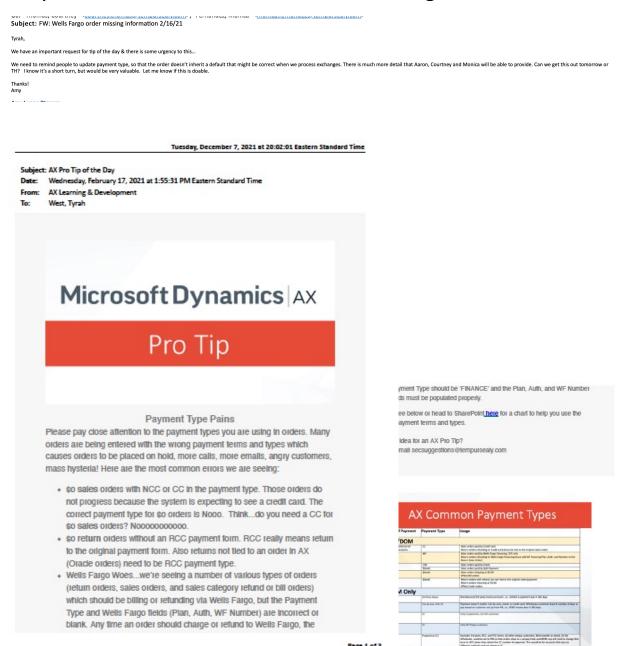
The challenge: Taking leads like the email below and tracking down the information needed, simplifying complex messaging from SMEs and creating support documents with very little context or foundational knowledge.





Thursday, March 11, 2021 at 11:59:25 AM Eastern Standard Time

From: AX Learning & Development To: West, Tyrah

Microsoft Dynamics AX

Tuesday, December 7, 2021 at 19:50:34 Eastern Standard Time

Pro Tip

Flipping Out

Have you looked at an order and wondered why it's not moving? If manual orders aren't flipped from journal to sales order and confirmed, they will never progress.

I bet you can figure out why we are sending this reminder.

Gentle reminder...you can always check the grid and make certain you're completing all steps in order to get the order to your customer.

Have an idea for an AX Pro Tip?











Subject: AX Pro Tip of the Day

Date: Wednesday, February 24, 2021 at 2:11:20 PM Eastern Standard Time
From: AX Learning & Development

Microsoft Dynamics AX

Pro Tip



Page 1 of 4

Attention: Do not create early credit requests for refunds.

EDI automatically communicates to AX that returned product has been received and starts processing returns for us the night a product has been picked up...typically within 48 hours. Friday pick-ups may be processed on Monday

In the very rare occasion that a product (small items included) has been picked up from the customer or refused/cancelled at the delivery agent, but the Item has not been received back Into AX within 72 hours,

- + Check that a Scope ticket has been entered by the 3PL. There is a carrier exception report that triggers a Scope ticket for these incidences at the delivery agent. If there is a Scope ticket, ommunicate that the return is in process to the customer.
- + If there is not a Scope ticket already and you verified the Item(s) was picked up, create a Scope ticket for the customer using the Categorization in the screen shot example below

and a customer has not received their retund, then you can go ahead and process a credit only for the

Have an idea for an AX Pro Tip?