



#325897 Urgent-ish: Change of Customer

Submitted	Received via	Requester
4 November 2021 at 12:10	Mail	Charlotte Gibb <charlotte.gibb@goughcat.co.nz>

CCs
Sue Petersen <sue.petersen@terracat.co.nz>

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

Category
NAXT

Charlotte Gibb November 4, 2021 at 12:10 PM

Hi,

I have credited a service call/invoice as per the below request from Katrina in accounts.

SC253927

I re-opened and then completed the credit in the invoice journals tab as per normal. This seems to have worked.

When I have tried to change the customer account from Aokautere Land Holdings Ltd to Terra Civil Ltd.

I have tried to change the customer to 3037125 Terra Civil Ltd in both the header and in the service call itself and I get the same error.

Can you please advise what I need to do?

In an ideal world I would like to re-invoice this today as I have credited today.

Thanks 😊

Service call

Manage

Related information

Change service call invoice

Create EMR

Remove contract

Copy call

Open follow up notes

CCS Detail

Stolen inquiry

CBT Web Codes

Update address from jobs...

Schedule technician

Permanent notes

SIMS

TMI

Misc charges

Create follow up notes

PIS

Equipment manager

Functions

Interfaces

Change service call invoice customer

Customer account: 3037125

OK

Call number

Ware...

...

SC253927

26A

A

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

Message (12:03:59 pm)

Cannot edit a record in Order lines (SalesLine). An update conflict occurred due to another user process deleting the record or changing one or more fields in the record.

Clear

Close

Call status: Reopened

Call number: SC253927

Customer account: 3037125

Name: Terra Civil Ltd

Call type: SERIALISED EQUIPMENT

Promised start date: 9/09/2021

Promised end date:

Make: CATERPILLAR

Model: CP-663E

Serial number: DAF00212

Equipment: EQ045303

Customer equipment number:

Plate:

Has warranty: ☐

Missing claim: ☐

Last day of Labour: 30/09/2021

Days since last labour: 35

Call start date: 9/09/2021

Total days open: 56

Store:

Division: ESV

Last SMU: 6,210.00

Unit: Hours

Last SMU capture date: 30/09/2021 12:00:00 am

Charlotte Gibb
Service Advisor - Terra Cat
 20 Bennett Street, PO Box 1141, Palmerston North, 4440
M: +64276418277 |
E: Charlotte.Gibb@terracat.co.nz | W: terracat.co.nz |



From: Terra Cat Accounts Receivable <Accounts.Receivable@terracat.co.nz>
Sent: Thursday, 4 November 2021 11:49 AM
To: Charlotte Gibb <Charlotte.Gibb@terracat.co.nz>; Chris Worboys <Chris.Worboys@terracat.co.nz>
Subject: FW: Customer Statement 3034165 for Aokautere Land Holdings Ltd

Hi,

As per the email below it looks like these invoices needs to be charged to Terra Civil Ltd 3037125

Date	Tax Invoice	Source number	Document	Amount in transaction currency
18/10/2021	PI00270877	SC253927	not theirs	5,477.63
26/10/2021	SI01785748	26S0064187	Not theirs	89.98

Thanks,

Katrina Lenz
Credit Controller - Terra Cat
24 Amyes Road, Hornby, PO Box 16168, Christchurch, 8441
DDI: +6439430054
E: Katrina.Lenz@terracat.co.nz | W: <http://terracat.co.nz>

-----Original Message-----

From: alhlcontracting@gmail.com <alhlcontracting@gmail.com>
Sent: Thursday, 4 November 2021 11:43 AM
To: Terra Cat Accounts Receivable <Accounts.Receivable@terracat.co.nz>
Subject: RE: Customer Statement 3034165 for Aokautere Land Holdings Ltd

This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi

Are you able to please update the attached.

These invoices and SOA should all now be in the name of Terra Civil Limited Email address is officeterracivil@gmail.com

Thanks
Kate
Accounts
Terra Civil Limited

-----Original Message-----

From: accounts.receivable@terracat.co.nz
<accounts.receivable@terracat.co.nz>
Sent: Monday, 1 November 2021 2:30 pm
To: alhlcontracting@gmail.com
Subject: Customer Statement 3034165 for Aokautere Land Holdings Ltd

Please find attached your Terra CAT customer statement for 31/10/2021

This email and any attachments, is intended solely for the addressee and may contain confidential, proprietary or privileged information. If you have received this email in error, you must not use, read, distribute or copy this email or any attachments. If you are not the intended recipient please advise the sender immediately and destroy this message and any attachments. Terra Industrial New Zealand Limited and its subsidiaries do not warrant that this email or any attachments are free from viruses or other defects and accept no liability for any losses resulting from this email or its attachments and do not waive any rights in relation to confidential, proprietary or privileged information. Views expressed in this email do not necessarily reflect those of Terra Industrial New Zealand Limited or its subsidiaries.

Jess Beattie November 8, 2021 at 11:05 AM

Hey Charlotte,
Is this still an issue?

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

Charlotte Gibb November 8, 2021 at 11:13 AM

Hi Jess,

Yes it is:

The screenshot shows the Terra Cat service desk interface. A dialog box titled 'Change service call invoice customer' is open, showing 'Customer account: 3037125' and an 'OK' button. The background interface includes a top navigation bar with 'Service call', 'Manage', and 'Related information'. Below this is a toolbar with various icons and labels like 'Change service call invoice...', 'Create EMR', 'Remove contract', 'Copy call', 'Open follow up notes', 'CCS Detail', 'Stolen inquiry', 'CBT Web C', 'Update address from jobs...', 'Schedule technician', 'Permanent notes', 'SIMS', 'TMI', 'Misc charges', 'Create follow up notes', 'PIS', 'Equipment manager', 'Interfaces', and 'Functions'. A table below the toolbar shows columns for 'Call number', 'Ware...', 'Invoice account name', 'Model', 'Serial number', and 'Subject'. The table contains one row with values: 'SC253927', '26A', 'Ankautere Land Holdings Ltd', 'CP-663F', 'DAE00212', and 'Steering Fault'. An 'Infolog (1)' section at the bottom displays a critical error message: 'One or more critical STOP errors have occurred. Use the error messages below to guide you or call your administrator.' The error message is dated 'Message (11:12:37 am)' and states: 'Cannot edit a record in Order lines (SalesLine). An update conflict occurred due to another user process deleting the record or changing one or more fields in the record.'

