



Warehouse WMS Error Handling Checklist

System Error Logs

Review and analyze error logs for recurring issues and patterns.

Review Last 24 Hours of System Error Logs

Write something...

Total Number of Errors Recorded

Enter a number...

Log Level (e.g., Error, Warning, Info)

- ☐ Error
- ☐ Warning
- ☐ Info
- ☐ Debug

Date of Most Recent Error

Enter date...

Describe Recurring Error Patterns (if any)

Write something...

Attach Example Error Log File (if applicable)

 Upload File

Error Log Severity Threshold Met?

☐ Yes

☐ No

Data Validation Errors

Verify data input and processing for accuracy and completeness.

Quantity Received

Enter a number...

Quantity on Order

Enter a number...

Unit of Measure

- ☐ Each
- ☐ Pallet
- ☐ Case
- ☐ Roll

Expiration Date (if applicable)

Enter date...

Notes on Product Condition

Write something...

Lot Number Status

- ☐ Valid
- ☐ Expired
- ☐ Quarantine

Serial Number (if applicable)

Enter a number...

Integration Error Handling

Assess error handling mechanisms within integrated systems (ERP, TMS, etc.).

Number of Failed Transactions (Last 24 Hours)

Enter a number...


Integration System Affected

- ☐ ERP System
- ☐ Transportation Management System (TMS)
- ☐ Order Management System (OMS)
- ☐ Other

Description of Error Message

Write something...

Screenshot of Error (if applicable)

 Upload File

Date of Error Occurrence

Enter date...

Time of Error Occurrence

Enter time...

Affected Modules/Functions

- ☐ Receiving
- ☐ Putaway
- ☐ Picking
- ☐ Packing
- ☐ Shipping

User Interface Error Messaging

Evaluate the clarity and helpfulness of error messages presented to users.

Error Message Clarity Rating

- ☐ Very Clear
- ☐ Clear
- ☐ Somewhat Clear
- ☐ Unclear
- ☐ Very Unclear

Describe the error message content

Write something...

Error Message Location Accuracy

- ☐ Accurate
- ☐ Somewhat Accurate
- ☐ Inaccurate

Provide examples of confusing or misleading error messages

Write something...

Error Message Color/Visual Cues

- ☐ Appropriate
- ☐ Needs Improvement
- ☐ Inconsistent

Suggest improvements to error message design

Write something...

Exception Handling Procedures

Confirm documented procedures exist for resolving specific error conditions.

Describe the documented procedure for handling system downtime.

Write something...

Estimated downtime threshold (in hours) before escalation.

Enter a number...

Escalation path for critical errors (select one)

- ☐ Tier 1 Support
- ☐ Tier 2 Support
- ☐ Application Owner
- ☐ Vendor Support

Date of last review and update to the exception handling procedure.

Enter date...

Summarize steps for resolving 'Order Fulfillment Error' exceptions.

Write something...

Signature of responsible party confirming procedure adherence.

Automated Error Reporting

Validate automated alerts and notifications are triggered for critical errors.

Error Notification Channel

- ☐ Email
- ☐ SMS
- ☐ System Dashboard
- ☐ Slack/Teams

Notification Threshold (Error Count)

Enter a number...

Scheduled Error Report Time

Enter time...

Last Report Generation Date

Enter date...

Notification Recipient(s)

Write something...

Report Severity Level

- ☐ Informational
- ☐ Warning
- ☐ Critical

Sample Error Report (for reference)

 Upload File

Backup and Recovery Procedures

Verify procedures for restoring data and functionality after errors are in place.

Last Full Backup Date

Enter date...

Backup Retention Period (Days)

Enter a number...

Backup Storage Location

- ☐ On-site
- ☐ Off-site
- ☐ Cloud Storage

Detailed Backup Procedure Documentation Link

Write something...

Last Recovery Test Date

Enter date...

Recovery Test Results Summary

Write something...

Recovery Point Objective (RPO)

- ☐ Less than 1 Hour
- ☐ 1-4 Hours
- ☐ 4-8 Hours
- ☐ 8-24 Hours
- ☐ 24+ Hours

Error Resolution Documentation

Ensure proper documentation of error resolution steps and root cause analysis.

Detailed Description of Error Encountered

Write something...

Error Code (if applicable)

Enter a number...

Severity Level (e.g., Low, Medium, High)

- ☐ Low
- ☐ Medium
- ☐ High

Steps Taken to Resolve Error

Write something...

Date of Resolution

Enter date...

Time of Resolution

Enter time...

Root Cause Analysis (if determined)

Write something...

Supporting Documents (Screenshots, Logs)

 Upload File

User Training on Error Identification

Confirm users are trained to recognize and report potential errors.

Training Module Outline

Write something...

Common Error Types Covered

- ☐ Data Entry Errors
- ☐ System Integration Issues
- ☐ Hardware Malfunctions
- ☐ Process Deviations

Number of Employees Trained

Enter a number...

Last Training Date

Enter date...

Example Error Scenario Practice

Write something...

Training Method

- ☐ Online Modules
- ☐ Classroom Training
- ☐ On-the-Job Training

Performance Monitoring During Error Handling

Assess system performance during error resolution to identify bottlenecks.

Average Error Resolution Time (minutes)

Enter a number...

CPU Utilization During Error Handling (%)

Enter a number...

Memory Usage During Error Handling (MB)

Enter a number...

Database Query Response Time (ms)

Enter a number...

Error Handling Process Status

☐ Operational

☐ Degraded

☐ Failed

Date of Performance Monitoring Review

Enter date...