


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 data value for cancelled orders.

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

 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

But in Sugar it is not getting the correct status:

Or

314-1000789

☆

Order

Address

Additional Details

Account

Krista Fowler

Account Number

1255588

Order Date

2022-09-23

Days Since Entry

3

PO Number

80503-092322-296

Assigned to

Karen Dishongh

+ Re-Assigned User

Channel

Retail

Deposit/PP

\$0.00

SCT Order #

100-1052804

+ Shipment Type

+ Traffic

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]
21     FROM [PRODUCT_INFO].[SugarCrm].[SalesOrderHeaderDataset]
```

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:

GET Untitled Request POST POST oauth/token GET /WSO1_Orders + ...

SugarCRM / /WSO1_Orders

GET https://summerclassics.sugarondemand.com/rest/v11_5/WSO1_Orders

Params Authorization Headers (10) **Body** Pre-request Script Tests Settings

● none ● form-data ● x-www-form-urlencoded ● **raw** ● binary ● GraphQL **JSON** v

```
1 {
2   ... "max_num": 1,
3   ... "filter": [{"order_status_c": "C"}],
4   ... "fields": ["name", "order_status_c"]
5 }
```

Body Cookies (2) Headers (14) Test Results

Pretty Raw Preview Visualize **JSON** v ≡

```
1 {
2   "next_offset": 1,
3   "records": [
4     {
5       "id": "ded352e6-30bd-11ed-b7c3-069eed229002",
6       "name": "200-1104482",
7       "date_modified": "2022-09-26T13:15:56+00:00",
8       "locked_fields": [],
9       "order_status_c": "C",
10      "_acl": {
11        "fields": {}
12      },
13      "_module": "WSO1_Orders"
14    }
15  ]
16 }
```

SQLQuery11.sql - sql08.PRODUCT_INFO

From SugarCRM:

Or

200-1104482

☆

Order

Address

Additional Details

Account

BLU FISH DESIGN

Account Number

1102287

Order Date

2022-09-09

PO Number

4736 DISDIERS

Assigned to

CHAD FORTI

+ Re-Assigned User

Channel

Wholesale

Deposit/PP

\$0.00

+ SCT Order #

+ Shipment Type

+ Traffic

> COMMUNICATION DATES

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

JustinP@summerclassics.com
3140 Pelham Parkway, Pelham, AL 35214

Visit Gabriella White's Brands:

- Summer Classics®
- Gabby®

