

【 #316544 Trying to transfer parts from SC227517-01 to SC180837-13 error = inventory dimension warehouse must be 00

Submitted Received via Requester

30 June 2021 at 13:44 Web Form Graham Vickery <graham.vickery@goughcat.co.nz>

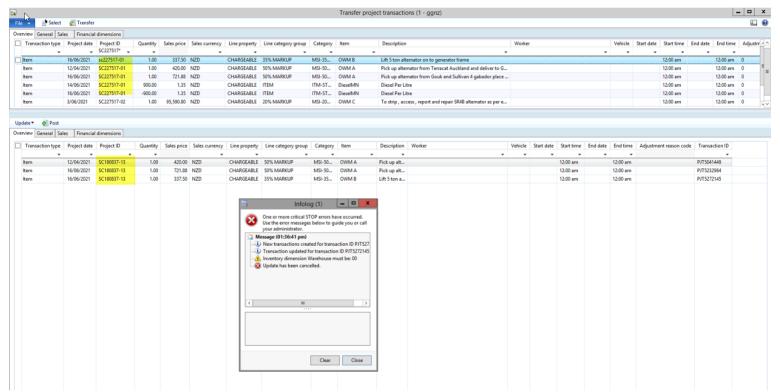
Sue Petersen <sue.petersen@goughgroup.co.nz>, Lee Johnson <lee.johnson@goughcat.co.nz>

Priority Status Type Group **Assignee** Solved Problem Service Desk Jess Beattie Normal

Category

NAXT

Jess Beattie June 30, 2021 at 1:44 PM



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

Jess Beattie June 30, 2021 at 1:45 PM

Sue Petersen I found this solution - is it the correct one? https://itsdterracat.zendesk.com/hc/en-nz/articles/360057039674-SRV-BUG-20279-Inventory-Dimension-Warehouse-must-Be-Transfer-Error-Adjustment-Error

Jess Beattie July 1, 2021 at 10:55 AM

Notes to send to Graham:

Transfer lines individually (only 337.50 and 721.88) But the \$420 is to not be transferred

Create a negative PO for the \$420 for SC227517 Create a positive PO for the \$420 for SC180837

Contact AP to do their invoicing of both PO's

Then once AP have done their bit, the rest of the service call can be completed

Jess Beattie July 1, 2021 at 12:00 PM

Hey Graham,

Sue has had a look into this for us. Here is what you will need to do.

- 1. ONLY transfer the 2 lines with \$377.50 and \$721.88 (The \$420.00 line is not to be transferred)
- 2. Create a new purchase order for negative amount of \$420.00 on SC227517
- 3. Create another new purchase order for a positive amount of \$420.00 on SC180837
- 4. Once you have created both of those purchase orders, contact accounts payable for them to do their bit in invoicing those
- 5. Once AP have done their bit, you should then be able to close the service call

Let us know if you strike any issues:)

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

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P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Jess Beattie July 8, 2021 at 12:54 PM

Internal note

Lee Johnson called about this.

He had done the negative and positive PO but then wasn't sure what to do when "receipting" the PO, whether he needs to grab the original invoice and put that in or does he just put in anything just to receipt it. I said I wasn't sure what to do and that AP may be able to provide some advice so he is going to call AP and see how he goes otherwise we will wait until Friday 9th

Sue Petersen July 9, 2021 at 9:24 AM

Internal note

Hi Jess.

He can use Fixup for the numbers

Sue Petersen

Business Analyst - Terra Cat

24 Amyes Road, Hornby, PO Box 16-168, Christchurch, 8441

M: +64274870656 | | **F**: +6439832349

E: Sue.Petersen@terracat.co.nz | W: terracat.co.nz | III @



From: Jess Beattie (IT Service Desk) <itsd@terracat.co.nz>

Sent: Thursday, 8 July 2021 12:54 pm

Cc: Sue Petersen < Sue.Petersen@terracat.co.nz>

Subject: Trying to transfer parts from SC227517-01 to SC180837-13 error = inventory dimension warehouse must be 00

You are a follower on this request (316544). Reply to this email to add an internal note to the request.

