Justin Pope

From: Justin Pope

Sent: Monday, September 26, 2022 10:08 AM

To: Richard Bentley; Service Desk

Subject: RE: [Request ID :##32915##] : RE: [Request ID :##32915##] : 314-1000789 - Is

appended with requester reply.

Richard,

Looking into the data, it looks like there is a bug to the Order Status for order going into SugarCRM. I'm working on getting this fixed and I will let you know when this is completed.

Justin Pope Software Developer

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

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From: Richard Bentley < Richard B@summerclassics.com >

Sent: Monday, September 26, 2022 9:18 AM

To: Service Desk <ServiceDesk@summerclassics.com>; Justin Pope <JustinP@summerclassics.com>

Subject: RE: [Request ID: ##32915##]: RE: [Request ID: ##32915##]: 314-1000789 - Is appended with requester reply.

Hi Justin.

Is there an update/refresh process in Sugar that need to be ran to show the updated Syspro Sales order status.

Thanks, Richard

Richard Bentley Systems Analyst

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

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From: Service Desk <ServiceDesk@summerclassics.com>

Sent: Monday, September 26, 2022 9:09 AM

To: Richard Bentley < Richard B@summerclassics.com >

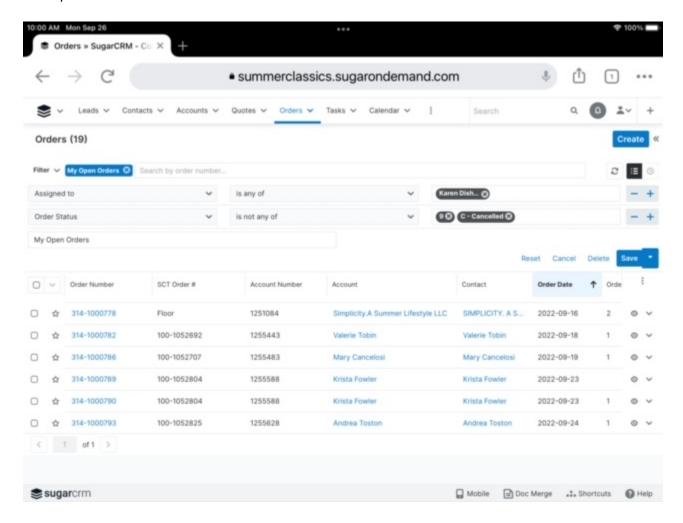
Subject: [Request ID:##32915##]: RE: [Request ID:##32915##]: 314-1000789 - Is appended with requester reply.

Requestor: Doug Atkins

Created Date: Sep 25, 2022 10:53 AM

Due By Date:

Description:



Showing in open orders in SUGAR

Doug Atkins Retail Store Manager

<u>DougA@summerclassics.com</u> 1190 N.W. Foster St, Altanta, GA 30318

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From: Service Desk < ServiceDesk@summerclassics.com >

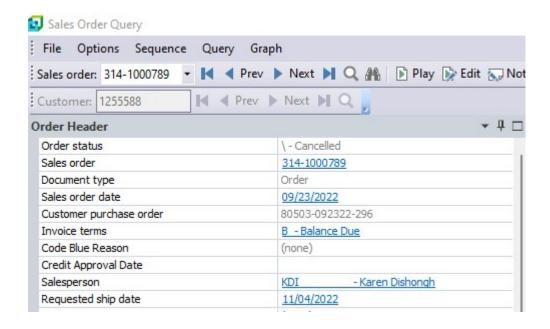
Sent: Monday, September 26, 2022 9:46 AM

To: Doug Atkins <DougA@summerclassics.com>; Karen Dishongh <KarenD@summerclassics.com>

Subject: Re: [Request ID:##32915##]: 314-1000789

The sales order in Syspro is showing cancelled.

Karen, where are you seeing the order open? On a report?



Assigned Technician: Richard Bentley

Click here to view the request in the portal:

https://servicedesk.summerclassics.com/app/itdesk/ui/requests/34904000020188066/details

For review, here's the original request:
314-1000789 WAS CANCELED BUT STILL SHOWING IN OPEN ORDERS FOR KAREN DISHONGH
https://servicedesk.summerclassics.com/app/itdesk/ui/requests/34904000020188066/details