

Justin Pope

From: Justin Pope
Sent: Monday, September 26, 2022 10:08 AM
To: Richard Bentley; Service Desk
Subject: RE: [Request ID :##32915##] : RE: [Request ID :##32915##] : 314-1000789 - Is appended with requester reply.

Richard,

Looking into the data, it looks like there is a bug to the Order Status for order going into SugarCRM. I'm working on getting this fixed and I will let you know when this is completed.

Justin Pope Software Developer

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From: Richard Bentley <RichardB@summerclassics.com>
Sent: Monday, September 26, 2022 9:18 AM
To: Service Desk <ServiceDesk@summerclassics.com>; Justin Pope <JustinP@summerclassics.com>
Subject: RE: [Request ID :##32915##] : RE: [Request ID :##32915##] : 314-1000789 - Is appended with requester reply.

Hi Justin.

Is there an update/refresh process in Sugar that need to be ran to show the updated Syspro Sales order status.

Thanks, Richard

Richard Bentley Systems Analyst

RichardB@summerclassics.com
[3140 Pelham Parkway, Pelham, AL 35214](#)

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From: Service Desk <ServiceDesk@summerclassics.com>
Sent: Monday, September 26, 2022 9:09 AM

To: Richard Bentley <RichardB@summerclassics.com>

Subject: [Request ID :##32915##] : RE: [Request ID :##32915##] : 314-1000789 - Is appended with requester reply.

Requestor: Doug Atkins

Created Date: Sep 25, 2022 10:53 AM

Due By Date:

Description:

The screenshot shows the SugarCRM web interface on a mobile device. The top navigation bar includes tabs for Leads, Contacts, Accounts, Quotes, Orders (selected), Tasks, and Calendar. Below the navigation bar, there's a search bar and a 'Create' button. The main section is titled 'Orders (19)' and features a filter dropdown set to 'My Open Orders'. Below the filter, there are two rows of filters: 'Assigned to' with a dropdown and 'Order Status' with a dropdown. The main table displays a list of orders with columns: Order Number, SCT Order #, Account Number, Account, Contact, Order Date, and Order. The table shows 6 orders, all with status 'Open'. The bottom of the screen shows the SugarCRM logo and a footer with links for Mobile, Doc Merge, Shortcuts, and Help.

Order Number	SCT Order #	Account Number	Account	Contact	Order Date	Order
314-1000778	Floor	1251084	Simplicity A Summer Lifestyle LLC	SIMPLICITY. A S...	2022-09-16	2
314-1000782	100-1052692	1255443	Valerie Tobin	Valerie Tobin	2022-09-18	1
314-1000786	100-1052707	1255483	Mary Cancelosi	Mary Cancelosi	2022-09-19	1
314-1000789	100-1052804	1255588	Krista Fowler	Krista Fowler	2022-09-23	1
314-1000790	100-1052804	1255588	Krista Fowler	Krista Fowler	2022-09-23	1
314-1000793	100-1052825	1255628	Andrea Toston	Andrea Toston	2022-09-24	1

Showing in open orders in SUGAR

Doug Atkins
Retail Store Manager

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From: Service Desk <ServiceDesk@summerclassics.com>


Sent: Monday, September 26, 2022 9:46 AM

To: Doug Atkins <DougA@summerclassics.com>; Karen Dishongh <KarenD@summerclassics.com>

Subject: Re: [Request ID :##32915##] : 314-1000789

The sales order in Syspro is showing cancelled.

Karen, where are you seeing the order open? On a report?

 Sales Order Query

File Options Sequence Query Graph

Sales order: 314-1000789 Prev Next Play Edit Not

Customer: 1255588 Prev Next

Order Header

Order status	\ - Cancelled
Sales order	314-1000789
Document type	Order
Sales order date	09/23/2022
Customer purchase order	80503-092322-296
Invoice terms	B - Balance Due
Code Blue Reason	(none)
Credit Approval Date	
Salesperson	KDI - Karen Dishongh
Requested ship date	11/04/2022

Assigned Technician: Richard Bentley

Click here to view the request in the portal:

<https://servicedesk.summerclassics.com/app/itdesk/ui/requests/34904000020188066/details>

For review, here's the original request:

314-1000789 WAS CANCELED BUT STILL SHOWING IN OPEN ORDERS FOR KAREN DISHONGH

<https://servicedesk.summerclassics.com/app/itdesk/ui/requests/34904000020188066/details>