

Troubleshooting Transfers and Disposals

Below are some common problems, along with their solutions, that **FABweb** users encounter when processing transfers and disposals.

General

Need a PTag number.

<i>Problem: You do not have the 9-digit PTag number for the asset you need to transfer or dispose.</i>	Solution: Use FFIMAST in Banner to query for the PTag, by clicking the Search button next to the Asset Tag field. In the pop-up window, select Fixed Asset List Form (FFIFALV) to search using the asset's description, or select Procurement Query Form (FFIPROC) to search using the asset's serial number or description.
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Transaction was not saved to Excel.

<i>Problem: You did not save the transfer or disposal request as an Excel spreadsheet before you submitted it.</i>	Solution: Each person in the work flow will have an opportunity to save the request as an Excel spreadsheet. Contact the next person in the flow to request a copy.
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E-mail notification is gone.

<i>Problem: You deleted the e-mail notification for the transaction you need to review or approve.</i>	Solution: The e-mail notification is a courtesy and is not required to access FABweb transfers and disposals. Log in to FABweb and scroll down to the bottom of the screen; all the transactions that you are working on, or are available for you to claim, are located there.
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Making sure PTag number was added.

<i>Problem: You click the Add a Banner Asset button to add a PTag and want to make sure the PTag is in your transfer or disposal request without scrolling to the bottom of the screen.</i>	Solution: FABweb will only allow you to enter PTags in your Chart/Org; any errors will display at the top of the screen. If you don't see any errors, the PTag was added successfully.
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Transfers

Transfer includes only non-Banner assets.

*Problem: You are transferring only non-Banner assets, and the **Add a Non-Banner Asset to this Transfer** option does not appear.*

Solution: Enter a PTag from your Chart/Org to initiate the transfer. The **Add a Non-Banner Asset to this Transfer** option will now be available. Then, enter the non-Banner assets you want to transfer. Finally, click the trash can icon next to the **Banner** asset to remove it from the transfer.

Deleting multiple Location codes at once from a transfer.

*Problem: You forgot to or don't want to click the **Refresh** button each time you delete a Location code in a transfer request with multiple items.*

Solution: You can click the **Save This Info** button to refresh all the validated data entry fields at once.

Disposals

Changing Scrap or Surplus status in a disposal.

Problem: You can't change the scrap/surplus status in a disposal request.

Solution: The **Pick up Location** field might be empty. Enter a location in the **Pick up Location** field and click the **Back** button.