

**Error: No record found to get column value.
[SQL: Select VAL_SCRAP_INV,
SCRAP_REASON_COD from PS_REAS_COD
WHERE REAS_COD = 'XXXXXX']**

Summary:

Posting tickets fails for validated return tickets which have been entered using a default return reason code in the store setup which has been deleted from Setup/Point of Sale/Reason Codes.

Error message:

Processing was aborted due to the following system error: No record found to get column value. [SQL: Select VAL_SCRAP_INV, SCRAP_REASON_COD from PS_REAS_COD WHERE REAS_COD = 'XXXXXX'] ('XXXXXX' is the name of the deleted reason code, ie, "DAMAGED").

Cause:

In Setup / Point of Sale / Stores - Tickets-1 tab, under the section for Validated Returns, a default return reason code can be entered but is not required. If this reason code is subsequently **deleted** from Setup / Point of Sale / Reason Codes and the store is not updated, this posting failure will occur for validated returns subsequently entered with the no longer on file return reason code.

Solution:

A point of sale reason code can be deleted even if it is defined as a default validated return reason code for store(s). Since this results in validated return ticket documents which include a no longer valid reason code, the preventative

action would be to change the default validated return reason code in the store(s) setup to a new default before deleting the old reason code.

If this error is encountered after a reason code has already been deleted, the workaround would be to add back the missing Point of Sale Reason code in Setup/Point of Sale/Reason Codes that is referenced in the posting error, post all tickets that previously failed due to this error, then change the store(s) default validated return reason code to a valid, on file reason code. After this is done, the old reason code can then be deleted from the software.

Online URL: <https://counterpoint.knowledgebase.co/article.php?id=938>