

Submitted		Received via		Requester	
10 May 2022 at 16:43		Mail		Darren Fleck <darren.fleck@goughcat.co.nz>	
Status	Type	Priority		Group	Assignee
Solved	Task	Due date		Service Desk	Jess Beattie

Category

Account Management

Darren Fleck May 10, 2022 at 16:43

Service Category: New Service Request

: CAT

New or Amend Current User: Amend

Start Date (dd/mm/yyyy): 10/05/2022

First Name: Lance

Middle Initial:

Surname: Dowell

Job Title: Service Advisor

{Phone:caption}: {Phone:value}

Similar User: David Willetts

Branch: Christchurch

Managers Email: darren.fleck@terracat.co.nz

Type: Permanent

End Date (If known):

=====

System Access

{New Role:caption}: {New Role:value}

{NAXT Position:caption}: {NAXT Position:value}

Other Applications:

NAXT: Yes

{Similar Job Function NAXT:caption}: {Similar Job Function NAXT:value}

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Hardware

{Hardware Type:caption}: {Hardware Type:value}

**Additional Notes:** Lance is filling in as a Servicer Advisor for 6 months, please adjust Naxt profile to be the same as David Willetts

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## Requester Information

**Requester Name:** Darren Fleck

**Requester Email:** Darren.Fleck@terracat.co.nz

**{Requester Phone:caption}: {Requester Phone:value}**

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**Jess Beattie** May 11, 2022 at 11:13 Internal note

Before:

User (1) - User ID: lanced, Lance Dowell

File

User

Edit

Delete

User

Import

Options

Relations

Profiles

Log

Online time

Attachments

Maintain

New

Set up

Related inform...

Attachments

lanced

General

User ID: lanced

User name: Lance Dowell

Network domain: ad.ggh.co.nz

Alias: lanced

Account type: Active Directory user

Default company: ggnz

Enabled: ☒

Current partition is default partition: ☒

External: ☐

User's roles

Assign roles

Remove

Assign organisations

Edit role

Roles

ExFlow web user role

System user

TC CRM Contact Creator

TC CRM Customer Viewer

TC CRM Prospect Creator

TC Employee User Role

TC Service Call Closing Summary

TC Service End 2 End

TC Service Module Advanced Functions

TC Service Module Basic Functions

Before:

File

Worker

Time registration

Project management

Expense management

Payroll

WMS

New case

Image

Delete

Maintain

Hire new worker

Transfer worker

Terminate

Create eligibility event

Personnel actions

Worker position assignments

Add assignment

Edit assignment

End assignment

Position assignment

Employment history

Maintain versions

Versions

Buyer

Dispa

User

Profile

Employment

• Sales/Purch details

Absence

Compensation

Payroll

Competencies and development

Parts

Order class

WMS

Service

Power Systems

IT

<>

Current record

Lance Dowell

Setup

Administration

Warehouse: 63A

Rental template:

Reservation type:

Manage all Reservations: ☐

Block sales order credit note: ☒

See all quotations: ☐

Division: ESV

Personalize sales and purchase order: ☒

Export information

Allow CK Account: ☐

Purchase requisition

Default warehouse: 63A

Cash register printer

Cash register printer:

Price update

Allow freeze sales price update: ☐



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**Jess Beattie** May 11, 2022 at 11:22

This has now been actioned. Let me know if there is anything I have missed

Kind regards,  
Jess Beattie

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