

#319040 RE: [IT Service Desk] Re: Trying to transfer parts from SC227517-01 to SC180837-13 error = inventory dimension warehouse must be 00

Submitted Received via Requester

27 July 2021 at 16:22 Closed Ticket Graham Vickery <graham.vickery@goughcat.co.nz>

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

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

Category

NAXT

Lee Johnson July 27, 2021 at 4:22 PM

This is a follow-up to your previous request #316544 "Trying to transfer parts fr..."

Hi Jess

This one still isn't working quite right. Telling me there is unposted on SC227517-01. (also note although originally a negative for the total amount it has changed itself to 280?)

Please call to discuss

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 |

From: Lee Johnson

Sent: Thursday, 15 July 2021 8:06 AM

To: IT Service Desk <ServiceDesk@terracat.co.nz>

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

warehouse must be 00

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 |

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: <u>Jess.Beattie@terracat.co.nz</u> W: terracat.co.nz

Jess Beattie (ITSD - Terra Cat)

1/07/2021, 12:00 pm NZST

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

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)

30/06/2021, 1:44 pm NZST

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

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Jess Beattie July 28, 2021 at 7:42 AM

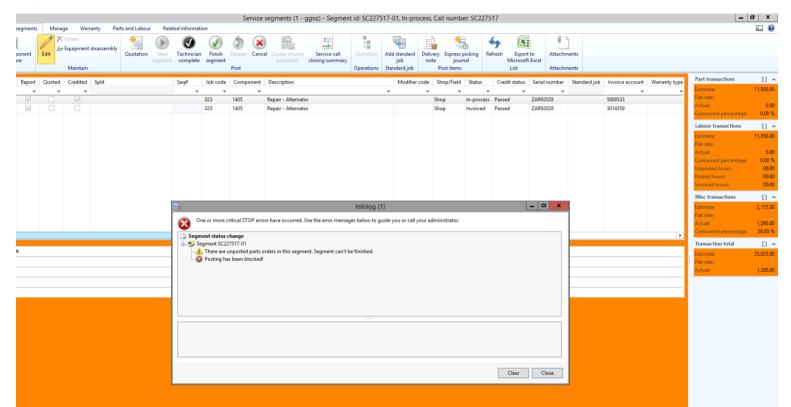
Hey Lee,

Can't remember who Sue spoke to last whether it was you or Graham but we were aware of the price change to \$280.

The note I put on the previous ticket was:

The negative line was put on but the customer ended up getting changed to an internal customer so it dropped off 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 too much now. Not going to waste time on trying to fix the \$280 as it would cost more to spend time on it.

<u>Sue Petersen</u> what is the best thing to do here to get rid of this "unposted parts orders in this segment" error when trying to finish the segment



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 July 28, 2021 at 8:14 AM

Hey Lee,

There is a load bank line of \$1000 in the Misc Costs. You either need to leave it there and invoice to the internal customer then let accountants know or do a negative line for the load bank but still let accountants know as the cost is on the other segment.

Kind regards,

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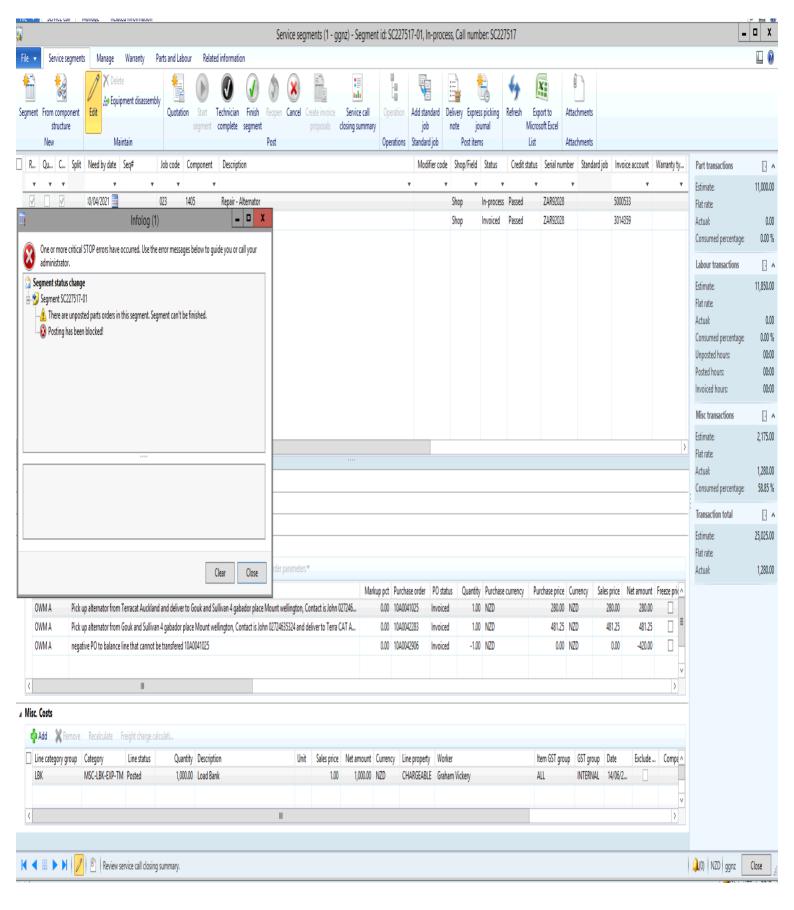
P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Lee Johnson July 28, 2021 at 9:17 AM

