

## McLane Truck Order Failure Troubleshooting

When there are multiple vendor items linked to the same order item in the Order Guide, **Yellow Boxes** appear on the order in RTI under the “Vendor Description” column. These items could have been added to the guide recently or could be replacement items.

The **Yellow Box** is asking you to click on it and tell the RTI Order which item to select.

To fix the McLane truck order please follow this sequence:

- Create the order and then click OK to save.
- When you click OK to save, RTI will check the order and create the **Yellow Boxes** if there is an item linking issue
- Open the order back up and go through it to see if there are any **Yellow Boxes** under “Vendor Description”.
- If there are any **Yellow Boxes**, click on each one and choose the appropriate item you are trying to order.
- Once all the **Yellow Boxes** are taken care of, click on **SEND ORDER**.

If you still receive an error, even after fixing all of the **Yellow Boxes**, please contact the IT Dept for help.