

# Industrial Origin standard solution

With reference to Industrial Origin tickets, please follow the below standard process

1. check and change the classification of the ticket
2. Go to **MSC3N** put material, Batch and Plant---check the classification tab.
3. If nothing found go to first tab or changes tab and take user id then go to SU01D- for name or email id of the users
4. Inform the user the issue is due to missing IO at batch level, ask user to reach out to "who created the batch(MSC1N) or who last changed (MSC2N)" with user id and user name (from SU01D) to extend the IO in classification tab.

Example: **Ticket #1024019**

### 3471: Billing 96585376 - Industrial origin

Patricia.silva reported a month ago (Fri, 25 Aug at 4:01 PM) via Portal [Meta](#)

Dear IS team,

After correcting an account determination error on billing 96585376 of 3471, it seems there is another issue but now with the Industrial Origin (6092):

**Error Log**

```
0096585376 000000 Industrial Origin missing for 6092 157974 17/166/01
```

Technical data

Tech. data details

Client	
Group Number	

**Go to MSC3N**

**Material code 157974**

**Plant 6092**

**Batch 17/166/01**

blocked URL

blocked URL

**We need to inform to user like: Kindly ask Ghislain GROSCOLAS (FR33373) to update the same, as i can see there were some changes on 06.07.2017 by user FR33373.**

**Once the classification details entered please proceed to release the billing document.**

**If need any guidance, reach out to any CO team members.**