Thanks,

Charlotte Gibb
Service Advisor - Terra Cat
20 Bennett Street, PO Box 1141, Palmerston North, 4440
M: +64276418277 |
E: Charlotte.Gibb@terracat.co.nz | W: terracat.co.nz |  



From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Monday, 8 November 2021 11:05 AM
To: Charlotte Gibb <Charlotte.Gibb@terracat.co.nz>
Cc: ITHD <ITHD.ITHD@ad.ggh.co.nz>
Subject: [IT Service Desk] Re: Urgent-ish: Change of Customer

Your request (325897) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

8/11/2021, 11:05 NZDT

Hey Charlotte,
Is this still an issue?

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

Charlotte Gibb

4/11/2021, 12:10 NZDT

Hi,

I have credited a service call/invoice as per the below request from Katrina in accounts.

SC253927

I re-opened and then completed the credit in the invoice journals tab as per normal. This seems to have worked.

When I have tried to change the customer account from Aokautere Land Holdings Ltd to Terra Civil Ltd.

I have tried to change the customer to 3037125 Terra Civil Ltd in both the header and in the service call itself and I get the same error.

Can you please advise what I need to do?

In an ideal world I would like to re-invoice this today as I have credited today.

Thanks 😊

Service call

Manage

Related information

Change service call invoice...

Create EMR

Remove contract

Copy call

Open follow up notes

CCS Detail Stolen inquiry

CBT Web Codes

Update address from jobs...

Schedule technician

Permanent notes

SIMS

TMI

Misc charges

Create follow up notes

PIS

Equipment manager

Functions

Interfaces

Change service call invoice customer

Customer account: 3037125

OK

Call number

Ware...

253927

SC253927

26A

A

Infolog (1)

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

Message (12:03:59 pm)

Cannot edit a record in Order lines (SalesLine). An update conflict occurred due to another user process deleting the record or changing one or more fields in the record.

Clear

Close

Call status: Reopened

Call number: SC253927

Customer account: 3037125

Name: Terra Civil Ltd

Call type: SERIALIZED EQUIPMENT

Promised start date: 9/09/2021

Promised end date:

Make: CATERPILLAR

Model: CP-663E

Serial number: DAF00212

Equipment: EQ045303

Customer equipment number:

Plate:

Has warranty: ☐

Missing claim: ☐

Last day of Labour: 30/09/2021

Days since last labour: 35

Call start date: 9/09/2021

Total days open: 56

Store:

Division: ESV

Last SMU: 6,210.00

Unit: Hours

Last SMU capture date: 30/09/2021 12:00:00 am

Charlotte Gibb

Service Advisor - Terra Cat

20 Bennett Street, PO Box 1141, Palmerston North, 4440

M: +64276418277 |

E: Charlotte.Gibb@terracat.co.nz | **W:** terracat.co.nz |  



From: Terra Cat Accounts Receivable <Accounts.Receivable@terraecat.co.nz>
Sent: Thursday, 4 November 2021 11:49 AM
To: Charlotte Gibb <Charlotte.Gibb@terraecat.co.nz>; Chris Worboys <Chris.Worboys@terraecat.co.nz>
Subject: FW: Customer Statement 3034165 for Aokautere Land Holdings Ltd

Hi,

As per the email below it looks like these invoices needs to be charged to Terra Civil Ltd 3037125

Date	Tax Invoice	Source number	Document	Amount in transaction currency
18/10/2021	PI00270877	SC253927	not theirs	5,477.63
26/10/2021	SI01785748	26S0064187	Not theirs	89.98

Thanks,

Katrina Lenz
Credit Controller - Terra Cat
24 Amyes Road, Hornby, PO Box 16168, Christchurch, 8441
DDI: +6439430054
E: Katrina.Lenz@terraecat.co.nz | W: <http://terraecat.co.nz>

-----Original Message-----

From: alhlcontracting@gmail.com <alhlcontracting@gmail.com>
Sent: Thursday, 4 November 2021 11:43 AM
To: Terra Cat Accounts Receivable <Accounts.Receivable@terraecat.co.nz>
Subject: RE: Customer Statement 3034165 for Aokautere Land Holdings Ltd

This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi

Are you able to please update the attached.

These invoices and SOA should all now be in the name of Terra Civil Limited Email address is officeterracivil@gmail.com

Thanks
Kate
Accounts
Terra Civil Limited

-----Original Message-----

From: accounts.receivable@terraecat.co.nz <accounts.receivable@terraecat.co.nz>
Sent: Monday, 1 November 2021 2:30 pm
To: alhlcontracting@gmail.com
Subject: Customer Statement 3034165 for Aokautere Land Holdings Ltd

Please find attached your Terra CAT customer statement for 31/10/2021

This email and any attachments, is intended solely for the addressee and may contain confidential, proprietary or privileged information. If you have received this email in error, you must not use, read, distribute or copy this email or any attachments. If you are not the intended recipient please advise the sender immediately and destroy this message and any attachments.

Terra Industrial New Zealand Limited and its subsidiaries do not warrant that this email or any attachments are free from viruses or other defects and accept no liability for any losses resulting from this email or its attachments and do not waive any rights in relation to confidential, proprietary or privileged information. Views expressed in this email do not necessarily reflect those of Terra Industrial New Zealand Limited or its subsidiaries.

email in error, you must not use, read, distribute or copy this email or any attachments. If you are not the intended recipient please advise the sender immediately and destroy this message and any attachments. Terra Industrial New Zealand Limited and its subsidiaries do not warrant that this email or any attachments are free from viruses or other defects and accept no liability for any losses resulting from this email or its attachments and do not waive any rights in relation to confidential, proprietary or privileged information. Views expressed in this email do not necessarily reflect those of Terra Industrial New Zealand Limited or its subsidiaries.

This email is a service from ITSD - Terra Cat. Delivered by [Zendesk](#)

[80LQV7-X9KO]

This email and any attachments, is intended solely for the addressee and may contain confidential, proprietary or privileged information. If you have received this email in error, you must not use, read, distribute or copy this email or any attachments. If you are not the intended recipient please advise the sender immediately and destroy this message and any attachments. Terra Industrial New Zealand Limited and its subsidiaries do not warrant that this email or any attachments are free from viruses or other defects and accept no liability for any losses resulting from this email or its attachments and do not waive any rights in relation to confidential, proprietary or privileged information. Views expressed in this email do not necessarily reflect those of Terra Industrial New Zealand Limited or its subsidiaries.

