

#332761 EMR - Scheduling Error

Submitted 24 March 2022 at 13:47
Received via Closed Ticket

Requester
Samantha Jansen Van Nieuwenhuizen <samantha.jansenvannieuwenhuizen@terracat.co.nz>

CCs
Jess Beattie <jess.beattie@terracat.co.nz>

Status	Type	Priority	Group	Assignee
Solved	-	Normal	Service Desk	Femi Cannell

Category
NAXT

Samantha Jansen Van Nieuwenhuizen March 24, 2022 at 13:47

This is a follow-up to your previous request [#326067](#) "FW: AVID-INVOICE PO's PO003..."

Good Morning

When I try create an EMR and click on the Schedule Delivery / Pickup icon it gives me the following error.

This engine needs to be moved soon and we need to create this EMR to be able to move it.

Regards

Samantha Jansen Van Nieuwenhuizen
Project Services Coordinator - Terra Power Systems
Kerrs Road, PO Box 98 975, Auckland, 2104
M: +64276461139 |
E: Samantha.JansenVanNieuwenhuizen@terracat.co.nz | W: terracat.co.nz

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Jess Beattie March 24, 2022 at 14:15

Hey Sam,
Just trying to look into this now, however we don't have much knowledge with EMR's, Maureen does but she is quite busy at the moment. From what I have seen in the past with this error at this very point of needing to do the schedule delivery/pickup, it is to do with a reservation on the sales order. Once that reservation has been removed, you should be able to do the schedule delivery/pickup
Kind regards,
Jess Beattie

Service Desk Analyst - Terra Cat
24 Amyes Road, PO Box 16168, Christchurch, 8042
P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Samantha Jansen Van Nieuwenhuizen March 24, 2022 at 14:31

Hi Jess

I got Richard Crampton to help me with this and we sorted it out.

Regards

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From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Thursday, 24 March 2022 2:15 PM
To: Samantha Jansen Van Nieuwenhuizen <Samantha.JansenVanNieuwenhuizen@terracat.co.nz>
Subject: [IT Service Desk] Re: EMR - Scheduling Error

Your request (332761) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

24/03/2022, 14:15 NZDT

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Attachment(s)

[image001.png](#)

[image002.jpg](#)

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Jess Beattie March 24, 2022 at 14:36

Awesome, good stuff :)

Was I right though?

Kind regards,
Jess Beattie

Service Desk Analyst - Terra Cat
24 Amyes Road, PO Box 16168, Christchurch, 8042
P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Samantha Jansen Van Nieuwenhuizen March 24, 2022 at 14:38

Yes, you were.

Thanks Jess

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Jess Beattie March 24, 2022 at 14:38

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Thank you for confirming that!

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