

## Justin Pope

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**From:** Justin Pope  
**Sent:** Monday, September 26, 2022 10:50 AM  
**To:** Cather Cheese  
**Cc:** Richard Bentley; Dondi Colgrove; Nicholas Vasquez; Ben Erickson  
**Subject:** RE: Issue with Data going into sugar

Cather,

SDM [32941](#) created for this issue.

## Justin Pope Software Developer

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**From:** Cather Cheese <[CatherC@summerclassics.com](mailto:CatherC@summerclassics.com)>  
**Sent:** Monday, September 26, 2022 10:38 AM  
**To:** Justin Pope <[JustinP@summerclassics.com](mailto:JustinP@summerclassics.com)>  
**Cc:** Richard Bentley <[RichardB@summerclassics.com](mailto:RichardB@summerclassics.com)>; Dondi Colgrove <[DondiC@summerclassics.com](mailto:DondiC@summerclassics.com)>; Nicholas Vasquez <[NicholasV@summerclassics.com](mailto:NicholasV@summerclassics.com)>; Ben Erickson <[ben@summerclassics.com](mailto:ben@summerclassics.com)>  
**Subject:** RE: Issue with Data going into sugar

OK, Please make sure that is a ticket created for the issue not just a emergency change control

Thanks

## Cather Cheese Application Development Manager

[CatherC@summerclassics.com](mailto:CatherC@summerclassics.com)  
[3140 Pelham Parkway, Pelham, AL 35214](#)

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**From:** Justin Pope <[JustinP@summerclassics.com](mailto:JustinP@summerclassics.com)>  
**Sent:** Monday, September 26, 2022 10:35 AM  
**To:** Cather Cheese <[CatherC@summerclassics.com](mailto:CatherC@summerclassics.com)>  
**Cc:** Richard Bentley <[RichardB@summerclassics.com](mailto:RichardB@summerclassics.com)>; Dondi Colgrove <[DondiC@summerclassics.com](mailto:DondiC@summerclassics.com)>; Nicholas


Vasquez <[NicholasV@summerclassics.com](mailto:NicholasV@summerclassics.com)>; Ben Erickson <[ben@summerclassics.com](mailto:ben@summerclassics.com)>

**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	<a href="#">314-1000789</a>
Document type	Order
Sales order date	<a href="#">09/23/2022</a>
Customer purchase order	80503-092322-296
Invoice terms	<a href="#">B - Balance Due</a>
Code Blue Reason	(none)
Credit Approval Date	
Salesperson	<a href="#">KDI</a> - <a href="#">Karen Dishongh</a>
Requested ship date	<a href="#">11/04/2022</a>

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 (SELECT DISTINCT [SalesOrder] FROM [SalesOrder]) AS [SalesOrder]
```

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

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