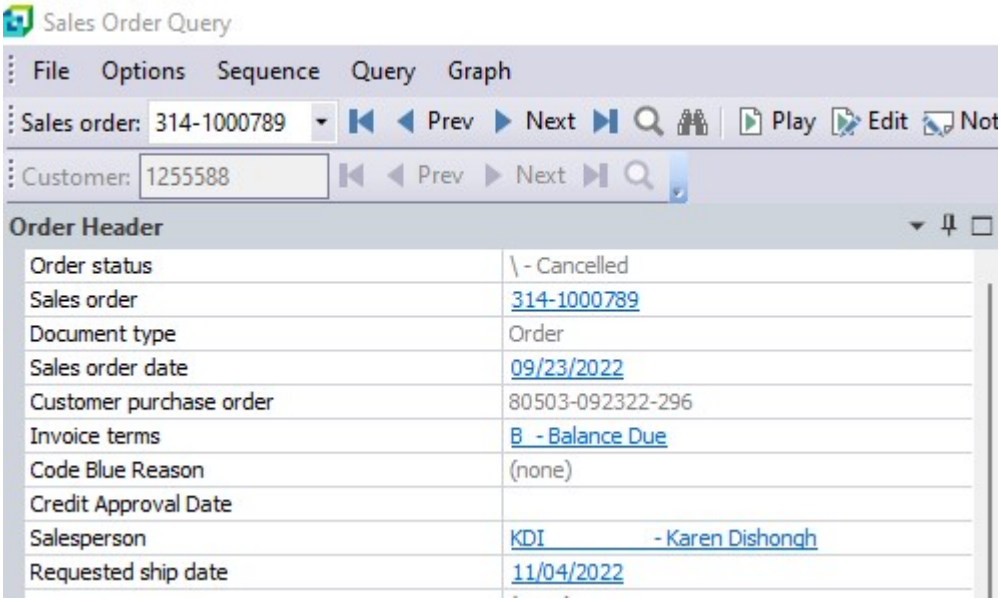
Justin Pope

From: Justin Pope
Sent: Monday, September 26, 2022 10:35 AM
To: Cather Cheese
Cc: Richard Bentley; Dondi Colgrove; Nicholas Vasquez; Ben Erickson
Subject: Issue with Data going into sugar

