

## Justin Pope

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**From:** Service Desk  
**Sent:** Friday, December 2, 2022 4:54 AM  
**To:** Justin Pope  
**Subject:** [Request ID :##24497##] : RE: Technician has responded for Request Id ##24497##. - Is appended with requester reply.

Requestor: Meagan Frank  
Created Date: Sep 27, 2021 11:57 AM  
Due By Date:

Description:

THIS IS PERFECT!!!

Approved to push to live.

**Meagan Frank**  
**CRM Manager**

MeaganF@summerclassics.com  
3140 Pelham Parkway, Pelham, AL 35124  
Telephone: 919-704-6278

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**From:** Service Desk <ServiceDesk@summerclassics.com>  
**Sent:** Thursday, December 1, 2022 3:17 PM  
**To:** Meagan Frank <MeaganF@summerclassics.com>  
**Subject:** Technician has responded for Request Id ##24497##.

Request details are :  
Title : Re: [Request ID :##24497##] : Open Order Project (Rock)  
Description :

Meagan,

Attached is a Test Plan for changes regarding SCT number and Estimated Completion dates.  
Let me know if this looks good.

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/34904000014812063/details>

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For review, here's the original request:

Enhancement Request – Add expected ship dates from SCT order to Sales Order Line.

Purpose – to eliminate digging through Syspro for dates. If the expected ship date is on the line it allows for a quick recap of when it will ship. Once this is added this information can flow to SugarCRM to assist with the automation of the Open Order Report from Syspro. Currently it takes managers a full day and a half to complete this report. Having this information (expected ship date & SCT order number) transferred to Sugar will cut down on some of that time. Further review of the process will determine just how much time can be saved.

<https://servicedesk.summerclassics.com/app/itdesk/ui/requests/34904000014812063/details>