



**#335494 FW: Service Request Kaikoura - GSJW Investments Ltd (Cash Sale) (3036714) 302 needs a service please**

Submitted		Received via	Requester		
12 May 2022, 07:22		Mail	Vickie Warren <vickie.warren@goughcat.co.nz>		
Status	Type	Priority	Group	Assignee	
Solved	Problem	Normal	Service Desk	Jess Beattie	

**Category**  
NAXT

**Vickie Warren** 12 May 2022, 07:22  
Morning  
  
Can we please get this Warning removed in Naxt  
S/N RHM01107  
  
Thanks  
  
Vic


Service calls (1 - 9912) - Call number: SC223505, 1023 - EEQ New Equipment Inventory, Equipment: EQ47355

File Service call Manage Related information

Edit Delete Service call New Service segment Segments Service scheduler Scheduler Quotation Re-open call Post Service call closing summary Enter customer payments Payment totals Delete payments Refresh Export to Microsoft Excel List Attachments Attachments

<input type="checkbox"/>	Rework	Machine availability	Call number	Serial number	Name	Subject	Model	Worker	Invoice in
<input type="checkbox"/>			SC196124	RHM01107	EEQ New Equipment Inventory	New Equipment/Stock PII	302	Jacki Novello	✓
<input type="checkbox"/>			SC223505	RHM01107	1023 - EEQ New Equipment Invent...	New Equipment - GS JW Investme...	302	Jacki Novello	✓

Microsoft Dynamics

 Reported as stolen. Contact Regional Manager ASAP!

OK

**Vickie Warren**  
**Service Advisor - Terra Cat**

**M:** +64272730610 |

**E:** [Vickie.Warren@terraecat.co.nz](mailto:Vickie.Warren@terraecat.co.nz) | **W:** [terraecat.co.nz](http://terraecat.co.nz) |  



**From:** Stephen Kelly <[Stephen.Kelly@terraecat.co.nz](mailto:Stephen.Kelly@terraecat.co.nz)>

**Sent:** Wednesday, 11 May 2022 5:16 pm

**To:** Vickie Warren <[Vickie.Warren@terraecat.co.nz](mailto:Vickie.Warren@terraecat.co.nz)>

**Subject:** RE: Service Request Kaikoura - GSJW Investments Ltd (Cash Sale) (3036714) 302 needs a service please

I talked to Mark tonight and am going to see him tomorrow has that message been removed as I don't think it relates to his machine. There was a 308 that was stolen up here?

Did you book it for CHCH or Nelson as Nelson looks after Kaikoura

Steve

**Stephen Kelly**  
**Regional Operations Manager South Island - Terra Cat**

16 Branston St, PO Box 16 168, Christchurch, 8042

M: +64275347116 |

E: [Stephen.Kelly@terraecat.co.nz](mailto:Stephen.Kelly@terraecat.co.nz) | W: [terraecat.co.nz](http://terraecat.co.nz) |  



---

**From:** Vickie Warren <[Vickie.Warren@terraecat.co.nz](mailto:Vickie.Warren@terraecat.co.nz)>

**Sent:** Tuesday, 10 May 2022 7:47 am

**To:** Stephen Kelly <[Stephen.Kelly@terraecat.co.nz](mailto:Stephen.Kelly@terraecat.co.nz)>

**Subject:** FW: Service Request Kaikoura - GSJW Investments Ltd (Cash Sale) (3036714) 302 needs a service please

**Importance:** High

Hi Steve

Re our phone call yesterday afternoon

See below for the alert that came up on this Machine. Please let me know if it is OK to open Service Call  
I am going to ring the Customer this morning to book this in for a service on Thursday as we have a tech there that day