Jess Beattie November 8, 2021 at 1:11 PM

Internal note

3034165 - Aokautere Land Holding LTD is an External account

3037125 - Terra Civil LTD is also External

Jess Beattie November 8, 2021 at 1:13 PM

Internal note

[Sue Petersen](#) please help :)

Charlotte Gibb November 10, 2021 at 8:05 AM

Good Morning,

I still haven't had a response from the below query – I initially enquired Thursday 4th November.

Can I please get some help to change this customer?

Thanks,

Charlotte Gibb

Service Advisor - Terra Cat

20 Bennett Street, PO Box 1141, Palmerston North, 4440

M: +64276418277 |

E: Charlotte.Gibb@terra.cat.co.nz | **W:** terra.cat.co.nz |  



From: Charlotte Gibb

Sent: Monday, 8 November 2021 11:13 AM

To: IT Service Desk <support+id325897@itsdterra.cat.zendesk.com>

Subject: RE: [IT Service Desk] Re: Urgent-ish: Change of Customer

Hi Jess,

Yes it is:

Service call | Manage | Related information

Change service call invoice... | Create EMR | Remove contract | Copy call | Open follow up notes | CCS Detail | Stolen inquiry | CBT Web C

Update address from jobs... | Schedule technician | Permanent notes | SIMS | TMI

Misc charges | Create follow up notes | PIS | Equipment manager

Functions | Interfaces

Change service call invoice customer

Customer account: 3037125

OK

Call number | Ware... | Invoice account name | Model | Serial number | Subject

SC253927 | 26A | Ankautere Land Holdings Ltd | CP-663F | DAF00212 | Steering Fault

Infolog (1)

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

Message (11:12:37 am)

Cannot edit a record in Order lines (SalesLine). An update conflict occurred due to another user process deleting the record or changing one or more fields in the record.

Thanks,

Charlotte Gibb

Service Advisor - Terra Cat

20 Bennett Street, PO Box 1141, Palmerston North, 4440

M: +64276418277 |

E: Charlotte.Gibb@terracat.co.nz | W: terracat.co.nz |  



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

Sent: Monday, 8 November 2021 11:05 AM

To: Charlotte Gibb <Charlotte.Gibb@terracat.co.nz>

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

Subject: [IT Service Desk] Re: Urgent-ish: Change of Customer

Your request (325897) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

8/11/2021, 11:05 NZDT

Hey Charlotte,

Is this still an issue?

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

Charlotte Gibb

4/11/2021, 12:10 NZDT

Hi,

I have credited a service call/invoice as per the below request from Katrina in accounts.

SC253927

I re-opened and then completed the credit in the invoice journals tab as per normal. This seems to have worked.

When I have tried to change the customer account from Aokautere Land Holdings Ltd to Terra Civil Ltd.

I have tried to change the customer to 3037125 Terra Civil Ltd in both the header and in the service call itself and I get the same error.

Can you please advise what I need to do?

In an ideal world I would like to re-invoice this today as I have credited today.

Thanks 😊

Service call

Manage

Related information

Change service call invoice...

Create EMR

Remove contract

Copy call

Open follow up notes

CCS Detail Stolen inquiry

CBT Web Codes

Update address from jobs...

Schedule technician

Permanent notes

SIMS

TMI

Misc charges

Create follow up notes

PIS

Equipment manager

Functions

Interfaces

Change service call invoice customer

Customer account: 3037125

OK

Call number

Ware...

253927

SC253927

26A

A

Infolog (1)

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

Message (12:03:59 pm)

Cannot edit a record in Order lines (SalesLine). An update conflict occurred due to another user process deleting the record or changing one or more fields in the record.

Clear

Close

Call status: Reopened

Make: CATERPILLAR

Has warranty: ☐

Store:

Call number: SC253927

Model: CP-663E

Missing claim: ☐

Division: ESV

Customer account: 3037125

Serial number: DAF00212

Last day of Labour: 30/09/2021

Unit: Hours

Name: Terra Civil Ltd

Equipment: EQ045303

Days since last labour: 35

Last SMU capture date: 30/09/2021 12:00:00 am

Call type: SERIALIZED EQUIPMENT

Customer equipment number:

Promised start date: 9/09/2021

Plate:

Call start date: 9/09/2021

Total days open: 56

Promised end date:

Charlotte Gibb

Service Advisor - Terra Cat

20 Bennett Street, PO Box 1141, Palmerston North, 4440

M: +64276418277 |

E: Charlotte.Gibb@terracat.co.nz | **W:** terracat.co.nz |  



From: Terra Cat Accounts Receivable <Accounts.Receivable@terraecat.co.nz>

Sent: Thursday, 4 November 2021 11:49 AM

To: Charlotte Gibb <Charlotte.Gibb@terraecat.co.nz>; Chris Worboys <Chris.Worboys@terraecat.co.nz>

Subject: FW: Customer Statement 3034165 for Aokautere Land Holdings Ltd

Hi,

As per the email below it looks like these invoices needs to be charged to Terra Civil Ltd 3037125

Date	Tax Invoice	Source number	Document	Amount in transaction currency
18/10/2021	PI00270877	SC253927	not theirs	5,477.63
26/10/2021	SI01785748	26S0064187	Not theirs	89.98

Thanks,

Katrina Lenz

Credit Controller - Terra Cat

24 Amyes Road, Hornby, PO Box 16168, Christchurch, 8441

DDI: +6439430054

E: Katrina.Lenz@terraecat.co.nz | W: <http://terraecat.co.nz>

-----Original Message-----

From: alhlcontracting@gmail.com <alhlcontracting@gmail.com>

Sent: Thursday, 4 November 2021 11:43 AM

To: Terra Cat Accounts Receivable <Accounts.Receivable@terraecat.co.nz>

Subject: RE: Customer Statement 3034165 for Aokautere Land Holdings Ltd

This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi

Are you able to please update the attached.

These invoices and SOA should all now be in the name of Terra Civil Limited Email address is officeterracivil@gmail.com

Thanks

Kate

Accounts

Terra Civil Limited

-----Original Message-----

From: accounts.receivable@terraecat.co.nz

<accounts.receivable@terraecat.co.nz>

Sent: Monday, 1 November 2021 2:30 pm

To: alhlcontracting@gmail.com

Subject: Customer Statement 3034165 for Aokautere Land Holdings Ltd

Please find attached your Terra CAT customer statement for 31/10/2021

This email and any attachments, is intended solely for the addressee and may contain confidential, proprietary or privileged information. If you have received this email in error, you must not use, read, distribute or copy this email or any attachments. If you are not the intended recipient please advise the sender immediately and destroy this message and any attachments.

