

How to Find Part Not Showing in Search

10/14/2024 1:08 pm EDT

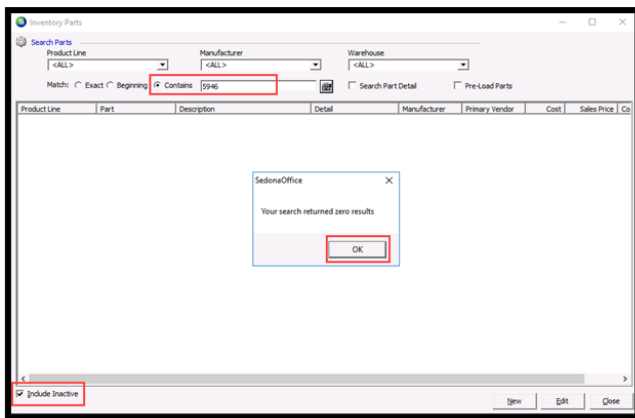
This document will go over how to troubleshoot when a part is not showing in search, but can be seen on a PO, Service Ticket, or in another type of transaction. The steps work in version 6.2.0.16.

Overview

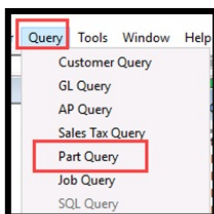
There are times when a part is not seen in the search, seeming like it no longer exists in the data. The most common reason is there is no Primary Vendor associated for that part. The steps below will help determine if the part still exists in the database and how to find. The steps below assume the user has the permissions needed to perform the necessary steps.

Steps:

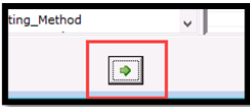
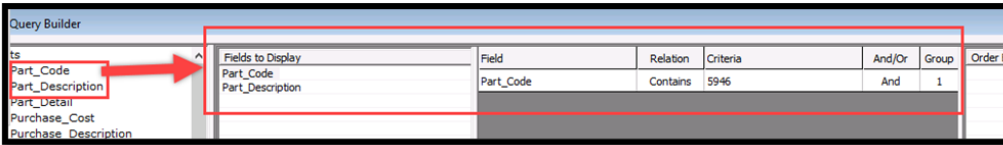
1. Search the part needed by adding only part of the code – select Include Inactive – if no records found, click OK on pop-up



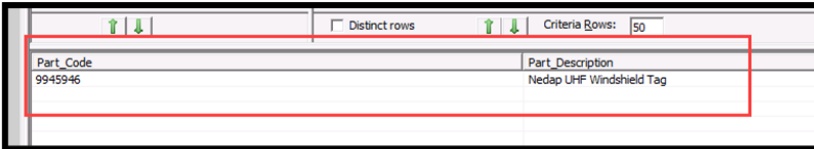
2. Open Parts Query Builder – Click on Query – Part Query



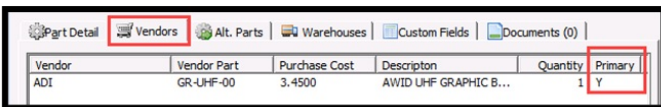
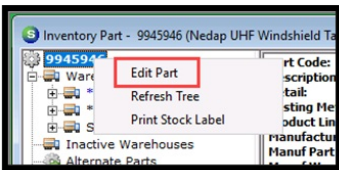
3. When the Part Query Builder opens – Select Part_Description – Then drag Part_Code into the center – Change Relation to Contains – Add part of the code in the Criteria section – Click on Green Arrow at the bottom of window



4. If the part shows – double click to open



5. Right click on Edit part – Click on Vendor Tab – Make sure the part shows a Primary Vendor listed



6. If no Primary Vendor – Highlight the vendor to be primary – Click on Primary Vendor box – Make any other changes needed – Click on Add to update the vendor

