DTN Storefront®
Troubleshooting Manual

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About Troubleshooting

This manual is designed to assist you in resolving issues in FOH - Sales & Marketing. The information provided here is meant to be a starting point. You may find other ways to research issues as you become more familiar with the tools available to you.

The best tools for troubleshooting customer loading issues are found within the Reports page of DTN TABS. For customer configuration issues the Platform admin.

General Best Practices:

- Note the exact error message if one appears
- Document the date/time when the issue occurred
- Identify which user(s) are affected
- Check if the issue occurs across different browsers or devices
- Review recent system changes or updates

Common Issues for Sellers (Internal Users)

Cannot See Customer When Impersonating

Symptoms

- Customer not appearing in impersonation dropdown
- Unable to access customer account or soldto when impersonating
- Customer view shows no data after impersonation

Possible Causes & Solutions

1. User Not Invited to Customer Account
    a. Verify the user has been invited to the customer account
    b. Navigate to Customer Management and check user assignments
    c. Send invitation to user for the customer account if missing
    d. Confirm user accepted the invitation
    e. Contract Data Does Not Exist

2. Verify contract data exists for the customer in question
    a. Navigate to Contract Management and search for customer
    b. Check that contract is active and has required data populated

c. Create or update contract information if missing

3. Customer Account Inactive
    a. Check customer account status is "Active"
    b. Inactive accounts will not appear in impersonation list
    c. Reactivate account if needed

Diagnosis Steps

- Navigate to Partnerships app
- Search for the customer in question
- Verify user is listed in assigned users
- Check contract data exists and is complete
- Verify customer account status is Active

If Issue Persists

Contact DTN Support with customer name, user attempting to impersonate, and contract details.

Common Issues for Buyers (Connected Customers)

Cannot Access Storefront/Login Issues

Symptoms

- Login page won't load
- Username/password not accepted
- Redirected to error page after login

Possible Causes & Solutions

1. Incorrect Login Credentials
    a. Verify username and password are entered correctly
    b. Check for caps lock enabled
    c. Ensure no extra spaces before/after username or password
    d. Use "Forgot Password" link to reset if needed

2. Account Not Yet Activated
    a. Check email for activation link from supplier
    b. Click activation link to complete account setup
    c. Check spam/junk folder if activation email not received

d. Contact supplier if activation email is missing

3. Account Disabled or Expired
   a. Contact your supplier's support team to verify account status
   b. Account may have been deactivated due to inactivity
   c. Request account reactivation if needed

Diagnosis Steps

1. Test in incognito/private browsing mode
2. Verify URL is correct and not mistyped
3. Take screenshot of any error messages

If Issue Persists

Contact your supplier's support team with username, error message details, browser/device information.

Allocations Not Displaying

Symptoms

- Allocations page is blank or empty
- Expected allocations missing from list
- Allocation data appears outdated

Possible Causes & Solutions:

1. No Active Allocations
   a. Verify with supplier that allocations are set up for your account
   b. Check if allocations have expired
   c. Request new allocations from supplier if needed

2. Filter Settings Too Restrictive
   a. Clear all filters (contract, terminal, availability)
   b. Select "Show All" or expand filter criteria
   c. Check date range includes current period

3. Contract Not Active
   a. Verify contract dates are current and active
   b. Check contract status with supplier
   c. Request contract renewal if expired

4. Terminal Not Assigned
   a. Confirm you have access to the terminal in question
   b. Check View Terminals page to see assigned terminals

c. Contact supplier to assign additional terminals if needed

5. Browser Caching Issue
    a. Clear browser cache and refresh page
    b. Use hard refresh (Ctrl+F5 or Cmd+Shift+R)
    c. Try accessing in incognito/private browsing mode

Diagnosis Steps

1. Navigate to View and Manage Allocations
2. Click "Clear Filters" or "Show All"
3. Check View Terminals page for assigned terminals
4. Review recent email notifications for allocation updates
5. Download allocation data if any records are visible

If Issue Persists

Contact supplier support with contract number, expected terminal(s), and screenshot of allocations page.

Cannot Submit Orders

Symptoms

- Order submission button grayed out or disabled
- Error message displayed when trying to place order
- Order appears to submit but doesn't save

Note: The reason for not being able to submit orders is displayed within the application. Review the error message shown to understand the specific issue.

