**Autocrib Error Report**

This report shows you bins that have had errors occur in the past 7 days. It is necessary to review this report and physical the bins to check to see why the error occurred **EVERY** visit.

The Error Report is programmed to pick up 4 types of Error Codes.

EL – Error Load - is generated when the bin is re-weighed with more product in it then the database currently references in the weight table.

* Either customer returned stock or contaminated the bin

NL – No Load - is generated when the bin is re-weighed with the same amount of stock as the database currently reference in the weight table.

* The customer issued the wrong item and has not remove any from the container

SF - System Failure – General Error Code

* Loss of connection to database during vending issue or receiving cycle
* Sensor not responding during vending or receiving cycle.

CL – Cancel Transaction – is generated when database either have the “Fetch Bin” feature enabled or with FX Scalemate lockers.

* FX Scale Lockers use this code when a bin is opened during a transaction but nothing is taken from any of the scales.

These errors require a physical check and manual count. Please count the stock prior to weighing it to ensure the count is accurate. Please follow the “Inventory Correction Procedure” for all discrepancies.