Validate Units of Measure
 - Validate Traceable Stock Balances
 - Refresh Sage 50c Accounts Data
 - Validate Stock Records
 - Validate Works Order Allocations
- All Items
 Specific Items Stock Code:
- Only check items with a quantity in stock.



-  If you have adjusted in a new serial number to fix however, you will need to make an adjustment out on the serial/batch number from within the Adjustments option, as you will have two AI transactions against it, due to the original transaction and the serial/batch creation transaction.

Option 2 – If stock has been adjusted out/dispatched in Sage

- ☛ Say yes to the following message.



- ☛ If there is a batch available to assign the transaction to, highlight the batch and click Confirm. If the batches/serial numbers shown are not the ones required, or you do not have any, you will need to click Create Batch/Serial number option and create a new batch/serial number for the amount on the AO you are correcting.

Fix Traceable Transaction Issue

Stock Code:

Transaction Type: T

Reference:

Details:

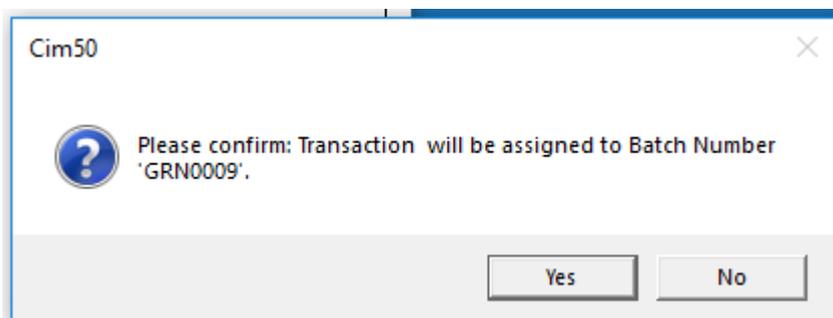
Quantity:

Cost Price: Sales Price:

Select correct Batch/Serial Number for this transaction:

Batch No.	Description	Location
GRN0009		

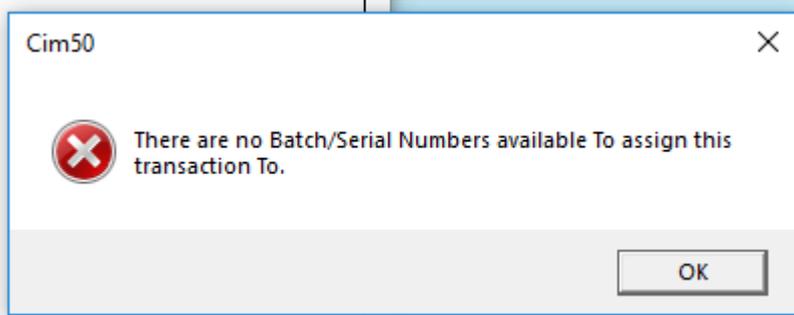
- Once you have either established you don't need a new batch/serial number, or you can assign to an already created batch/serial number, click Confirm>Yes.



- The error should now be fixed.

Option 3 – If stock has been adjusted in/received in Sage where there are no Batches/Serial numbers on the item

- The message that there are no batch/serial numbers available will now display.



- Click OK, then Create Batch/Serial Number.

Fix Traceable Transaction Issue

Stock Code:

Transaction Type:

Reference:

Details:

Quantity:

Cost Price: Sales Price:

Select correct Batch/Serial Number for this transaction:

Batch No.	Description	Location

- ❖ If the transaction you are correcting is an AI then you can simply adjust in 1, however if it is an AO you will need to ensure you adjust in the correct amount to fulfil the out qty you will be assigning to it. In this case, if it was an AO, I would need to create a batch for 500.
- ❖ Once you have entered the correct information, click Confirm to adjust in the batch/serial number.

Define Batches

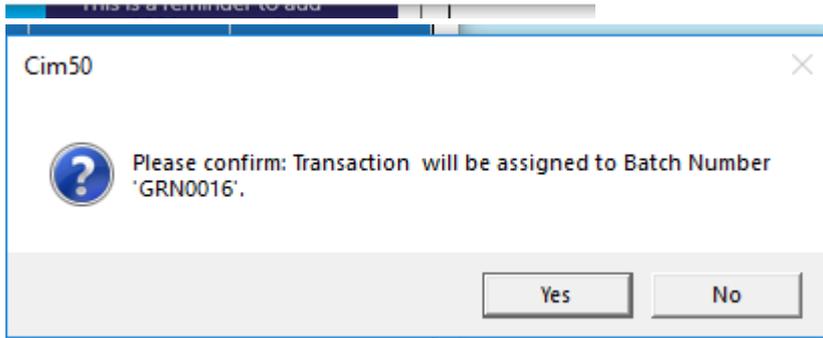
Batch No.	Description	Supplier Batch	Certificate No.	Location	Quantity	Unit	Cost Price
GRN0016					1	Each	12.30

Adjustment Total:

- ❖ Now highlight the new batch within the error fix window and click Confirm>Yes.