Possible Causes & Solutions

1. Credit Deny
    a. System will display message indicating credit limit exceeded or credit denial
    b. You have reached your available credit limit
    c. **Action Required:** Contact your supplier to discuss credit limit increase or payment of outstanding invoices
    d. Cannot proceed with order until credit issue is resolved

2. Product Deny - Need GPO
    a. System will display message indicating product allocation exhausted
    b. Your allocation for the requested product has been used
    c. **Action Required:** Request a Global Product Override (GPO) if this option is available to you
    d. Navigate to View and Manage Allocations to submit GPO request

e. If GPO is not available or denied, contact supplier to discuss allocation increase

3. Minimum Order Quantity Not Met
    a. Message will indicate order volume is below minimum requirement
    b. Verify order volume meets minimum quantity requirement
    c. Check offer details for minimum order rules
    d. Increase order quantity or combine with other products

4. Required Fields Missing
    a. Message will indicate which fields are incomplete
    b. Ensure all required fields are completed (volume, delivery date, PO number, etc.)
    c. Complete all mandatory fields before submitting

Diagnosis Steps

1. Read the error message displayed in the application carefully

2. For Credit Deny: Contact supplier support to resolve credit issue

3. For Product Deny: Submit GPO request or contact supplier for allocation increase

4. For other errors: Follow instructions in error message

5. Take screenshot of error message for reference when contacting support

If Issue Persists

Contact supplier support with screenshot of error message, order details, and any actions already taken.

Forecast Change Request Not Available

Symptoms

- Cannot submit forecast changes

- Forecast change option grayed out or disabled

- Message indicating forecast changes not allowed

Note: The ability to submit forecast change requests is based on settings configured in TABS by your supplier. Forecast changes are only allowed during a specific time period each month.

Possible Causes & Solutions

1. Outside Allowed Request Period
    a. Forecast changes can only be submitted during a designated window (e.g., 1st-5th of each month)
    b. Check with your supplier for the specific forecast request period
    c. Wait until the next request period opens
    d. Plan ahead to submit forecast changes during allowed timeframe

2. Request Period Not Configured
    a. Your supplier may not have enabled forecast change requests
    b. This feature must be activated in TABS settings by supplier
    c. Contact supplier to inquire about forecast change request availability
    d. Request supplier enable this feature if not currently active

3. Forecast Already Submitted for Period
    a. You may have already submitted forecast for the current period
    b. Check forecast history to see recent submissions
    c. Some suppliers limit to one forecast change per period
    d. Wait until next request period to make additional changes

4. Contract Does Not Allow Forecast Changes
    a. Certain contracts may not permit customer-initiated forecast changes
    b. Verify contract terms regarding forecast management
    c. Contact supplier to discuss contract modification if needed

Diagnosis Steps

1. Note the current date and check against forecast request period

2. Navigate to View and Manage Forecasts

3. Check forecast history for recent submissions

4. Review any messages displayed about forecast request timing

5. Contact supplier to confirm request period schedule

What to Do

- **If outside request period:** Mark calendar for next request window and submit changes then

- **If feature not enabled:** Contact supplier to request activation of forecast change functionality

- **If urgent change needed:** Contact supplier directly to discuss manual forecast adjustment

If Issue Persists

Contact supplier support to confirm forecast request settings, request period schedule, and whether feature is enabled for your account.

BOL Documents Not Available

Symptoms

- Expected BOLs missing from documents section

- BOL search returns no results

- BOL files won't download or open

Possible Causes & Solutions

1. BOL Not Yet Delivered to System
    a. BOLs typically arrive within 10 minutes after loading completes
    b. Check time elapsed since loading completed at terminal
    c. Allow additional time for terminal transmission and processing
    d. Check Transaction Documents section for recent uploads

2. BOL Delivery Delay from Terminal
    a. Terminal communication issues can delay BOL transmission
    b. Some terminals may have longer processing times
    c. Wait up to 2 hours before escalating
    d. Contact supplier if delay exceeds normal timeframe

3. Date Range Filter Too Narrow
    a. Expand date range filter to include wider timeframe
    b. Check if loading occurred on different date than expected
    c. Clear all filters to see complete BOL list
    d. BOL date may differ from pickup date

4. Loading Not Completed or Denied
    a. Verify the loading actually occurred and was completed
    b. Check with driver to confirm successful load
    c. Check if load was denied - denied loads may not generate BOLs
    d. Navigate to View and Manage Allocations to check for load denials

Diagnosis Steps

1. Verify loading was completed successfully with driver

2. Navigate to View and Download Loading Data

3. Search by BOL number, date, terminal, or truck number

4. Check Transaction Documents section with expanded date range

5. Clear all filters to see complete document list

6. Verify time elapsed since loading (allow 15-30 minutes minimum)

7. Check email for BOL delivery

If Issue Persists

Contact supplier support with the following information:

- BOL number (if known)

- Loading date and time

- Terminal name
- Truck number or driver name
- Product and volume loaded
- Screenshot of document search results

Note: If loading was denied, BOL will not be generated. Check allocation status and resolve any credit or product denial issues first.

Contact Us

We hope you enjoy the new look and we welcome your comments and suggestions.