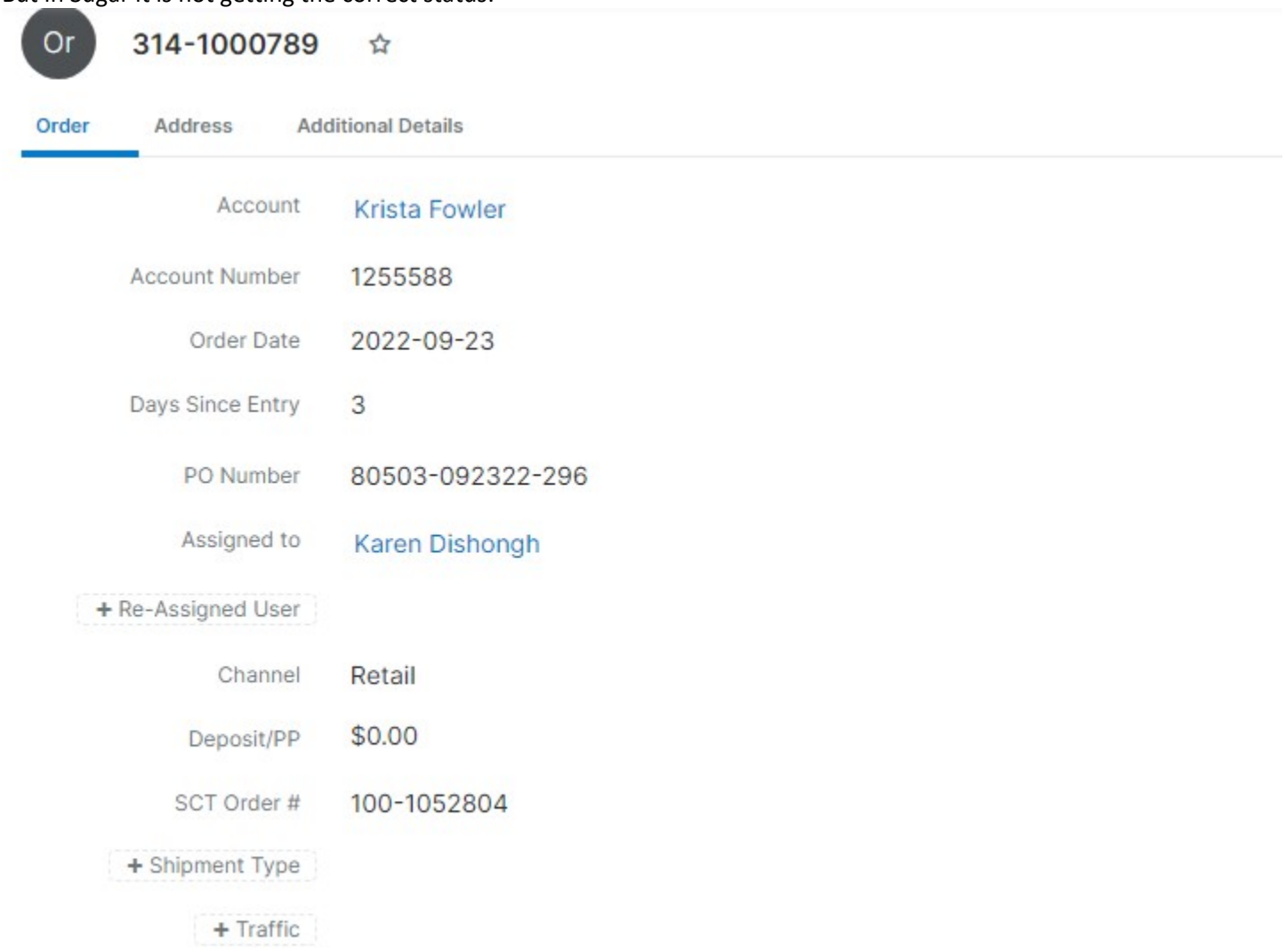
Cather,

Richard has brought to my attention that there is an issue with data going into sugar. The data import is not transmitting the correct datavalue for cancelled orders.

The specific issue is that order 314-1000789 has been cancelled in Syspro:



But in Sugar it is not getting the correct status:



The issue is within the function [PRODUCT_INFO].[SugarCrm].[tvf_BuildSalesOrderHeaderDataset]()

```
1   USE [PRODUCT_INFO]
2   GO
3   /****** Object:  UserDefinedFunction [SugarCrm].[tvf_BuildSalesOrderHeaderDataset]    Script Dat
4   SET ANSI_NULLS ON
5   GO
6   SET QUOTED_IDENTIFIER ON
7   GO
8   ALTER FUNCTION [SugarCrm].[tvf_BuildSalesOrderHeaderDataset]()
9   RETURNS TABLE
10  AS
11  RETURN
12
13      -- Query data for Sales Order Header file
14      SELECT  [SalesOrder]
15              ,CASE
16                  WHEN [OrderStatus] = '/' THEN 'C'
17                  ELSE [OrderStatus]
18                  END
19              ,[DocumentType]
20              ,[Customer]
```

Line 16 needs to be modified | ‘/’ => ‘\’

A query from the reference table shows there is no status of ‘/’ and the picture from Syspro show that the status for Canceled is ‘\’.

```
20  select
21      OrderStatus,
22      count(*)
23  from [SugarCrm].[SalesOrderHeader_Ref]
24  group by OrderStatus
```

