

## Justin Pope

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**From:** Service Desk  
**Sent:** Tuesday, May 30, 2023 1:32 PM  
**To:** Justin Pope  
**Subject:** [Request ID :##37223##] : RE: Technician has responded for Request Id ##37223##. - Is appended with requester reply.

Requestor: Meagan Frank  
Created Date: Mar 14, 2023 02:50 PM  
Due By Date: Apr 15, 2023 08:46 AM

### Description:

Reviewed and testing is approved. Sent email to Chris so we can coordinate promotion to live.

**Meagan Frank**  
Business Systems Manager  
MeaganF@gabriellawhite.com

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## GABRIELLA

3140 Pelham Parkway, Pelham, AL 35124  
Telephone: 919-704-6278

*Our Family of Brands:*



We have recently switched our sending email address from Summerclassics.com to GabriellaWhite.com to better align with our company structure. To learn more, visit GabriellaWhite.com.

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**From:** Service Desk <ServiceDesk@gabriellawhite.com>  
**Sent:** Tuesday, May 30, 2023 2:12 PM  
**To:** Meagan Frank <MeaganF@summerclassics.com>  
**Subject:** Technician has responded for Request Id ##37223##.

Request details are :

Title : RE: [Request ID :##37223##] : Order Data Sent to SugarCRM - Need to Create New Job for Deletions

Description :

Meagan,

I have sent some more right now.

Assigned Technician: Justin Pope

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Click here to view the request in the portal:

<https://servicedesk.summerclassics.com/app/itdesk/ui/requests/34904000022988003/details>

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For review, here's the original request:

I am sorry for the delay in getting back to you. Could you send a few more rows. I think the ones you sent have already been cleared from the que because I can not see them.

**Meagan Frank**

Business Systems Manager

[MeaganF@gabriellawhite.com](mailto:MeaganF@gabriellawhite.com)

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# GARRIFI

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**From:** Service Desk <[ServiceDesk@gabriellawhite.com](mailto:ServiceDesk@gabriellawhite.com)>

**Sent:** Friday, May 26, 2023 12:41 PM

**To:** Meagan Frank <[MeaganF@summerclassics.com](mailto:MeaganF@summerclassics.com)>

**Subject:** Re: [Request ID :##37223##] : Order Data Sent to SugarCRM - Need to Create New Job for Deletions

Meagan,

I have finally put together all the changes needed for this new export process.

attached is a test plan to confirm changes.

Please review at your convenience.

Assigned Technician: Justin Pope

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Click here to view the request in the portal:

<https://servicedesk.summerclassics.com/app/itdesk/ui/requests/34904000022988003/details>

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For review, here's the original request:

In the initial revamp process there was a miss on my side regarding order line item deletions. When a line item is deleted in Syspro nothing is sent to SugarCRM to notify it of this deletion, causing discrepancies in order information.

A new job needs to be created that states what lines need to be deleted to send to SugarCRM.

<https://servicedesk.summerclassics.com/app/itdesk/ui/requests/34904000022988003/details>