

Justin Pope

From: Ben Erickson
Sent: Wednesday, June 7, 2023 11:15 AM
To: Justin Pope; Service Desk
Cc: Shawn Feely; Cather Cheese
Subject: RE: [Request ID :##39067##] : RE: [Request ID :##39067##] : RE: [Request ID :##39067##] : SOH 308-1008427 is not processing - Is appended with requester reply. - Is appended with requester reply.

Looks OK to me. Compared the current setting XML to the proposed and validated that the timer section is the only section with differences and the time window looks correct.

Ben Erickson

Vice President of Information Technology
Ben@gabriellawhite.com

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3140 Pelham Parkway, Pelham, AL 35124
Telephone: 205-358-9295

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From: Justin Pope <JustinP@gabriellawhite.com>
Sent: Wednesday, June 7, 2023 10:04 AM
To: Service Desk <ServiceDesk@gabriellawhite.com>; Ben Erickson <Ben@gabriellawhite.com>
Cc: Shawn Feely <ShawnF@gabriellawhite.com>; Cather Cheese <CatherC@gabriellawhite.com>
Subject: RE: [Request ID :##39067##] : RE: [Request ID :##39067##] : RE: [Request ID :##39067##] : SOH 308-1008427 is not processing - Is appended with requester reply. - Is appended with requester reply.

Ben,

Changes have been made to the deployment which can be viewed here, [link](#).

Let me know if this works for deployment.

Justin Pope

Software Developer

JustinP@gabriellawhite.com

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From: Service Desk <ServiceDesk@gabriellawhite.com>**Sent:** Tuesday, June 6, 2023 5:49 PM**To:** Justin Pope <JustinP@gabriellawhite.com>**Subject:** [Request ID :##39067##] : RE: [Request ID :##39067##] : RE: [Request ID :##39067##] : SOH 308-1008427 is not processing - Is appended with requester reply. - Is appended with requester reply.

Requestor: Shawn Feely

Created Date: May 30, 2023 08:13 AM

Due By Date:

Description:

Then I would change to 4:00 AM through 11:00 PM. Looks like our range for orders being shipped out for the last 12 months is 4:11 AM through 9:29 PM

Ben Erickson

Vice President of Information Technology

Ben@gabriellawhite.com

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From: Justin Pope <JustinP@gabriellawhite.com>
Sent: Tuesday, June 6, 2023 5:12 PM
To: Service Desk <ServiceDesk@gabriellawhite.com>; Ben Erickson <Ben@gabriellawhite.com>
Cc: Shawn Feely <ShawnF@gabriellawhite.com>; Cather Cheese <CatherC@gabriellawhite.com>
Subject: RE: [Request ID :##39067##] : RE: [Request ID :##39067##] : SOH 308-1008427 is not processing - Is appended with requester reply.

Ben,

This would be for the entire SOH service

Justin Pope
Software Developer
JustinP@gabriellawhite.com

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From: Service Desk <ServiceDesk@gabriellawhite.com>
Sent: Tuesday, June 6, 2023 5:06 PM

To: Justin Pope <JustinP@gabriellawhite.com>

Subject: [Request ID :##39067##] : RE: [Request ID :##39067##] : SOH 308-1008427 is not processing - Is appended with requester reply.

Requestor: Shawn Feely

Created Date: May 30, 2023 08:13 AM

Due By Date:

Description:

Does this only apply to the SCT automation or also to the rest of the SOH processes?

Ben Erickson

Vice President of Information Technology

Ben@gabriellawhite.com

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From: Service Desk <ServiceDesk@gabriellawhite.com>

Sent: Tuesday, June 6, 2023 4:00 PM

To: Ben Erickson <Ben@gabriellawhite.com>; Shawn Feely <ShawnF@gabriellawhite.com>

Cc: Cather Cheese <CatherC@gabriellawhite.com>

Subject: Re: [Request ID :##39067##] : SOH 308-1008427 is not processing

Ben & Shawn,

Attached is testing that shows that the new way to manage the timer intervals will work.

Please provide feedback if more work is required or this is good for deployment.

Assigned Technician: Justin Pope

Click here to view the request in the portal:

<https://servicedesk.summerclassics.com/app/itdesk/ui/requests/34904000024137070/details>

For review, here's the original request:

Yes for month end we would not want the service to process when Syspro is locked.