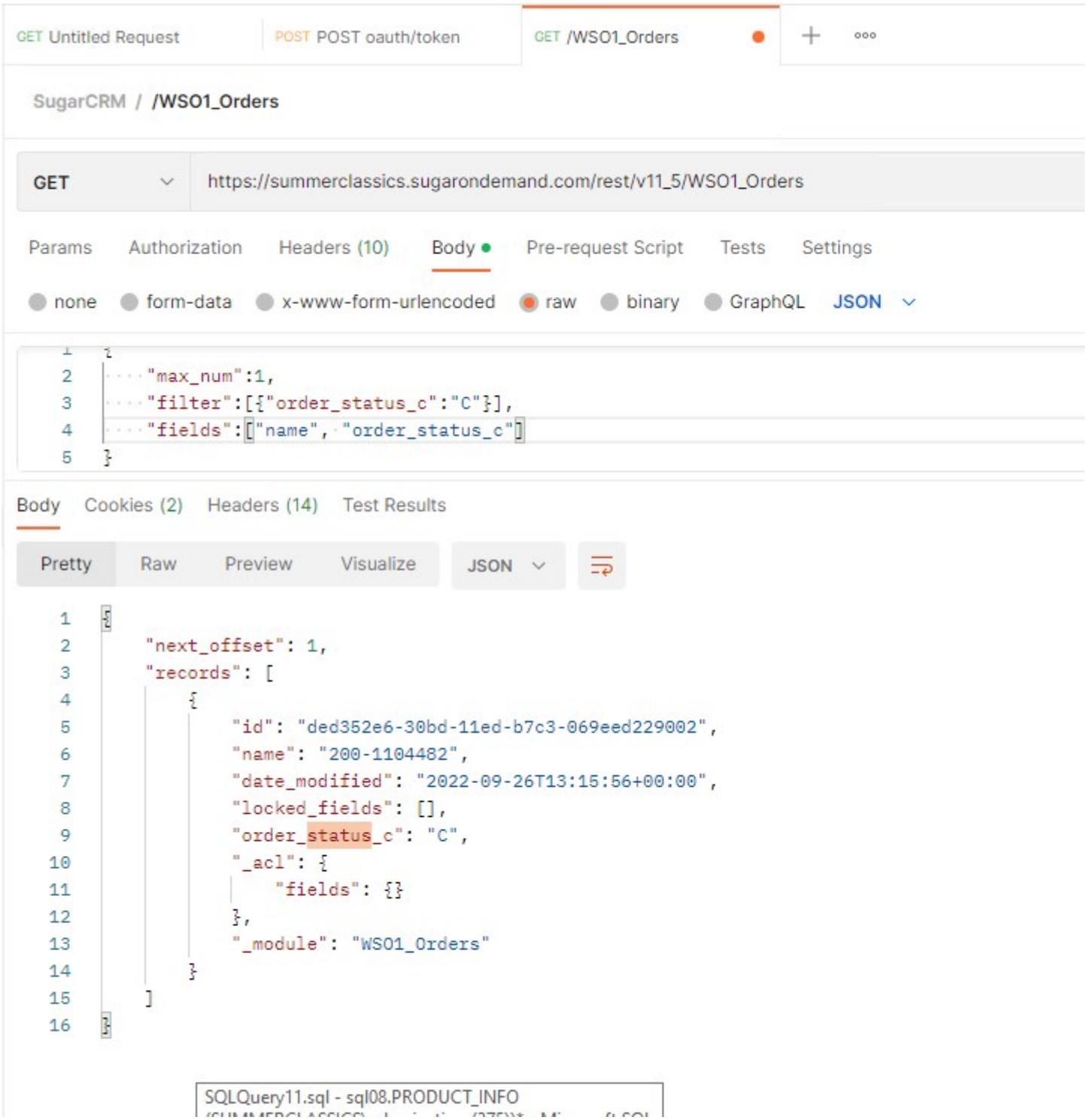
100 %

Results | Messages

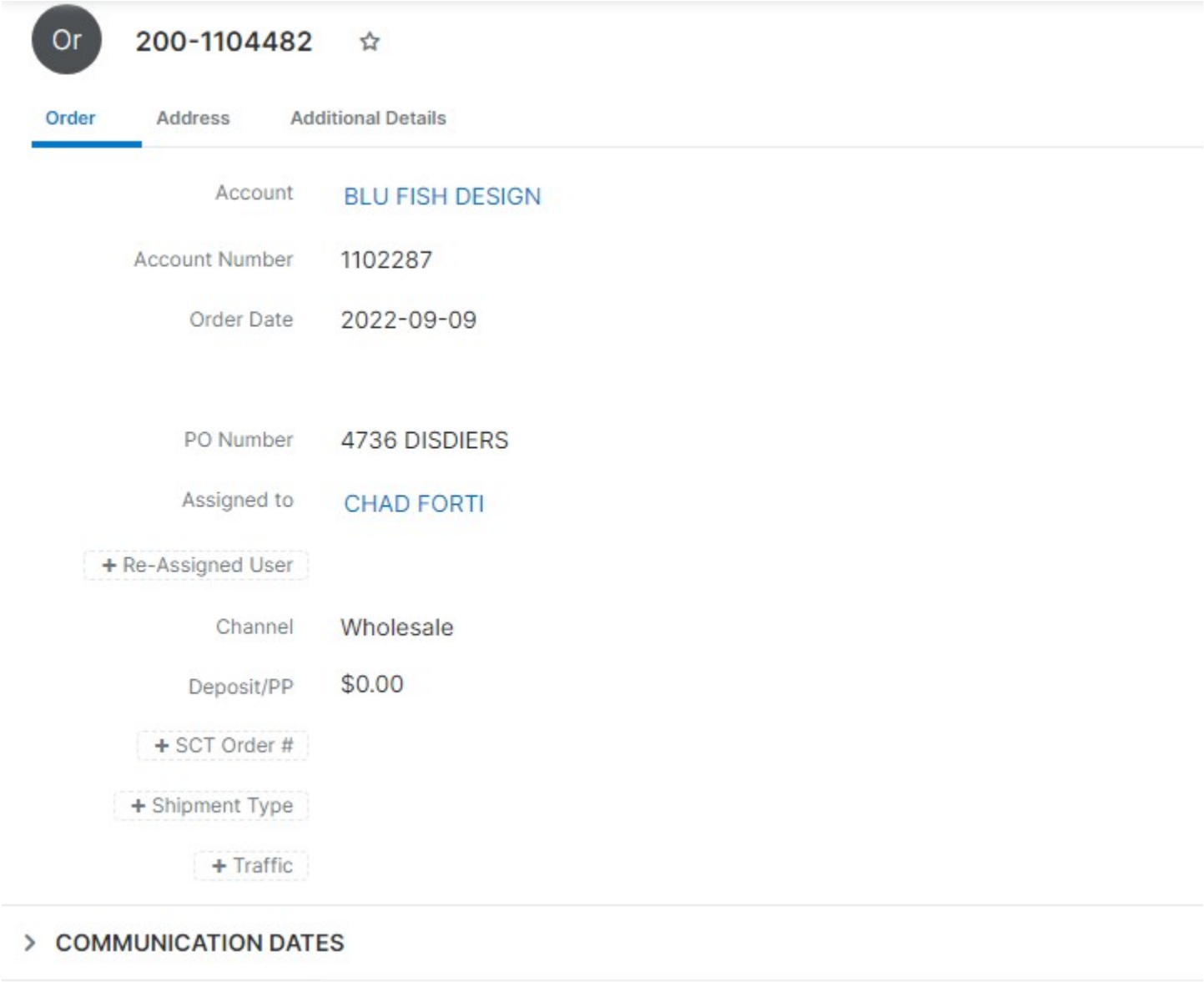
	OrderStatus	(No column name)
1	\	12480
2	4	357
3	1	9847
4	2	883
5	F	201
6	*	133
7	8	632
8	0	4
9	S	181
10	9	208466
11	3	171

Also within SugarCRM, the value for canceled is ‘C’

From Postman:



From SugarCRM:



I am requesting to execute an Emergency Change Control Request to update the function [PRODUCT_INFO].[SugarCrm].[tvf_BuildSalesOrderHeaderDataset]() and resend canceled orders to SugarCrm.

Thank you,

Justin Pope
Software Developer

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