Cheer

Vic

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---

**From:** Vickie Warren

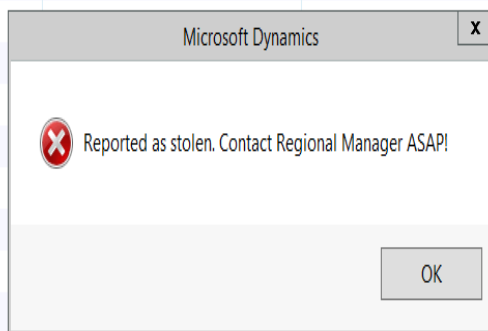
**Sent:** Monday, 9 May 2022 3:41 pm

**To:** Bill Johnson <[Bill.Johnson@terraecat.co.nz](mailto:Bill.Johnson@terraecat.co.nz)>

**Subject:** FW: Service Request Kaikoura - GSJW Investments Ltd (Cash Sale) (3036714) 302 needs a service please

**Importance:** High

Service calls (1 - 999) - Call number: SC223505, 1023 - EEQ New Equipment Inventory, Equipment: EQ47555								
File Service call Manage Related information								
Edit	Service call	Service segment	Service scheduler	Quotation	Re-open call	Service call closing summary	Enter customer payments	Payment totals
Maintain	New	Segments	Scheduler		Post		Cash register	Delete payments
							Refresh	Export to Microsoft Excel List
							Attachments	Attachments
<input type="checkbox"/> Rework	Machine availability	Call number	Serial number	Name	Subject	Model	Worker	Invoice in
<input type="checkbox"/>		SC196124	RHM01107	EEQ New Equipment Inventory	New Equipment/Stock PII	302	Jacki Novello	✓
<input type="checkbox"/>		SC223505	RHM01107	1023 - EEQ New Equipment Invent...	New Equipment - GS JW Investme...	302	Jacki Novello	✓



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**From:** Tony Simpson <[Tony.Simpson@terracat.co.nz](mailto:Tony.Simpson@terracat.co.nz)>

**Sent:** Monday, 9 May 2022 1:11 pm

**To:** Vickie Warren <[Vickie.Warren@terracat.co.nz](mailto:Vickie.Warren@terracat.co.nz)>; Scott Trusler <[Scott.Trusler@terracat.co.nz](mailto:Scott.Trusler@terracat.co.nz)>; Maree Morley <[Maree.Morley@terracat.co.nz](mailto:Maree.Morley@terracat.co.nz)>

**Cc:** SvcAdv Christchurch <[SvcAdv.Christchurch@terracat.co.nz](mailto:SvcAdv.Christchurch@terracat.co.nz)>; Bill Johnson <[Bill.Johnson@terracat.co.nz](mailto:Bill.Johnson@terracat.co.nz)>

**Subject:** FW: Service Request Kaikoura - GSJW Investments Ltd (Cash Sale) (3036714) 302 needs a service please

**Importance:** High

Team

See the below request from Bill, can you action this job.

Cheers

**Tony Simpson**

**Service Manager - Terra Cat**

Branston Street, PO Box 16168, Christchurch, 8441

**M:** +6421594895 | **DDI:** +6439832377

**E:** [Tony.Simpson@terracat.co.nz](mailto:Tony.Simpson@terracat.co.nz) | **W:** [terracat.co.nz](http://terracat.co.nz) |  



**From:** Bill Johnson <[Bill.Johnson@terracat.co.nz](mailto:Bill.Johnson@terracat.co.nz)>

**Sent:** Monday, 9 May 2022 12:55 pm

**To:** SvcAdv Christchurch <[SvcAdv.Christchurch@terracat.co.nz](mailto:SvcAdv.Christchurch@terracat.co.nz)>

**Subject:** Service Request Kaikoura - GSJW Investments Ltd (Cash Sale) (3036714) 302 needs a service please

Hi Team,

This customer is overdue for a 250 hour service. He is also complaining of weak or slow slewing.