Get [Outlook for iOS](#)

Ben Erickson

Vice President of Information Technology
Ben@gabriellawhite.com

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From: Shawn Feely <ShawnF@gabriellawhite.com>
Sent: Tuesday, May 30, 2023 5:17:46 PM
To: Ben Erickson <Ben@gabriellawhite.com>; Service Desk <ServiceDesk@gabriellawhite.com>
Cc: Cather Cheese <CatherC@gabriellawhite.com>
Subject: RE: [Request ID :##39067##] : SOH 308-1008427 is not processing

Ok, I think she manually shuts stores down early on month end. Just making sure that wouldn't affect them.

Shawn Feely
Director of Retail Operations
ShawnF@gabriellawhite.com

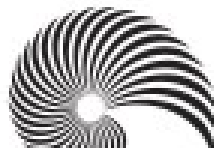
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CLASS

We have recently switched our sending email address from Summerclassics.com to GabriellaWhite.com to better a GabriellaWhite.com.

From: Ben Erickson <Ben@gabriellawhite.com>
Sent: Tuesday, May 30, 2023 5:02 PM
To: Shawn Feely <ShawnF@gabriellawhite.com>; Service Desk <ServiceDesk@gabriellawhite.com>
Cc: Cather Cheese <CatherC@gabriellawhite.com>
Subject: RE: [Request ID :##39067##] : SOH 308-1008427 is not processing

End of day runs automatically starting at 12:30 am.

Ben Erickson

Vice President of Information Technology

Ben@gabriellawhite.com

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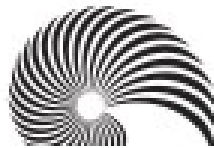
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We have recently switched our sending email address from Summerclassics.com to GabriellaWhite.com to better a GabriellaWhite.com.

From: Shawn Feely <ShawnF@gabriellawhite.com>

Sent: Tuesday, May 30, 2023 5:01 PM

To: Ben Erickson <Ben@gabriellawhite.com>; Service Desk <ServiceDesk@gabriellawhite.com>

Cc: Cather Cheese <CatherC@gabriellawhite.com>

Subject: RE: [Request ID :##39067##] : SOH 308-1008427 is not processing

I agree with Ben.

My question does it need to change with Laurie starting end of day before those will that impact?

Shawn Feely

Director of Retail Operations

ShawnF@gabriellawhite.com

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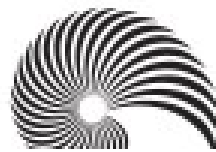
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We have recently switched our sending email address from Summerclassics.com to GabriellaWhite.com to better a GabriellaWhite.com.

From: Ben Erickson <Ben@gabriellawhite.com>

Sent: Tuesday, May 30, 2023 4:06 PM

To: Service Desk <ServiceDesk@gabriellawhite.com>; Shawn Feely <ShawnF@gabriellawhite.com>

Cc: Cather Cheese <CatherC@gabriellawhite.com>

Subject: RE: [Request ID :##39067##] : SOH 308-1008427 is not processing

My recommendation would be 7:00 AM Central time through 10 PM Central Time every day of the week. We wouldn't want to process anything during the end of day window (12:30 AM through 3:30 AM) or during month end (when Syspro is locked).

Ben Erickson

Vice President of Information Technology

Ben@gabriellawhite.com

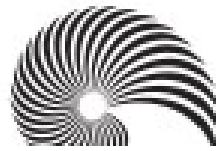
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From: Service Desk <ServiceDesk@gabriellawhite.com>

Sent: Tuesday, May 30, 2023 1:22 PM

To: Shawn Feely <ShawnF@gabriellawhite.com>

Cc: Ben Erickson <Ben@gabriellawhite.com>; Cather Cheese <CatherC@gabriellawhite.com>

Subject: Re: [Request ID :##39067##] : SOH 308-1008427 is not processing

Shawn,

I just want to bring this to your attention as I believe that we should make an adjustment to the SCT/PO Automation.

The scenario here is that Claudia submitted an order on Saturday and was not processed until Monday morning. This is because the service stages orders to be processed every hour between 7am - 5pm Monday through Fryday.

I believe this should be changed to run every hour for every single day.

Do you have an interval preference?

Assigned Technician: Justin Pope

Click here to view the request in the portal:

<https://servicedesk.summerclassics.com/app/itdesk/ui/requests/34904000024137070/details>

For review, here's the original request:

Attached email

<https://servicedesk.summerclassics.com/app/itdesk/ui/requests/34904000024137070/details>

<https://servicedesk.summerclassics.com/app/itdesk/ui/requests/34904000024137070/details>