



# #335344 SC276028-04 - NAXT Error

Submitted	Received via	Requester
9 May 2022, 15:55	Mail	Nathan Welch <nathan.welch@goughcat.co.nz>

**CCs**  
Sue Petersen <sue.petersen@terracat.co.nz>, IT Service Desk <servicedesk@terracat.co.nz>

Status	Type	Priority	Group	Assignee
Open	-	Normal	Service Desk	Matt Osterfield

**Category**  
NAXT

**Nathan Welch** 9 May 2022, 15:55

Hi team,

We found this segment in Auckland that doesn't have a cost centre...  
When we tried to change it we got the error message below.  
The branch will have to write off the \$400 odd dollars, as it's past warranty claim aging limits, but can you please investigate the issue so we can get it off the books ASAP.

Service segments (2 - ggnz) - Segment id: SC276028-04, Technician complete

File Service segments Manage Warranty Parts and Labour Related information

Segment copy Service segment split Flat rate Get flat rate price Service reports Change segment customer Equ Update View/Change Cost Center/... Add segment notes Hour meter replacement Apply Service Letter Open follow up notes Check credit limit Add correction text Apply Contract Cancel service letter Apply follow-up note Reprice segment Remove contract Create follow up notes Permanent notes Service scheduler Scheduler

Segment id	Report	Quoted	Credited	Split	Seq#	Job code	Component	Description	Modifier code	Shop/Field	Status
SC276028-01	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		01	035	1082	Troubleshoot - Exhaust Gas Recirculation Actuator		Field	In-process
SC276028-02	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							Field	In-process
SC276028-04	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							Field	Technician c
SC276028-05	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							Field	In-process

Part transactions

Estimate:	587 33
Flat rate:	
Actual:	21 26
Consumed percentage:	3 62 %

Labour transactions

Estimate:	330 00
Flat rate:	
Actual:	412 50
Consumed percentage:	125 00 %
Unposted hours:	00:00
Posted hours:	03:45
Invoiced hours:	00:00

Infolog (2)

One or more critical STOP errors have occurred. Use the error messages below to guide you or call your administrator.

Message (03:51:59 pm)

Division by zero. - (S)\Classes\XAP\_SvcSegmentCostTransClass\calcLineAmount - line 18 (S)\Classes\XAP\_Svc

Message (03:50:33 pm)

Division by zero. - (S)\Classes\XAP\_SvcSegmentCostTransClass\calcLineAmount - line 18

(S)\Classes\XAP\_SvcSegmentCostTransClass\salesPriceModified - line 15

(S)\Classes\XAP\_SvcSegmentCostTransClass\setPrices - line 159

(S)\Classes\XAP\_SvcRefreshTransactions\updateEstimateTransactions - line 244

(S)\Classes\XAP\_SvcRefreshTransactions\run - line 14

(S)\Classes\XAP\_SvcRepriceSegment\repriceSegment - line 28

(S)\Classes\XAP\_SvcRepriceSegment\run - line 24

(S)\Classes\XAP\_SvcSegment\setMandatoryFields - line 68

(C)\Forms\GGH\_SvcMandatorySegmentFieldsDialogMulti\Methods\close

(C)\Classes\SysSetupFormRun\close - line 5

(C)\Classes\FormRun\closeOk

(C)\Classes\FormRun\task

(C)\Classes\SysSetupFormRun\task - line 43

View/Change Cost Center/Warehouse (2 - ...)

Service component	Operating unit	Wareh
7755	1002	10A

OK Cancel

View/Change Cost Center/Warehouse.

(61) | NZD | ggnz | PRDMicrosoftDynamicsAX Close

**Nathan Welch**  
**Service Development Manager - Terra Cat**  
 Branston Street, PO Box 16168, Christchurch, 8441  
 M: +6421989770 |  
 E: [Nathan.Welch@terracat.co.nz](mailto:Nathan.Welch@terracat.co.nz) | W: [terracat.co.nz](http://terracat.co.nz) | [f](#) [i](#)



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**Jess Beattie** 27 May 2022, 14:50

Internal note

<https://itsdterracat.zendesk.com/agent/tickets/305106> - although this doesn't tell us the resolution

**Jess Beattie** 27 May 2022, 14:59

Internal note

Service segments (1 - ggn) - Segment id: SC276028-04, Technician complete, Call number: SC276028

File Service segments Manage Warranty Parts and Labour Related information

Segment From component structure Edit Delete Equipment disassembly Quotation Start segment Technician complete Finish segment Reopen Cancel Create invoice proposals Service call closing summary Operation Add standard job Delivery note Express picking journal Refresh Export to Microsoft Excel List Attachments Attachments