Jess Beattie (ITSD - Terra Cat)

Jul 8, 2021, 12:54 PM GMT+12

Private note

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Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: <u>Jess.Beattie@terracat.co.nz</u> W: terracat.co.nz

Jess Beattie (ITSD - Terra Cat)

Jul 1, 2021, 10:55 AM GMT+12

Private note

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Jess Beattie (ITSD - Terra Cat)

Jun 30, 2021, 1:45 PM GMT+12

Private note

<u>Sue Petersen</u> I found this solution - is it the correct one? https://itsdterracat.zendesk.com/hc/en-nz/articles/360057039674-SRV-BUG-20279-Inventory-Dimension-Warehouse-must-Be-Transfer-Error-Adjustment-Error

Jess Beattie (ITSD - Terra Cat)

Jun 30, 2021, 1:44 PM GMT+12

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

itsdterracat.zendesk.com/agent/tickets/316544

You are an agent. Add a comment by replying to this email or view ticket in Zendesk Support

Ticket # 316544 Status Pending

Requester Graham Vickery

CCs

Followers Sue Petersen Group Service Desk Assignee Jess Beattie **Priority** Normal Type Problem Channel Web Form

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Jess Beattie July 14, 2021 at 8:35 AM

Did you manage to get this sorted in the end?

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

Lee Johnson July 15, 2021 at 8:06 AM

Hi Jess

Can you please give me a call when your free to go through this one.

Cheers

Lee Johnson Service Advisor - Terra Cat 157 Kerrs Road, PO Box 98 975, Auckland, 2104 M: +64273281569 |

E: Lee.Johnson@terracat.co.nz | W: terracat.co.nz | III @







From: Jess Beattie (IT Service Desk) <itsd@terracat.co.nz>

Sent: Wednesday, 14 July 2021 8:36 AM

To: Graham Vickery < Graham. Vickery@terracat.co.nz> **Cc:** Lee Johnson < Lee. Johnson@terracat.co.nz>

Subject: [IT Service Desk] Re: Trying to transfer parts from SC227517-01 to SC180837-13 error = inventory dimension

warehouse must be 00

Your request (316544) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

14/07/2021, 8:35 am NZST

Hey Lee,

Did you manage to get this sorted in the end?

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

Jess Beattie (ITSD - Terra Cat)

1/07/2021, 12:00 pm NZST

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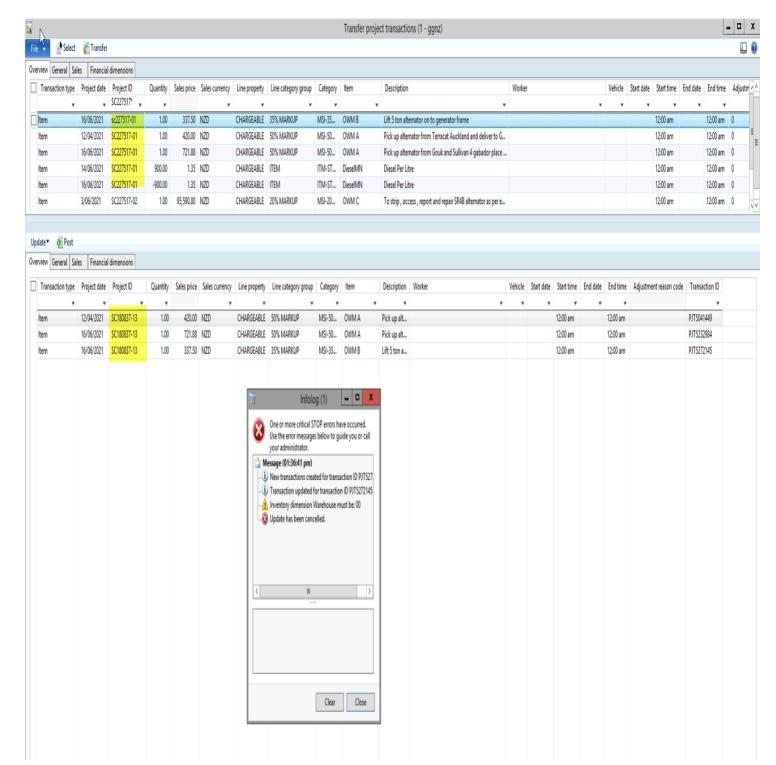
Service Desk Analyst - Terra Cat

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P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Jess Beattie (ITSD - Terra Cat)

30/06/2021, 1:44 pm NZST



Kind regards, Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

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The negative line was put on but the customer ended up getting changed to an internal customer so it dropped of the pricing. Because it is now an internal customer, the original won't see the costs and pricing so it's not going to matter to much now. Not going to waste time on trying to fix the \$280 as it would cost more to spend time on it

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