Machines: 302                      SN: RHM01107                      287.00 Hrs

Customer:

Will Fissenden | 0276135551

[Fissendenbros@gmail.com](mailto:Fissendenbros@gmail.com)

Thanks, Bill

**Bill Johnson**

**Territory Account Manager - BCI - Terra Cat**

16 Branston St, PO Box 16 168, Christchurch, 8042

**M:** +64275658568 |

**E:** [Bill.Johnson@terracat.co.nz](mailto:Bill.Johnson@terracat.co.nz) | **W:** [terracat.co.nz](http://terracat.co.nz) |  



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**Jess Beattie** 12 May 2022, 07:29

Hey Vickie,

What were you trying to do before this error came up?

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](mailto:Jess.Beattie@terracat.co.nz) **W:** [terracat.co.nz](http://terracat.co.nz)

**Vickie Warren** 12 May 2022, 07:32

I was going in to open a Service call

Which I have done but we need to remove the message

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---

**From:** Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>

**Sent:** Thursday, 12 May 2022 7:30 am

**To:** Vickie Warren <Vickie.Warren@terracat.co.nz>

**Cc:** ITHD <ITHD.ITHD@ad.ggh.co.nz>

**Subject:** [IT Service Desk] Re: FW: Service Request Kaikoura - GSJW Investments Ltd (Cash Sale) (3036714) 302 needs a service please

Your request (335494) has been updated. To add additional comments, reply to this email.

---

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12/05/2022, 7:29 NZST

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|| 12/05/2022, 7:22 NZST

Morning

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S/N RHM01107

Thanks

Vic

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Hi Team,

This customer is overdue for a 250 hour service. He is also complaining of weak or slow slewing.

Machines: 302                      SN: RHM01107                      287.00 Hrs

Customer:

Will Fissenden | 0276135551

[Fissendenbros@gmail.com](mailto:Fissendenbros@gmail.com)

Thanks, Bill

**Bill Johnson**

**Territory Account Manager - BCI - Terra Cat**

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[X7YX20-WPVD]

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**Jess Beattie** 12 May 2022, 07:33

Ok, are we sure that the machine hasn't in fact been stolen, as per the error message?

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](mailto:Jess.Beattie@terracat.co.nz) W: [terracat.co.nz](http://terracat.co.nz)

---

**Vickie Warren** 12 May 2022, 07:36

I have spoken to Customer Son – he didn't think it was stolen. and Steve Kelly is seeing the owner this morning  
Steve seem to think it was a 308 that was stolen

Vic

**Vickie Warren**  
**Service Advisor - Terra Cat**  
**M:** +64272730610 |

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**Sent:** Thursday, 12 May 2022 7:34 am

**To:** Vickie Warren <[Vickie.Warren@terracat.co.nz](mailto:Vickie.Warren@terracat.co.nz)>

**Cc:** Sue Petersen <[Sue.Petersen@terracat.co.nz](mailto:Sue.Petersen@terracat.co.nz)>

**Subject:** [IT Service Desk] Re: FW: Service Request Kaikoura - GSJW Investments Ltd (Cash Sale) (3036714) 302 needs a service please

Your request (335494) has been updated. To add additional comments, reply to this email.

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12/05/2022, 7:33 NZST

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12/05/2022, 7:22 NZST



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S/N RHM01107

Thanks

Vic

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Maree Morley <[Maree.Morley@terraecat.co.nz](mailto:Maree.Morley@terraecat.co.nz)>

**Cc:** SvcAdv Christchurch <[SvcAdv.Christchurch@terraecat.co.nz](mailto:SvcAdv.Christchurch@terraecat.co.nz)>; Bill Johnson  
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[Fissendenbros@gmail.com](mailto:Fissendenbros@gmail.com)

Thanks, Bill

**Bill Johnson**

**Territory Account Manager - BCI - Terra Cat**

16 Branston St, PO Box 16 168, Christchurch, 8042

**M:** +64275658568 |

**E:** [Bill.Johnson@terracat.co.nz](mailto:Bill.Johnson@terracat.co.nz) | **W:** [terracat.co.nz](http://terracat.co.nz) |  

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**Jess Beattie** (ITSD - Terra Cat)

 12/05/2022, 7:29 NZST

Hey Vickie,

What were you trying to do before this error came up?