Segment id	Report	Quoted	Credited	Split	Seq#	Job code	Component	Description	Modifier code	Shop/Field	Status	Credit status	Serial number	Standard job	Invoice account	Warranty type	Last day of labour	Need
SC276028-01	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	01	035	1082	Troubleshoot - Exhaust Gas Recirculation A...		Field	Technician complete	Passed	RAZ10979		5002072	CAT-PSP-01	25/03/2022	31/0
SC276028-04	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	02	540	7755	Perform - Customer Support		Field	Technician complete	Passed	RAZ10979	SI0024450	5002072	CAT-PSP-01	31/03/2022	31/0
SC276028-05	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	03	002	1082	Transfer Components To/From - Exhaust G...		Field	In-process	Passed	RAZ10979		3026762		31/03/2022	31/0
SC276028-02	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	99	056	7951	Travel To/From - Customer Site		Field	In-process	Passed	RAZ10979	SITRAVEL	3026762		31/03/2022	31/0

Part transactions

Estimate: 587.33  
Flat rate: 21.26  
Actual: 3.62 %  
Consumed percentage: 3.62 %

Labour transactions

Estimate: 330.00  
Flat rate: 412.50  
Actual: 125.00 %  
Consumed percentage: 125.00 %  
Unposted hours: 00.00  
Posted hours: 03.45  
Invoiced hours: 00.00

Misc transactions

Estimate: 0.00  
Flat rate: 0.00  
Actual: 0.00  
Consumed percentage: 0.00 %

Transaction total

Estimate: 917.33  
Flat rate: 433.76  
Actual: 433.76

Segment details

Items

Hours

Misc. Items

Add OWM Add Remove Misc. item transaction Functions Credit OWM Parts order parameters

Item number	Description	Markup pct	Purchase order	PO status	Quantity	Purchase currency	Purchase price	Currency	Cost price	Sales price	Net amount	Freeze price	Warehouse	Need by date	Exclude from quote	Company - Cost price	Company - Sales Price
This grid is empty.																	

Misc. Costs

Add OWM Add Remove Recalculate Freight charge calculator

Line category group	Category	Line status	Quantity	Description	Unit	Sales price	Cost price	Net amount	Currency	Line property	Worker	Item GST group	GST group	Date
L64	MSC-L64-WTY-TM	New	0.00	Cleaning Fluid		7.20	7.20	0.00	NZD	CHARGEABLE	Aaron Papu	ALL	Internal	31/03/2022

Because the "line status" was "new" and hadn't been posted yet - I was able to remove the line and re-add it

Service segments (1 - ggn) - Segment id: SC276028-04, Technician complete, Call number: SC276028

File Service segments Manage Warranty Parts and Labour Related information

Segment From component structure Edit Delete Equipment disassembly Quotation Start segment Technician complete Finish segment Reopen Cancel Create invoice proposals Service call closing summary Operation Add standard job Delivery note Express picking journal Refresh Export to Microsoft Excel List Attachments Attachments

Segment id	Report	Quoted	Credited	Split	Seq#	Job code	Component	Description	Modifier code	Shop/Field	Status	Credit status	Serial number	Standard job	Invoice account	Warranty type	Last day of labour	Need
SC276028-01	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	01	035	1082	Troubleshoot - Exhaust Gas Recirculation A...		Field	Technician complete	Passed	RAZ10979		5002072	CAT-PSP-01	25/03/2022	31/0
SC276028-04	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	02	540	7755	Perform - Customer Support		Field	Technician complete	Passed	RAZ10979	SI0024450	5002072	CAT-PSP-01	31/03/2022	31/0
SC276028-05	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	03	002	1082	Transfer Components To/From - Exhaust G...		Field	In-process	Passed	RAZ10979		3026762		31/03/2022	31/0
SC276028-02	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	99	056	7951	Travel To/From - Customer Site		Field	In-process	Passed	RAZ10979	SITRAVEL	3026762		31/03/2022	31/0

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Actual: 125.00 %  
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Unposted hours: 00.00  
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Misc transactions

Estimate: 0.00  
Flat rate: 0.00  
Actual: 0.00  
Consumed percentage: 0.00 %

Transaction total

Estimate: 917.33  
Flat rate: 433.76  
Actual: 433.76

Segment details

Items

Hours

Misc. Items

Add OWM Add Remove Recalculate Freight charge calculator

Item number	Description	Markup pct	Purchase order	PO status	Quantity	Purchase currency	Purchase price	Currency	Cost price	Sales price	Net amount	Freeze price	Warehouse	Need by date	Exclude from quote	Company - Cost price	Company - Sales Price
This grid is empty.																	