Terra Industrial New Zealand Limited and its subsidiaries do not warrant that this email or any attachments are free from viruses or other defects and accept no liability for any losses resulting from this email or its attachments and do not waive any rights in relation to confidential, proprietary or privileged information. Views expressed in this email do not necessarily reflect those of Terra Industrial New Zealand Limited or its subsidiaries.

email in error, you must not use, read, distribute or copy this email or any attachments. If you are not the intended recipient please advise the sender immediately and destroy this message and any attachments. Terra Industrial New Zealand Limited and its subsidiaries do not warrant that this email or any attachments are free from viruses or other defects and accept no liability for any losses resulting from this email or its attachments and do not waive any rights in relation to confidential, proprietary or privileged information. Views expressed in this email do not necessarily reflect those of Terra Industrial New Zealand Limited or its subsidiaries.

This email is a service from ITSD - Terra Cat. Delivered by [Zendesk](#)

[80LQV7-X9KO]

This email and any attachments, is intended solely for the addressee and may contain confidential, proprietary or privileged information. If you have received this email in error, you must not use, read, distribute or copy this email or any attachments. If you are not the intended recipient please advise the sender immediately and destroy this message and any attachments. Terra Industrial New Zealand Limited and its subsidiaries do not warrant that this email or any attachments are free from viruses or other defects and accept no liability for any losses resulting from this email or its attachments and do not waive any rights in relation to confidential, proprietary or privileged information. Views expressed in this email do not necessarily reflect those of Terra Industrial New Zealand Limited or its subsidiaries.

Jess Beattie November 10, 2021 at 8:08 AM

Hey Charlotte,
Apologies for not getting this solved yet. I have passed this ticket onto the level 3 team as I am not sure how to fix this, however half of the IT team have been on a training course the last couple of days and will be again today. We will see what we can do :)

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

Charlotte Gibb November 10, 2021 at 8:10 AM

Thanks for the update Jess.

No worries at all - completely understand – we've had lots of training the last few months. 😊

Kind Regards,

Charlotte Gibb
Service Advisor - Terra Cat
20 Bennett Street, PO Box 1141, Palmerston North, 4440
M: +64276418277 |
E: Charlotte.Gibb@terracat.co.nz | W: terracat.co.nz |  



From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Wednesday, 10 November 2021 8:08 AM
To: Charlotte Gibb <Charlotte.Gibb@terracat.co.nz>
Cc: ITHD <ITHD.ITHD@ad.ggh.co.nz>
Subject: [IT Service Desk] Re: Urgent-ish: Change of Customer

Your request (325897) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

10/11/2021, 8:08 NZDT

Hey Charlotte,
Apologies for not getting this solved yet. I have passed this ticket onto the level 3 team as I am not sure how to fix this, however half of the IT team have been on a training course the last couple of days and will be again today. We will see what we can do :)

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

Charlotte Gibb

10/11/2021, 8:05 NZDT

Good Morning,

I still haven't had a response from the below query – I initially enquired Thursday 4th November.

Can I please get some help to change this customer?

Thanks,

Charlotte Gibb

Service Advisor - Terra Cat

20 Bennett Street, PO Box 1141, Palmerston North, 4440

M: +64276418277 |

E: Charlotte.Gibb@terracat.co.nz | W: terracat.co.nz |  



From: Charlotte Gibb

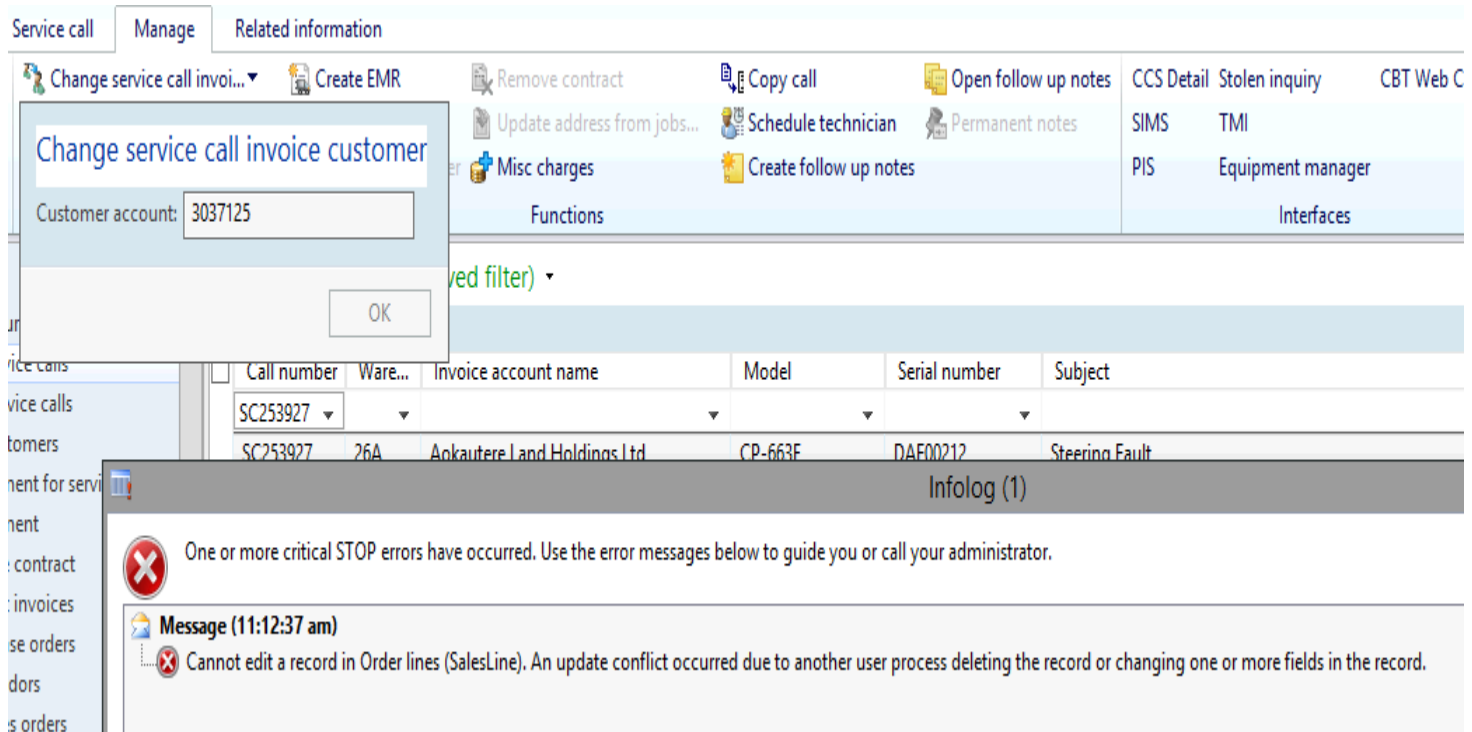
Sent: Monday, 8 November 2021 11:13 AM

To: IT Service Desk <support+id325897@itsdterracat.zendesk.com>

Subject: RE: [IT Service Desk] Re: Urgent-ish: Change of Customer

Hi Jess,

Yes it is:



