How packing works

TL;DR

> The packing screen is a working area held in the browser: nothing is stored until you select Save, and leaving the screen or losing the connection first loses everything since the last Save, without warning. Editing or removing a row also discards every row after it for the same product. A packing list belongs to one invoice, and every row needs a gross weight above zero before that invoice can be marked complete. The list itself only locks when the invoice is marked complete.

The screen is a working area, not a saved list

Read this before anything else about packing.

The packing screen holds your work **in the browser**. Adding a row, changing one, removing one, grouping cartons, dragging rows into a new order: none of it is stored. Each action confirms with a message that says exactly that: "Added locally!", "Row updated locally!", "Deleted locally.", "Grouped locally.", "Group updated locally.", "Unlinked locally.". *Locally* means: on this screen only.

Nothing is stored until you select **Save**. Then everything on the screen is stored at once, and you see "Packaging list submitted successfully!".

> **Leaving the screen, closing the tab, or losing the connection before Save loses everything since the last Save.** No warning appears. Save whenever you have entered more than you would care to retype.

> **IMAGE PLACEHOLDER: how-packing-works-working-area-01** · infographic · status: pending

Shows: that packing rows live in the browser until Save stores them all at once

Must include: a browser window holding several packing rows with "locally" confirmation messages; a single Save button as the only path to stored data; a broken path labelled closing the tab or losing the connection, ending in the rows being lost

Must not show: any real product, customer, or invoice data; code or file names

Alt text (draft): Packing rows sit inside the browser window, each confirmed with a message ending in the word locally. One arrow, the Save button, carries all of them into stored data at once. A second, broken arrow shows that closing the tab or losing the connection before Save throws away everything entered since the last Save.

Changing a row throws away the rows after it

One more behaviour to know before you start. Each product's packing can spread over several rows: full cartons plus a leftover row, for example.

Editing a row removes every row that comes after it for the same product, without asking. The screen recalculates from your change and rebuilds what follows, so rows you filled in after that one vanish, along with their weights. Removing a row does the same: the row and everything after it for that product goes.

This is why packing is best entered in order and saved often.

What a packing list is

A packing list says how one shipment's goods are physically boxed: which products go into which cartons, how many pieces per carton, and what each carton weighs. It becomes the shipment's packing list paperwork.

Each packing list belongs to **one invoice**. The invoice must exist first, and only invoices that are not yet complete and do not already have a packing list can be picked. A customer with no such invoice shows: "No invoices found for this customer. Please create an invoice first.".

Cartons and the leftover row

You tell the screen how many pieces fit in a carton, and it works out the cartons. When the quantity does not divide evenly, the leftover becomes its own one-carton row, created for you with the message "A remainder carton row was auto-created.".

A leftover row starts with a gross weight of **zero**, and zero blocks completion. See the next section.

Building a packing list shows the arithmetic with a worked example.

Gross weight decides when the shipment can finish

Every row must carry a gross weight above zero before the invoice can be marked complete. The check is silent. Nothing on the packing screen warns you; the refusal appears later, when someone tries to complete the invoice.

Several actions put a weight back to zero:

- A leftover row is created, and it starts at zero (Building a packing list)
- A row is ungrouped or unlinked from a carton group (Grouping cartons)
- A dispatch quantity is changed on the invoice, and packing rows for that line are removed or reset (see the Invoices part of this guide)

After any of these, someone must re-enter the missing weights before the shipment can finish.

The two statuses

Status	What it means
Draft	Being worked on. Everything can still change.
Complete	The invoice was marked complete. The packing list locked with it.

Nothing on the packing screen completes a packing list. The status changes only when the invoice is marked complete, and every change here is then refused with "Packaging cannot be edited as it is not in draft state.".

What happens behind the scenes

- Rows already saved and then removed on screen are only marked for removal. They disappear from storage when you next select Save, not before.
- Saving replaces the stored list with what the screen holds, in the order shown. The order of rows is part of what is saved: it numbers the boxes.
- Each save recalculates the order's progress, which can move the purchase order's status forwards or backwards on its own. See Purchase order statuses.

FAQs

What does a message ending in "locally" actually mean?

It means the change exists on this screen only, in the browser. Nothing is stored until you select Save, at which point everything on the screen is stored at once.

I closed the tab before saving. Can I get my rows back?

No. Leaving the screen, closing the tab, or losing the connection before Save loses everything since the last Save, and no warning appears. Save whenever you have entered more than you would care to retype.

Why did rows I had already filled in vanish after I edited an earlier one?

Editing a row removes every row that comes after it for the same product, without asking, because the screen recalculates from your change and rebuilds what follows. Removing a row does the same, which is why packing is best entered in order and saved often.

Why can't the invoice be marked complete, when the packing screen showed no warning?

Every row must carry a gross weight above zero, and the check is silent: nothing on the packing screen warns you. The refusal only appears later, when someone tries to complete the invoice.

Why did a gross weight go back to zero on its own?

Several actions do this: a leftover row is created and starts at zero, a row is ungrouped or unlinked from a carton group, or a dispatch quantity is changed on the invoice and the packing rows for that line are removed or reset. The missing weights must be re-entered before the shipment can finish.

How do I mark a packing list Complete?

You cannot, not from the packing screen. The status changes only when the invoice is marked complete, and after that every change here is refused.

Related pages

- Building a packing list: the procedure, the carton arithmetic, the weights
- Grouping cartons: packing small items together, and what it costs in weights
- Finding packing lists: the list screen
- What Export ERP Does: where packing sits in the shipment's life

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