Thanks Jess

This is the message im getting.

Internal note



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) <support@itsdterracat.zendesk.com>

Sent: Wednesday, 28 July 2021 8:15 AM

To: Graham Vickery < Graham. Vickery@terracat.co.nz>

Cc: Sue Petersen <Sue.Petersen@terracat.co.nz>; Lee Johnson <Lee.Johnson@terracat.co.nz>

Subject: [IT Service Desk] Re: RE: [IT Service Desk] Re: Trying to transfer parts from SC227517-01 to SC180837-13 error = inventory dimension warehouse must be 00

Your request (319040) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

28/07/2021, 8:14 am NZST

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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)

28/07/2021, 7:42 am NZST

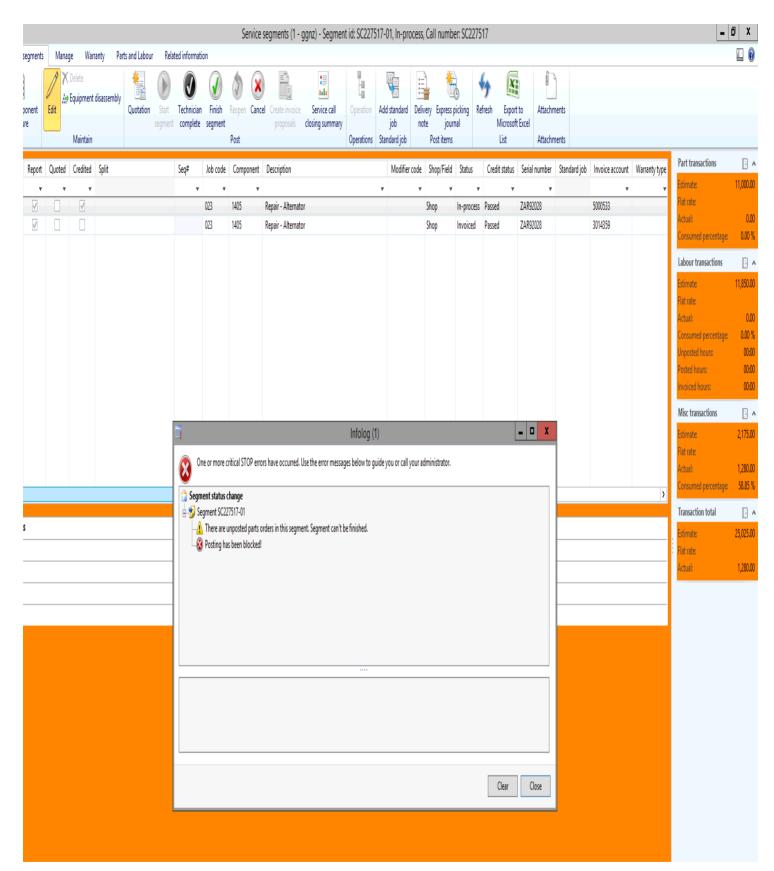
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Sue Petersen what is the best thing to do here to get rid of this "unposted parts orders in this segment" error when trying to finish the segment