Batch No.	Description
GRN0016	

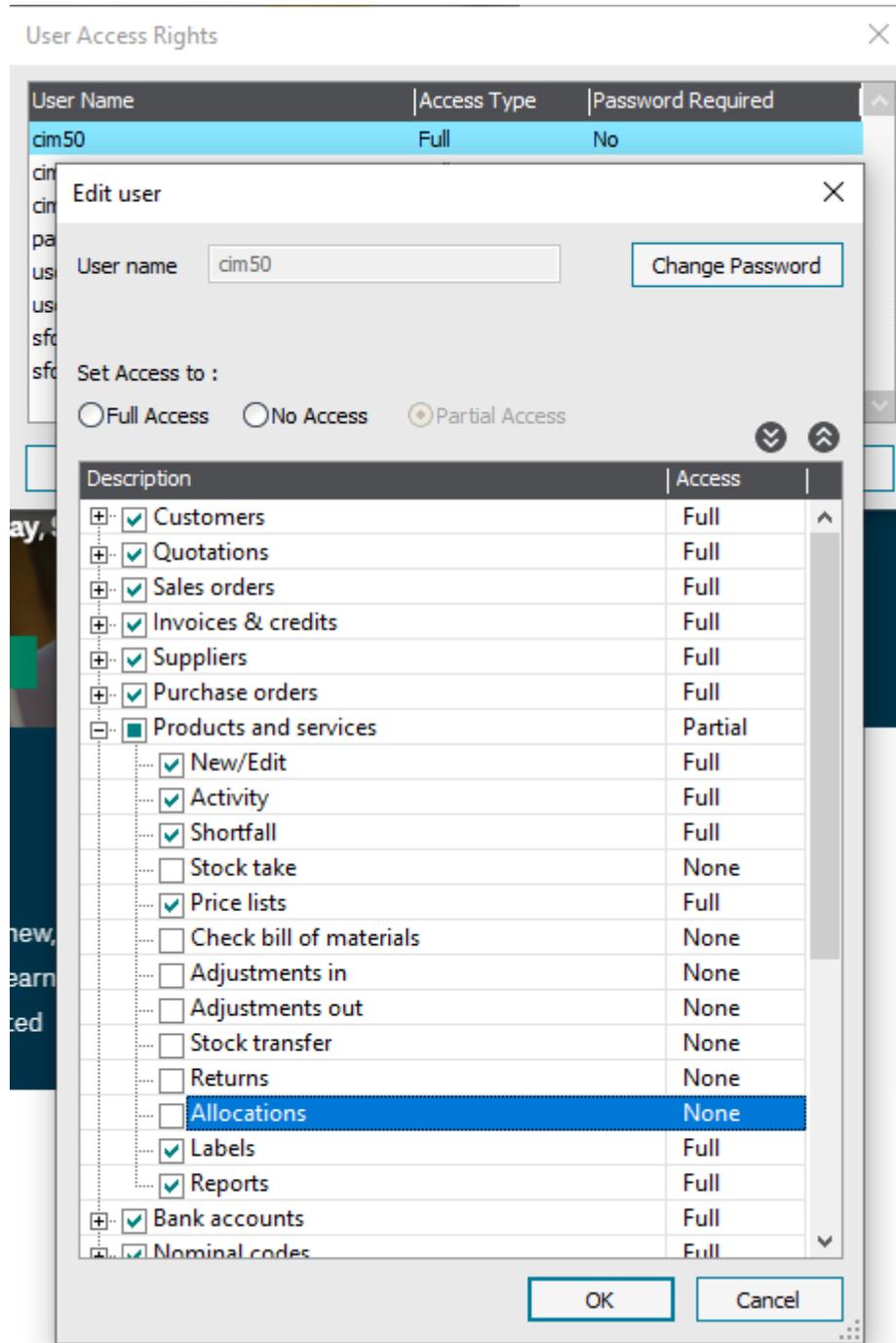
Confirm Create Batch



- If the correction was on an AI, you now simply need to adjust out the amount you entered for the new batch/serial number creation, in this case being 1. If the correction was on an AO, the error will now be completely fixed.

Suggestion

To stop users processing transactions in Sage 50 you could remove their access to process stock transactions in Sage 50, by amending their access rights.



You could also remove access to raise Dispatch Notes, book goods in etc.

If you have any further queries, please contact your support team.