Service call Manage Related information

Change service call invoice... Create EMR Remove contract Copy call Open follow up notes CCS Detail Stolen inquiry CBT Web C

Update address from jobs... Schedule technician Permanent notes

Misc charges Create follow up notes

Functions

Change service call invoice customer

Customer account: 3037125

OK

Call number	Ware...	Invoice account name	Model	Serial number	Subject
SC253927	26A	Ankautere Land Holdings Ltd	CP-663E	DAE00212	Steering Fault

Infolog (1)

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

Message (11:12:37 am)

Cannot edit a record in Order lines (SalesLine). An update conflict occurred due to another user process deleting the record or changing one or more fields in the record.

Thanks,

Charlotte Gibb

Service Advisor - Terra Cat

20 Bennett Street, PO Box 1141, Palmerston North, 4440

M: +64276418277 |



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

Sent: Monday, 8 November 2021 11:05 AM

To: Charlotte Gibb <Charlotte.Gibb@terracat.co.nz>

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

Subject: [IT Service Desk] Re: Urgent-ish: Change of Customer

Your request (325897) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

8/11/2021, 11:05 NZDT

Hey Charlotte,

Is this still an issue?

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

Charlotte Gibb

4/11/2021, 12:10 NZDT

Hi,

I have credited a service call/invoice as per the below request from Katrina in accounts.

SC253927

I re-opened and then completed the credit in the invoice journals tab as per normal. This seems to have worked.

When I have tried to change the customer account from Aokautere Land Holdings Ltd to Terra Civil Ltd.

I have tried to change the customer to 3037125 Terra Civil Ltd in both the header and in the service call itself and I get the same error.

Can you please advise what I need to do?

In an ideal world I would like to re-invoice this today as I have credited today.

Thanks 😊

Service call

Manage

Related information

Change service call invoice...

Create EMR

Remove contract

Copy call

Open follow up notes

CCS Detail

Stolen inquiry

CBT Web Codes

Update address from jobs...

Schedule technician

Permanent notes

SIMS

TMI

Misc charges

Create follow up notes

PIS

Equipment manager

Functions

Interfaces

Change service call invoice customer

Customer account: 3037125

OK

Call number

Ware...

253927

SC253927

26A

A

Customer's PO n...

Last labor

CP863E

30/09/202

InfoLog (1)

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

Message (12:03:59 pm)

Cannot edit a record in Order lines (SalesLine). An update conflict occurred due to another user process deleting the record or changing one or more fields in the record.

Clear

Close

Call status: Reopened

Make: CATERPILLAR

Has warranty: ☐

Store:

Call number: SC253927

Model: CP-663E

Missing claim: ☐

Division: ESV

Customer account: 3037125

Serial number: DAF00212

Last day of Labour: 30/09/2021

Last SMU: 6,210.00

Name: Terra Civil Ltd

Equipment: EQ045303

Unit: Hours

Days since last labour: 35

Call start date: 9/09/2021

Last SMU capture date: 30/09/2021 12:00:00 am

Call type: SERIALISED EQUIPMENT

Customer equipment number:

Days since last labour: 35

Call start date: 9/09/2021

Last SMU capture date: 30/09/2021 12:00:00 am

Promised start date: 9/09/2021

Plate:

Total days open: 56

Promised end date:

Charlotte Gibb
Service Advisor - Terra Cat
 20 Bennett Street, PO Box 1141, Palmerston North, 4440
M: +64276418277 |
E: Charlotte.Gibb@terracat.co.nz | **W:** terracat.co.nz |  

From: Terra Cat Accounts Receivable <Accounts.Receivable@terracat.co.nz>
Sent: Thursday, 4 November 2021 11:49 AM
To: Charlotte Gibb <Charlotte.Gibb@terracat.co.nz>; Chris Worboys
<Chris.Worboys@terracat.co.nz>
Subject: FW: Customer Statement 3034165 for Aokautere Land Holdings Ltd

Hi,

As per the email below it looks like these invoices need to be charged to Terra Civil Ltd 3037125

Date	Tax Invoice	Source number	Document	Amount in transaction currency
18/10/2021	PI00270877	SC253927	not theirs	5,477.63
26/10/2021	SI01785748	26S0064187	Not theirs	89.98

Thanks,

Katrina Lenz
Credit Controller - Terra Cat
24 Amyes Road, Hornby, PO Box 16168, Christchurch, 8441
DDI: +6439430054
E: Katrina.Lenz@terracat.co.nz | W: <http://terracat.co.nz>

-----Original Message-----

From: alhlcontracting@gmail.com <alhlcontracting@gmail.com>
Sent: Thursday, 4 November 2021 11:43 AM
To: Terra Cat Accounts Receivable <Accounts.Receivable@terracat.co.nz>
Subject: RE: Customer Statement 3034165 for Aokautere Land Holdings Ltd

This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi

Are you able to please update the attached.

These invoices and SOA should all now be in the name of Terra Civil Limited Email address is officeterracivil@gmail.com

Thanks
Kate
Accounts
Terra Civil Limited

-----Original Message-----

From: accounts.receivable@terracat.co.nz
<accounts.receivable@terracat.co.nz>
Sent: Monday, 1 November 2021 2:30 pm
To: alhlcontracting@gmail.com
Subject: Customer Statement 3034165 for Aokautere Land Holdings Ltd

Please find attached your Terra CAT customer statement for 31/10/2021

This email and any attachments, is intended solely for the addressee and may contain confidential, proprietary or privileged information. If you have received this email in error, you must not use, read, distribute or copy this email or any attachments. If you are not the intended recipient please advise the sender immediately and destroy this message and any attachments.

Terra Industrial New Zealand Limited and its subsidiaries do not warrant that this email or any attachments are free from viruses or other defects and accept no liability for any losses resulting from this email or its attachments and do not waive any rights in relation to confidential, proprietary or privileged information. Views expressed in this email do not necessarily reflect those of Terra Industrial New Zealand Limited or its subsidiaries.