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](mailto:Jess.Beattie@terracat.co.nz) W: terracat.co.nz

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**Vickie Warren**

|| 12/05/2022, 7:22 NZST

Morning

Can we please get this Warning removed in Naxt  
S/N RHM01107

Thanks

Vic

Vickie Warren  
Service Advisor - Terra Cat

M: +64272730610 |

E: [Vickie.Warren@terracat.co.nz](mailto:Vickie.Warren@terracat.co.nz) | W: [terracat.co.nz](http://terracat.co.nz) |  

**From:** Stephen Kelly <[Stephen.Kelly@terracat.co.nz](mailto:Stephen.Kelly@terracat.co.nz)>

**Sent:** Wednesday, 11 May 2022 5:16 pm

**To:** Vickie Warren <[Vickie.Warren@terracat.co.nz](mailto:Vickie.Warren@terracat.co.nz)>














**Subject:** RE: Service Request Kaikoura - GSJW Investments Ltd (Cash Sale) (3036714) 302 needs a service please

I talked to Mark tonight and am going to see him tomorrow has that message been removed as I don't think it relates to his machine. There was a 308 that was stolen up here?

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

**Jess Beattie** 23 May 2022, 10:42

Internal note

Equipment (1 - ggnz) - Equipment number										
File		Equipment	Setup	Sales	Functions	Inquiries	Interfaces	Map		
 <b>Equipment</b> New		 <b>Edit</b> Maintain		 Delete		 <b>Equipment sales availability</b> Availability		 <b>Equipment availability</b>		
 <b>Financial summary</b> Finance			 <b>Equipment builder</b>			 <b>Import configuration detail</b> Builder			 <b>Attachment handling</b>	
 <b>Installed components</b>				 <b>Refresh</b>		 <b>Export to Microsoft Excel List</b>		 <b>Reservation</b> Reservation		

**EQ047933 : B1 Consist**

**General**

**Identification**

Equipment number: EQ047933

**Further identification**

Equipment name: B1 Consist

Search name: B1 Consist

Description:

**Groups**

Equipment group: BCP

**Status**

Fleet type: Customer

Agreement status: Sold

Physical status: Delivered

Reason code:

Project ID:

**Machine information**

Config Id: CON000052984

Model: 302

Group code: HEXMN

Make: CATERPILLAR

Primary Compatibility Code:

Attachment: ☐

Attached to:

Vehicle for service: ☐

**Inventory**

Item number: 302

Serial number: RHM01107

Configuration: B1

Plate:

**Current**

Current

**Dates**

Order

Manuf

Estima

Receiv

Deliver

Sell da

Startu

**Other**

UCC ir

**Technical information**

**References**

External reference:

Customer equipment number:

**Machine**

Arrangement number:

Inactive: ☐

Stolen: ☐

Lost: ☐

Missing: ☐

Damaged: ☐

PIN / VIN code: CAT00302ERHM01107

Tag number: B0VMZ

Decal number:

Manufacture year: 2020

Chassis number:

Vessel name:

CFM/PSI:

ESO:

**OLGA**

**Engine**

Engine model:

Engine arrangement number:

Engine serial number: J2J06228

Motor manufacturer:

Fuel type:

Fuel code:

Tier:

HP Ratio: 0

RPM: 0

Rating class:

Cooling:

Starting method: None

Starting voltage: 0

**Transmission**

Transmission serial number:

Transmission arrangement number:

**Related equipment**

Related serial number:

Related equipment manufacturer:

**Generator**

Generator arrangement:

Generator serial #

Voltage:

KW:

Hertz:

**Notes**

Note:

**Vocational Truck**

CEDE Report:

UCID Number:

EMS sub level:

CSA type:

EMS Expiry:

EMSolutions level:

Product link:

Warehouse: