Justin Pope

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

<u>JustinP@summerclassics.com</u> 3140 Pelham Parkway, Pelham, AL 35214

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From: Cather Cheese < Cather C@summerclassics.com>

Sent: Monday, September 26, 2022 10:38 AM **To:** Justin Pope < JustinP@summerclassics.com>

Cc: Richard Bentley <RichardB@summerclassics.com>; Dondi Colgrove <DondiC@summerclassics.com>; Nicholas

Vasquez <NicholasV@summerclassics.com>; Ben Erickson <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

3140 Pelham Parkway, Pelham, AL 35214

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From: Justin Pope < <u>JustinP@summerclassics.com</u>>
Sent: Monday, September 26, 2022 10:35 AM
To: Cather Cheese < <u>CatherC@summerclassics.com</u>>

Cc: Richard Bentley <RichardB@summerclassics.com>; Dondi Colgrove <DondiC@summerclassics.com>; Nicholas

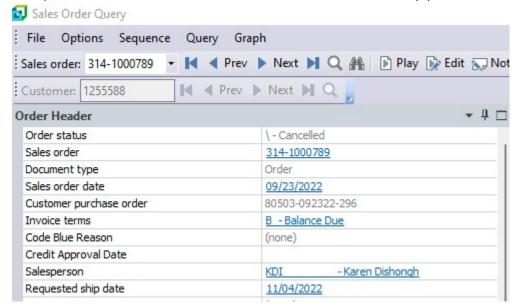
Vasquez < Nicholas V@summerclassics.com >; Ben Erickson < ben@summerclassics.com >

Subject: Issue with Data going into sugar

Cather,

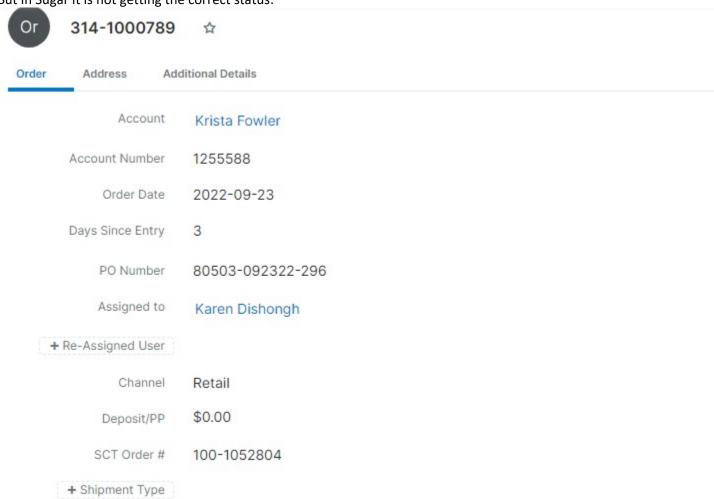
Richard has brought to my attention that there is an issue with data going into sugar. The data import is not transmitting the correct datavalue for cancelled orders.

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



But in Sugar it is not getting the correct status:

+ Traffic



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

```
1
    USE [PRODUCT INFO]
2
3
    /***** Object: UserDefinedFunction [SugarCrm].[tvf_BuildSalesOrderHeaderDataset]
                                                                               Script Dat
4
    SET ANSI_NULLS ON
5
    G0
    SET QUOTED_IDENTIFIER ON
6
7
RETURNS TABLE
10
    AS
11
    RETURN
12
13
       -- Query data for Sales Order Header file
       SELECT [SalesOrder]
14
15
               , CASE
                  WHEN [OrderStatus] = '/' THEN 'C'
16
                  ELSE [OrderStatus]
17
18
                  END
19
               ,[DocumentType]
20
               ,[Customer]
               TOWN I //COLOCT DICTINCT [C-1C-1------1 C--C---1]
```

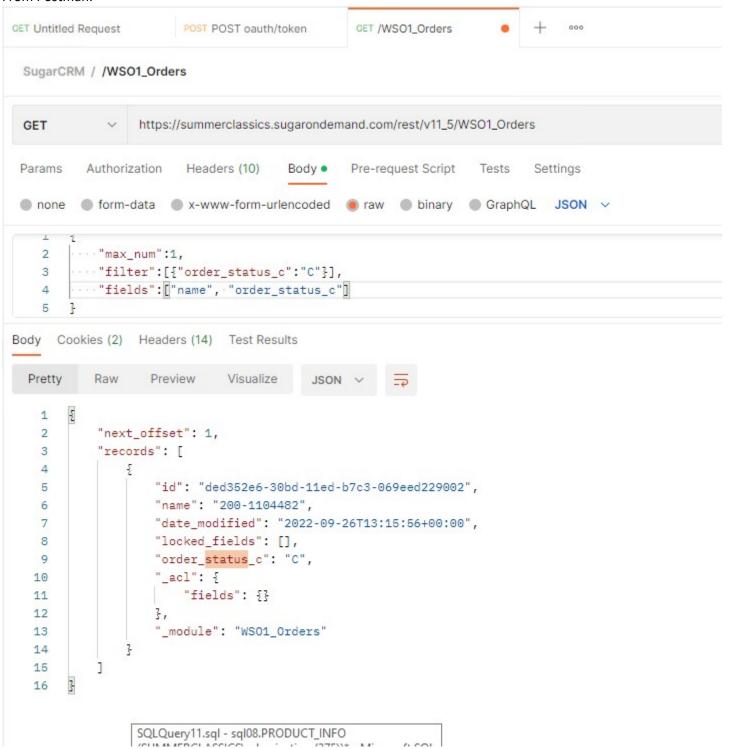
Line 16 needs to be modified $| '/' => ' \setminus '$

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

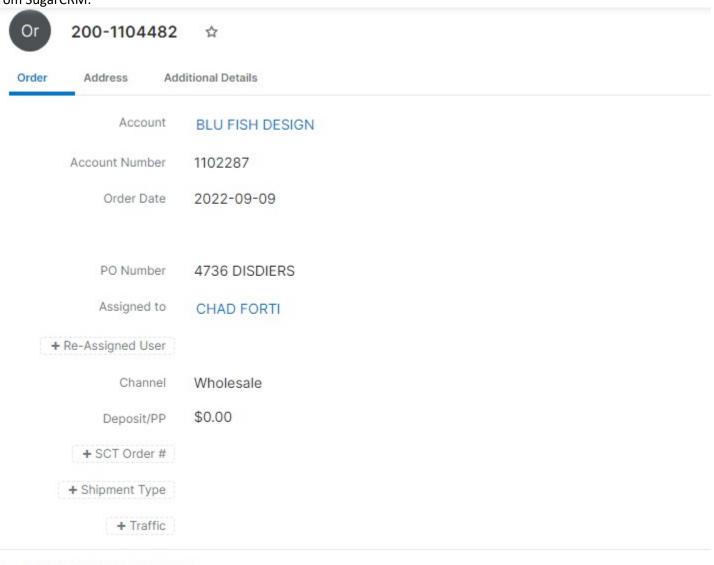


Also within SugarCRM, the value for canceled is 'C'

From Postman:



From SugarCRM:



> 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

<u>JustinP@summerclassics.com</u> 3140 Pelham Parkway, Pelham, AL 35214

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