This email and any attachments, is intended solely for the addressee and may contain confidential, proprietary or privileged information. If you have received this email in error, you must not use, read, distribute or copy this email or any attachments. If you are not the intended recipient please advise the sender immediately and destroy this message and any attachments. Terra Industrial New Zealand Limited and its subsidiaries do not warrant that this email or any attachments are free from viruses or other defects and accept no liability for any losses resulting from this email or its attachments and do not waive any rights in relation to confidential, proprietary or privileged information. Views expressed in this email do not necessarily reflect those of Terra Industrial New Zealand Limited or its subsidiaries.

This email is a service from ITSD - Terra Cat. Delivered by [Zendesk](#)

[80LQV7-X9KO]

This email and any attachments, is intended solely for the addressee and may contain confidential, proprietary or privileged information. If you have received this email in error, you must not use, read, distribute or copy this email or any attachments. If you are not the intended recipient please advise the sender immediately and destroy this message and any attachments. Terra Industrial New Zealand Limited and its subsidiaries do not warrant that this email or any attachments are free from viruses or other defects and accept no liability for any losses resulting from this email or its attachments and do not waive any rights in relation to confidential, proprietary or privileged information. Views expressed in this email do not necessarily reflect those of Terra Industrial New Zealand Limited or its subsidiaries.

Charlotte Gibb

8/11/2021, 11:13 NZDT

Hi Jess,

Yes it is:

The screenshot displays the Terra Cat software interface. At the top, there are tabs for 'Service call', 'Manage', and 'Related information'. Below these, a toolbar contains various icons and labels such as 'Change service call invoice...', 'Create EMR', 'Remove contract', 'Copy call', 'Open follow up notes', 'CCS Detail', 'Stolen inquiry', 'CBT Web C', 'Update address from jobs...', 'Schedule technician', 'Permanent notes', 'SIMS', 'TMI', 'Misc charges', 'Create follow up notes', 'PIS', 'Equipment manager', and 'Interfaces'. A modal window titled 'Change service call invoice customer' is open, showing 'Customer account: 3037125' and an 'OK' button. Below the modal, a table lists service call records with columns: Call number, Ware..., Invoice account name, Model, Serial number, and Subject. The first record shown is for Call number SC253927, Model CP-663F, Serial number DAE00212, and Subject Steering Fault. At the bottom of the screenshot, an 'Infolog (1)' window displays a critical error message: 'One or more critical STOP errors have occurred. Use the error messages below to guide you or call your administrator.' The message is dated 11:12:37 am and states: 'Cannot edit a record in Order lines (SalesLine). An update conflict occurred due to another user process deleting the record or changing one or more fields in the record.'

Thanks,

Charlotte Gibb

Service Advisor - Terra Cat

20 Bennett Street, PO Box 1141, Palmerston North, 4440

M: +64276418277 |

E: Charlotte.Gibb@terracat.co.nz | W: terracat.co.nz | [f](#) [i](#)



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

Sent: Monday, 8 November 2021 11:05 AM

To: Charlotte Gibb <Charlotte.Gibb@terracat.co.nz>

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

Subject: [IT Service Desk] Re: Urgent-ish: Change of Customer

Your request (325897) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

8/11/2021, 11:05 NZDT

Hey Charlotte,
Is this still an issue?

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

Charlotte Gibb

4/11/2021, 12:10 NZDT

Hi,

I have credited a service call/invoice as per the below request from Katrina in accounts.

SC253927

I re-opened and then completed the credit in the invoice journals tab as per normal. This seems to have worked.

When I have tried to change the customer account from Aokautere Land Holdings Ltd to Terra Civil Ltd.

I have tried to change the customer to 3037125 Terra Civil Ltd in both the header and in the service call itself and I get the same error.

Can you please advise what I need to do?

In an ideal world I would like to re-invoice this today as I have credited today.

Thanks 😊

Service call

Manage

Related information

Change service call invoice...

Create EMR

Remove contract

Copy call

Open follow up notes

CCS Detail

Stolen inquiry

CBT Web Codes

Update address from jobs...

Schedule technician

Permanent notes

SIMS

TMI

Misc charges

Create follow up notes

PIS

Equipment manager

Functions

Interfaces

Change service call invoice customer

Customer account: 3037125

OK

Call number

Ware...

253927

SC253927

26A

A

Customer's PO n...

Last labor

CP863E

30/09/202

InfoLog (1)

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

Message (12:03:59 pm)

Cannot edit a record in Order lines (SalesLine). An update conflict occurred due to another user process deleting the record or changing one or more fields in the record.

Clear

Close

Call status: Reopened

Make: CATERPILLAR

Has warranty: ☐

Store:

Call number: SC253927

Model: CP-663E

Missing claim: ☐

Division: ESV

Customer account: 3037125

Serial number: DAF00212

Last day of Labour: 30/09/2021

Last SMU: 6,210.00

Name: Terra Civil Ltd

Equipment: EQ045303

Unit: Hours

Days since last labour: 35

Call start date: 9/09/2021

Last SMU capture date: 30/09/2021 12:00:00 am

Call type: SERIALISED EQUIPMENT

Customer equipment number:

Promised start date: 9/09/2021

Plate:

Total days open: 56

Promised end date:

Charlotte Gibb
Service Advisor - Terra Cat
 20 Bennett Street, PO Box 1141, Palmerston North, 4440
M: +64276418277 |
E: Charlotte.Gibb@terracat.co.nz | **W:** terracat.co.nz |  



From: Terra Cat Accounts Receivable <Accounts.Receivable@terracat.co.nz>
Sent: Thursday, 4 November 2021 11:49 AM
To: Charlotte Gibb <Charlotte.Gibb@terracat.co.nz>; Chris Worboys <Chris.Worboys@terracat.co.nz>
Subject: FW: Customer Statement 3034165 for Aokautere Land Holdings Ltd

Hi,

As per the email below it looks like these invoices need to be charged to Terra Civil Ltd 3037125

Date	Tax Invoice
------	-------------

Charlotte Gibb November 17, 2021 at 11:39 AM

Hi Sue,

I remember you saying that you were on annual leave for the long weekend and can't remember when you said you were going to get back.

I noticed the other day that we had a notification to say that Sandbox was up and running again.

Can you please advise a rough timeline as to when you think you might be able to have a look at this?

Kind Regards

Charlotte Gibb
Service Advisor - Terra Cat
20 Bennett Street, PO Box 1141, Palmerston North, 4440
M: +64276418277 |
E: Charlotte.Gibb@terracat.co.nz | **W:** terracat.co.nz |  



From: Charlotte Gibb
Sent: Wednesday, 10 November 2021 8:10 AM
To: IT Service Desk <support+id325897@itsdterracat.zendesk.com>
Subject: RE: [IT Service Desk] Re: Urgent-ish: Change of Customer

Thanks for the update Jess.