Kind regards, Jess Beattie

Service Desk Analyst - Terra Cat

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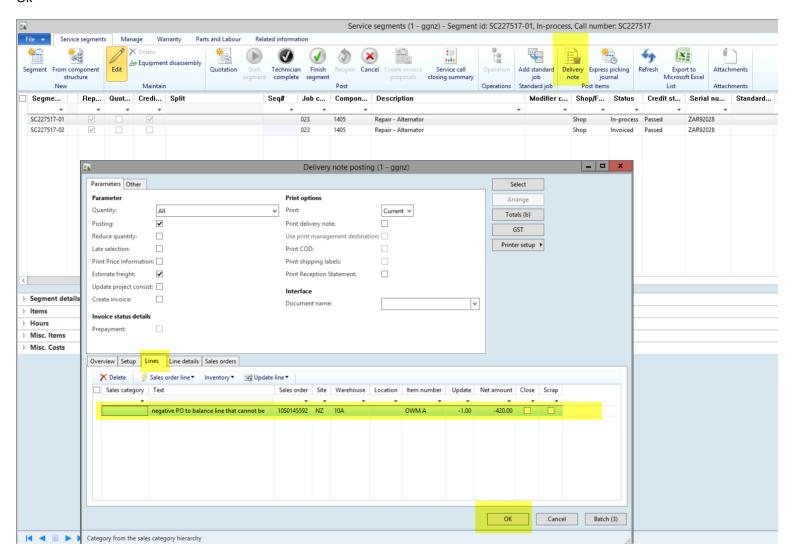
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Jess Beattie August 2, 2021 at 10:50 AM