Misc. Costs

Add OWM Add Remove Recalculate Freight charge calculator

Line category group	Category	Line status	Quantity	Description	Unit	Sales price	Cost price	Net amount	Currency	Line property	Worker	Item GST group	GST group	Date
L64	MSC-L64-WTY-TM	New	0.00	Cleaning Fluid		7.20	7.20	0.00	NZD	CHARGEABLE	Aaron Papu	ALL	Internal	31/03/2022

Now the quantity and net amount show values

Service segments (1 - ggnz) - Segment id: SC276028-04, Technician complete, Call number: SC276028																			
File		Service segments		Manage		Warranty		Parts and Labour		Related information									
Segment	From component structure	Segment	From component structure	Equipment disassembly	Quotation	Start segment	Technician complete	Finish segment	Reopen	Cancel	Create invoice proposals	Service call closing summary	Operation	Add standard job	Delivery note	Express picking journal	Refresh	Export to Microsoft Excel List	Attachments
New	Maintain																		
Segment id	Report	Quoted	Credited	Split	Seq#	Job code	Component	Description	Modifier code	Shop/Field	Status	Credit status	Serial number	Standard job	Invoice account	Warranty type	Last day of labour	Need	
SC276028-01	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	01	035	1082	Troubleshoot - Exhaust Gas Recirculation A...		Field	Technician complete	Passed	RAZ10979		5002072	CAT-PSP-01	25/03/2022	31/0	
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SC276028-05	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	03	002	1082	Transfer Components To/From - Exhaust G...		Field	In-process	Passed	RAZ10979		3026762		31/03/2022	31/0	
SC276028-02	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	99	056	7951	Travel To/From - Customer Site		Field	In-process	Passed	RAZ10979	SJTRAVEL	3026762		31/03/2022		
Segment details																			
Items																			
Hours																			
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This grid is empty.																			
Misc. Costs																			
Add Remove Recalculate Freight charge calculati...																			
Line category group	Category	Line status	Quantity	Description	Unit	Sales price	Cost price	Net amount	Currency	Line property	Worker	Item GST group	GST group	Date					
L64	MSC-L64-WTY-TM	New	1.00	Cleaning Fluid		7.20	7.20	7.20	NZD	CHARGEABLE	Aaron Papu	ALL	31/03/2022	13/2022					

So you can tell Nathan exactly that because it is still showing as "new" status in Prod :)

Service segments (1 - ggnz) - Segment id: SC276028-04, Technician complete, Call number: SC276028																			
File		Service segments		Manage		Warranty		Parts and Labour		Related information									
Segment	From component structure	Segment	From component structure	Equipment disassembly	Quotation	Start segment	Technician complete	Finish segment	Reopen	Cancel	Create invoice proposals	Service call closing summary	Operation	Add standard job	Delivery note	Express picking journal	Refresh	Export to Microsoft Excel List	Attachments
New	Maintain																		
Segme...	Rep...	Quot...	Credi...	S...	Seq#	Job c...	Compon...	Description	Modifier c...	Shop/F...	Status	Credit st...	Serial nu...	Standard...	Invoice acc...	Warranty ...	Last day of l...	Need	
SC276028-01	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	01	035	1082	Troubleshoot - Exhaust Gas Recirculation A...		Field	Technician complete	Passed	RAZ10979		5002072	CAT-PSP-01	25/03/2022	31/03/	
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SC276028-05	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	03	002	1082	Transfer Components To/From - Exhaust G...		Field	In-process	Passed	RAZ10979		3026762		31/03/2022	31/03/	
SC276028-02	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	99	056	7951	Travel To/From - Customer Site		Field	In-process	Passed	RAZ10979	SJTRAVEL	3026762		31/03/2022		
Segment details																			
Items																			
Hours																			
Misc. Items																			
Add Remove Recalculate Freight charge calculati...																			
Line category ...	Categ...	Line st...	Quantity	Description	Unit	Sales ...	Cost p...	Net amo...	Curre...	Line prop...	Worker	Item GST g...	GST gr...	Date					
L64	MSC-L6...	New	0.00	Cleaning Fluid		7.20	7.20	0.00	NZD	CHARGEABLE	Aaron Papu	ALL	Internal	31/03/2022					
Part transactions																			
																		Estimate:	587.33
																		Flat rate:	
																		Actual:	21.26
																		Consumed percentage:	3.62 %
Labour transactions																			
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																		Flat rate:	
																		Actual:	412.50
																		Consumed percentage:	125.00 %
																		Unposted hours:	00:00
																		Posted hours:	03:45
																		Invoiced hours:	00:00
Misc transactions																			
																		Estimate:	0.00
																		Flat rate:	
																		Actual:	0.00
																		Consumed percentage:	0.00 %
Transaction total																			
																		Estimate:	917.33
																		Flat rate:	
																		Actual:	433.76

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