No worries at all - completely understand – we've had lots of training the last few months. 😊

Kind Regards,

Charlotte Gibb
Service Advisor - Terra Cat
20 Bennett Street, PO Box 1141, Palmerston North, 4440
M: +64276418277 |
E: Charlotte.Gibb@terracat.co.nz | **W:** terracat.co.nz |  



From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Wednesday, 10 November 2021 8:08 AM
To: Charlotte Gibb <Charlotte.Gibb@terracat.co.nz>
Cc: ITHD <ITHD.ITHD@ad.ggh.co.nz>
Subject: [IT Service Desk] Re: Urgent-ish: Change of Customer

Jess Beattie (ITSD - Terra Cat)

10/11/2021, 8:08 NZDT

Hey Charlotte,

Apologies for not getting this solved yet. I have passed this ticket onto the level 3 team as I am not sure how to fix this, however half of the IT team have been on a training course the last couple of days and will be again today. We will see what we can do :)

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

Charlotte Gibb

10/11/2021, 8:05 NZDT

Good Morning,

I still haven't had a response from the below query – I initially enquired Thursday 4th November.

Can I please get some help to change this customer?

Thanks,

Charlotte Gibb

Service Advisor - Terra Cat

20 Bennett Street, PO Box 1141, Palmerston North, 4440

M: +64276418277 |

E: Charlotte.Gibb@terracat.co.nz | W: terracat.co.nz |  



From: Charlotte Gibb

Sent: Monday, 8 November 2021 11:13 AM

To: IT Service Desk <support+id325897@itsdterracat.zendesk.com>

Subject: RE: [IT Service Desk] Re: Urgent-ish: Change of Customer

Hi Jess,

Yes it is:

Service call | Manage | Related information

Change service call invoice... Create EMR Remove contract Copy call Open follow up notes CCS Detail Stolen inquiry CBT Web C

Update address from jobs... Schedule technician Permanent notes

Misc charges Create follow up notes

Functions

Change service call invoice customer

Customer account: 3037125

OK

Call number	Ware...	Invoice account name	Model	Serial number	Subject
SC253927					
SC253927	26A	Ankautere Land Holdings Ltd	CP-663E	DAF00212	Steering Fault

Infolog (1)

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

Message (11:12:37 am)

Cannot edit a record in Order lines (SalesLine). An update conflict occurred due to another user process deleting the record or changing one or more fields in the record.

Thanks,

Charlotte Gibb

Service Advisor - Terra Cat

20 Bennett Street, PO Box 1141, Palmerston North, 4440

M: +64276418277 |

E: Charlotte.Gibb@terracat.co.nz | **W:** terracat.co.nz |  



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

Sent: Monday, 8 November 2021 11:05 AM

To: Charlotte Gibb <Charlotte.Gibb@terracat.co.nz>

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

Subject: [IT Service Desk] Re: Urgent-ish: Change of Customer

Your request (325897) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

8/11/2021, 11:05 NZDT

Hey Charlotte,

Is this still an issue?

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

Charlotte Gibb

4/11/2021, 12:10 NZDT

Hi,

I have credited a service call/invoice as per the below request from Katrina in accounts.

SC253927

I re-opened and then completed the credit in the invoice journals tab as per normal. This seems to have worked.

When I have tried to change the customer account from Aokautere Land Holdings Ltd to Terra Civil Ltd.

I have tried to change the customer to 3037125 Terra Civil Ltd in both the header and in the service call itself and I get the same error.

Can you please advise what I need to do?

In an ideal world I would like to re-invoice this today as I have credited today.

Thanks 😊

Service call

Manage

Related information

Change service call invoice...

Create EMR

Remove contract

Copy call

Open follow up notes

CCS Detail

Stolen inquiry

CBT Web Codes

Update address from jobs...

Schedule technician

Permanent notes

SIMS

TMI

Misc charges

Create follow up notes

PIS

Equipment manager

Functions

Interfaces

Change service call invoice customer

Customer account: 3037125

OK

Call number

Ware...

253927

SC253927

26A

A

Customer's PO n...

Last labor

CP863E

30/09/202

InfoLog (1)

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

Message (12:03:59 pm)

Cannot edit a record in Order lines (SalesLine). An update conflict occurred due to another user process deleting the record or changing one or more fields in the record.

Clear

Close

Call status: Reopened

Make: CATERPILLAR

Has warranty: ☐

Store:

Call number: SC253927

Model: CP-663E

Missing claim: ☐

Division: ESV

Customer account: 3037125

Serial number: DAF00212

Last day of Labour: 30/09/2021

Last SMU: 6,210.00

Name: Terra Civil Ltd

Equipment: EQ045303

Unit: Hours

Call type: SERIALISED EQUIPMENT

Customer equipment number:

Days since last labour: 35

Last SMU capture date: 30/09/2021 12:00:00 am

Promised start date: 9/09/2021

Plate:

Call start date: 9/09/2021

Total days open: 56

Promised end date:

Charlotte Gibb
Service Advisor - Terra Cat
 20 Bennett Street, PO Box 1141, Palmerston North, 4440
M: +64276418277 |
E: Charlotte.Gibb@terracat.co.nz | **W:** terracat.co.nz |  

From: Terra Cat Accounts Receivable <Accounts.Receivable@terracat.co.nz>
Sent: Thursday, 4 November 2021 11:49 AM
To: Charlotte Gibb <Charlotte.Gibb@terracat.co.nz>; Chris Worboys <Chris.Worboys@terracat.co.nz>
Subject: FW: Customer Statement 3034165 for Aokautere Land Holdings Ltd

Hi,

As per the email below it looks like these invoices need to be charged to Terra Civil Ltd 3037125

Date	Tax Invoice	Source number	Document	Amount in transaction currency
18/10/2021	PI00270877	SC253927	not theirs	5,477.63
26/10/2021	SI01785748	26S0064187	Not theirs	89.98

Thanks,

Katrina Lenz
Credit Controller - Terra Cat
24 Amyes Road, Hornby, PO Box 16168, Christchurch, 8441
DDI: +6439430054
E: Katrina.Lenz@terracat.co.nz | W: <http://terracat.co.nz>

-----Original Message-----

From: alhlcontracting@gmail.com <alhlcontracting@gmail.com>
Sent: Thursday, 4 November 2021 11:43 AM
To: Terra Cat Accounts Receivable <Accounts.Receivable@terracat.co.nz>
Subject: RE: Customer Statement 3034165 for Aokautere Land Holdings Ltd

This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi

Are you able to please update the attached.

