

**SR Number:** SR00897634

**Assignee:** Emily Tan svc.ca.22.ext.emily.tan@soltech.com

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**Description:**

**Type of Request:** Operational Requests

**Operational Requests:** Workflow Restart

**Action:** Restart

**Environment:** PROD

**Workflow Name:** FIN-ACC-PAY\_CR: Sync Payment Records from System A to System B

**Start Date & Time in SGT:** 10/14/2024, 3:15 PM

**Stop Date & Time in SGT:** 10/14/2024, 3:15 PM

**Business Justification:**

An ad hoc restart was required due to a sync failure in the integration. The records failed to sync because of a System B connectivity issue. The issue has been resolved by the System B team. We need your assistance to rerun the workflow for the affected record.

**Additional Information:**

CASE-092145 Global Tech Solutions Ltd

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**Resolution:**

Hi Matthew L.,

The ad hoc run has been completed successfully for the record "CASE-092145."

Thank you.

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**Date and Time Details:**

**Opened Date:** 10/14/2024, 4:05 PM

**Resolved Date:** 10/14/2024, 6:10 PM

**Closed Date:** 10/21/2024, 1:30 AM

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**Request Details:**

**Type of Request:** Operational Requests

**Operational Requests:** Workflow Restart

**Workflow Restart Details:**

**Action:** Restart

**Environment:** PROD

**Workflow Name:** FIN-ACC-PAY\_CR: Sync Payment Records from System A to System B

**Start Date & Time in SGT:**

10/14/2024, 3:15 PM

**Stop Date & Time in SGT:**

10/14/2024, 3:15 PM

**Business Justification:**

An ad hoc run was required due to a sync failure in the integration. The records failed to sync because of a System B connectivity issue. The issue has been fixed, and a rerun is needed to process the record.

**Additional Information:**

CASE-092145 Global Tech Solutions Ltd