

Cancel a ship-to redirect

We have a case where we need to "undo" a previous redirect because the commercial team wants to forecast the two ship-to locations separately. What are the steps to accomplish that?

I know that I should delete the customer history entries for the redirect to ensure the past sales are put on the correct ship-to. I don't know how to re-align the interface with SAP to no longer redirect the data. In the Forecast Redirect History table, I do not have access to delete entries but it looks like you can edit.

Step-by-step guide

1. To undo, the first step is to remove the record from the customer history table. If there are orders or recent shipment, the overnight process will load these orders against the original customer, and create a CPG record.
2. You will then have a forecast record where you can enter forecast. The forecast will need to be manually changed on both customers.

If you don't have current orders against the original customer, after removing the customer history record, you can insert forecast for the original customer for the SKUs you want to forecast. Be sure that you enter forecast values during the insert forecast process.

The sales history is loaded monthly. This will be loaded for the original customer. One caution, if the customer had a CPG that pointed Prod A to preferred Prod B, and you do not create that CPG record, The sales history will be loaded against Prod A. If you find this, you can then redirect Prod A to B and the history will realign. Does that make sense? If you have any questions, we can meet to discuss



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