These invoices and SOA should all now be in the name of Terra Civil Limited Email address is officeterracivil@gmail.com

Thanks
Kate
Accounts
Terra Civil Limited

-----Original Message-----

From: accounts.receivable@terracat.co.nz <accounts.receivable@terracat.co.nz>
Sent: Monday, 1 November 2021 2:30 pm
To: alhlcontracting@gmail.com
Subject: Customer Statement 3034165 for Aokautere Land Holdings Ltd

Please find attached your Terra CAT customer statement for 31/10/2021

This email and any attachments, is intended solely for the addressee and may contain confidential, proprietary or privileged information. If you have received this email in error, you must not use, read, distribute or copy this email or any attachments. If you are not the intended recipient please advise the sender immediately and destroy this message and any attachments.

Terra Industrial New Zealand Limited and its subsidiaries do not warrant that this email or any attachments are free from viruses or other defects and accept no liability for any losses resulting from this email or its attachments and do not waive any rights in relation to confidential, proprietary or privileged information. Views expressed in this email do not necessarily reflect those of Terra Industrial New Zealand Limited or its subsidiaries.

This email and any attachments, is intended solely for the addressee and may contain confidential, proprietary or privileged information. If you have received this email in error, you must not use, read, distribute or copy this email or any attachments. If you are not the intended recipient please advise the sender immediately and destroy this message and any attachments. Terra Industrial New Zealand Limited and its subsidiaries do not warrant that this email or any attachments are free from viruses or other defects and accept no liability for any losses resulting from this email or its attachments and do not waive any rights in relation to confidential, proprietary or privileged information. Views expressed in this email do not necessarily reflect those of Terra Industrial New Zealand Limited or its subsidiaries.

This email is a service from ITSD - Terra Cat. Delivered by [Zendesk](#)

[80LQV7-X9KO]

This email and any attachments, is intended solely for the addressee and may contain confidential, proprietary or privileged information. If you have received this email in error, you must not use, read, distribute or copy this email or any attachments. If you are not the intended recipient please advise the sender immediately and destroy this message and any attachments. Terra Industrial New Zealand Limited and its subsidiaries do not warrant that this email or any attachments are free from viruses or other defects and accept no liability for any losses resulting from this email or its attachments and do not waive any rights in relation to confidential, proprietary or privileged information. Views expressed in this email do not necessarily reflect those of Terra Industrial New Zealand Limited or its subsidiaries.

Charlotte Gibb

8/11/2021, 11:13 NZDT

Hi Jess,

Yes it is:

The screenshot displays the Terra Cat software interface. At the top, there are tabs for 'Service call', 'Manage', and 'Related information'. Below these, a 'Change service call invoice customer' dialog box is open, showing 'Customer account: 3037125' and an 'OK' button. The background shows a table with columns: 'Call number', 'Ware...', 'Invoice account name', 'Model', 'Serial number', and 'Subject'. The first row of data shows 'SC253927', '26A', 'Ankautere Land Holdings Ltd', 'CP-663E', 'DAE00212', and 'Steering Fault'. Below the table, an 'Infolog (1)' section displays a critical error message: 'One or more critical STOP errors have occurred. Use the error messages below to guide you or call your administrator.' The message is dated '11:12:37 am' and states: 'Cannot edit a record in Order lines (SalesLine). An update conflict occurred due to another user process deleting the record or changing one or more fields in the record.'

Thanks,

Charlotte Gibb

Service Advisor - Terra Cat

20 Bennett Street, PO Box 1141, Palmerston North, 4440

M: +64276418277 |

E: Charlotte.Gibb@terracat.co.nz | W: terracat.co.nz |  



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

Sent: Monday, 8 November 2021 11:05 AM

To: Charlotte Gibb <Charlotte.Gibb@terracat.co.nz>

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

Subject: [IT Service Desk] Re: Urgent-ish: Change of Customer

Your request (325897) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

8/11/2021, 11:05 NZDT

Hey Charlotte,
Is this still an issue?

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

Charlotte Gibb

4/11/2021, 12:10 NZDT

Hi,

I have credited a service call/invoice as per the below request from Katrina in accounts.

SC253927

I re-opened and then completed the credit in the invoice journals tab as per normal. This seems to have worked.

When I have tried to change the customer account from Aokautere Land Holdings Ltd to Terra Civil Ltd.

I have tried to change the customer to 3037125 Terra Civil Ltd in both the header and in the service call itself and I get the same error.

Can you please advise what I need to do?

In an ideal world I would like to re-invoice this today as I have credited today.

Thanks 😊

Service call

Manage

Related information

Change service call invoice...

Create EMR

Remove contract

Copy call

Open follow up notes

CCS Detail

Stolen inquiry

CBT Web Codes

Update address from jobs...

Schedule technician

Permanent notes

SIMS

TMI

Misc charges

Create follow up notes

PIS

Equipment manager

Functions

Interfaces

Change service call invoice customer

Customer account: 3037125

OK

Call number

Ware...

253927

SC253927

26A

A

Customer's PO n...

Last labor

CP863E

30/09/202

Infolog (1)

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

Message (12:03:59 pm)

Cannot edit a record in Order lines (SalesLine). An update conflict occurred due to another user process deleting the record or changing one or more fields in the record.

Clear

Close

Call status: Reopened

Make: CATERPILLAR

Has warranty: ☐

Store:

Call number: SC253927

Model: CP-663E

Missing claim: ☐

Division: ESV

Customer account: 3037125

Serial number: DAF00212

Last day of Labour: 30/09/2021

Last SMU: 6,210.00

Name: Terra Civil Ltd

Equipment: EQ045303

Unit: Hours

Call type: SERIALISED EQUIPMENT

Customer equipment number:

Days since last labour: 35

Last SMU capture date: 30/09/2021 12:00:00 am

Promised start date: 9/09/2021

Plate:

Call start date: 9/09/2021

Total days open: 56

Promised end date:

Charlotte Gibb
Service Advisor - Terra Cat
 20 Bennett Street, PO Box 1141, Palmerston North, 4440
M: +64276418277 |
E: Charlotte.Gibb@terracat.co.nz | **W:** |

Sue Petersen November 18, 2021 at 9:28 AM

As per our conversation - If you create a new Segment and change the customer then transfer the transaction over it works.

I see that the customer on the equipment has changed and i wonder if they did that at the same time and it has locked the Service Call.

thanks Sue Petersen