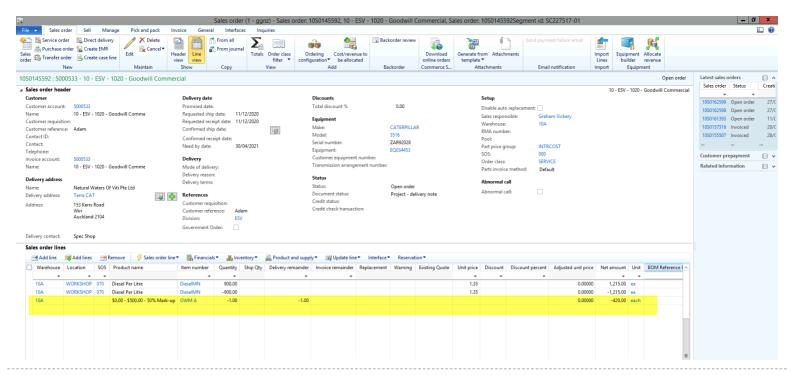
Jess to play in Sandbox Tuesday 3/08

Internal note

Service call service segments Delivery note Lines Ok



The issue is the OWM on the sales order



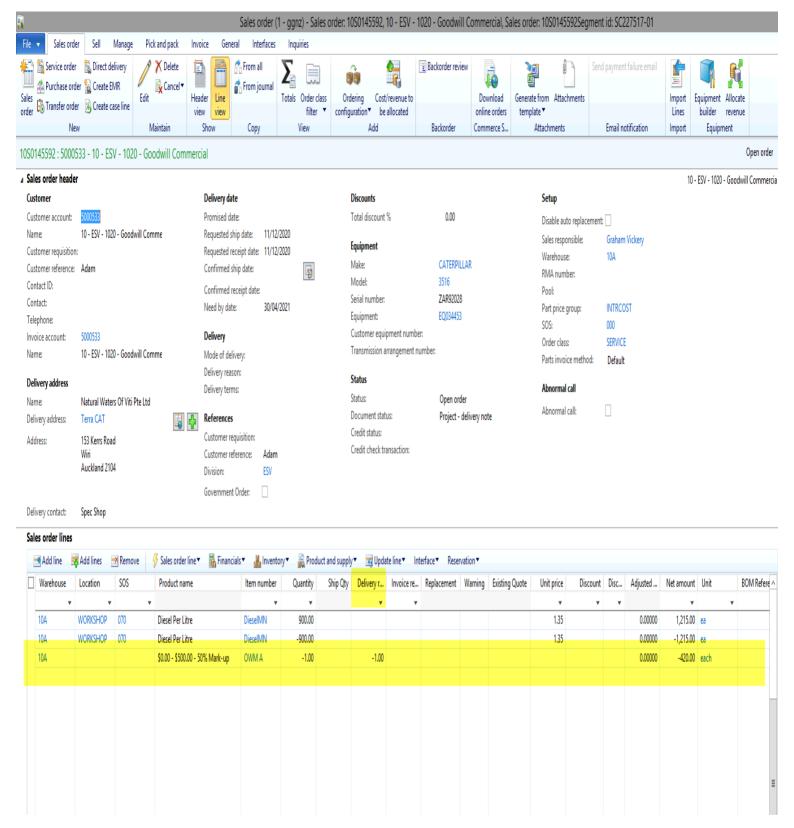
Jess Beattie August 3, 2021 at 9:42 AM

Internal note

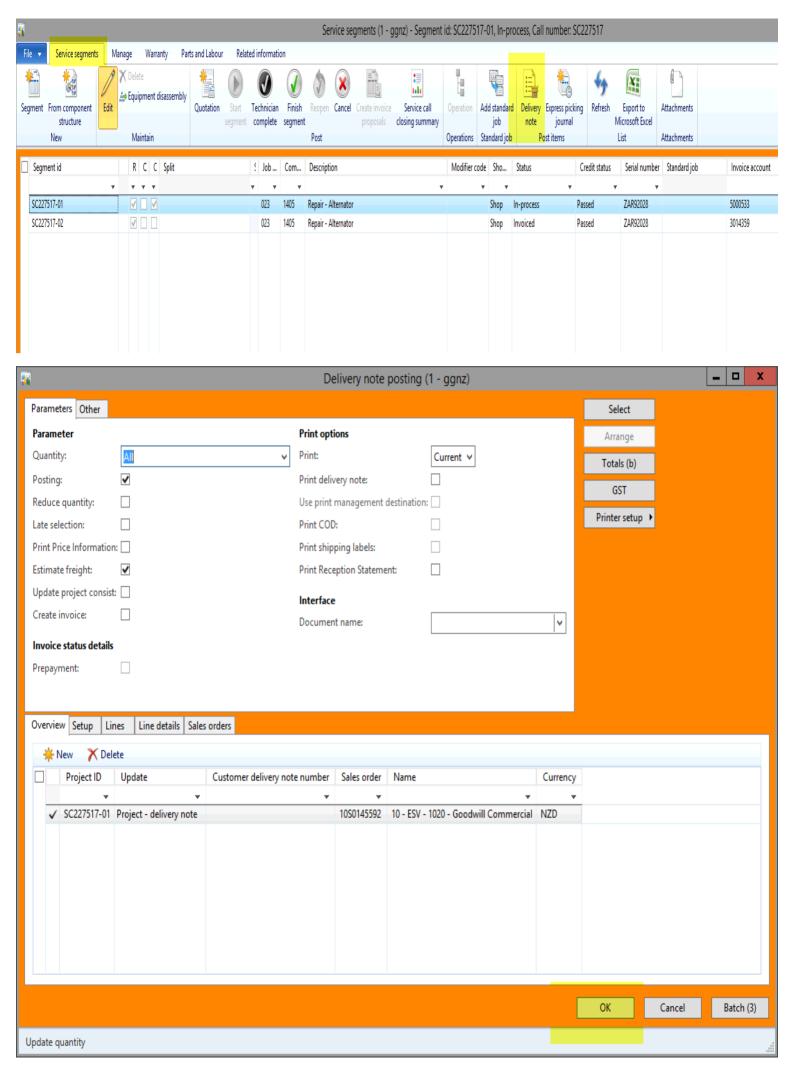
Hey Lee,

Right, we have a solution @

The issue is the OWM on the sales order as it is still showing a delivery remainder



What you need to do is on the service segments, click "delivery note" then ok then you should be able to do your bit



Kind regards,

Jess Beattie Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

DDI: 0800 95 95 98 option 1

E: Jess.Beattie@terracat.co.nz | W: terracat.co.nz | II @





From: Lee Johnson (IT Service Desk) <support@itsdterracat.zendesk.com>

Sent: Wednesday, 28 July 2021 9:18 am

To: Jess Beattie < Jess.Beattie@terracat.co.nz>

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

inventory dimension warehouse must be 00

This ticket (#319040) has been updated. itsdterracat.zendesk.com/agent/tickets/319040

Lee Johnson

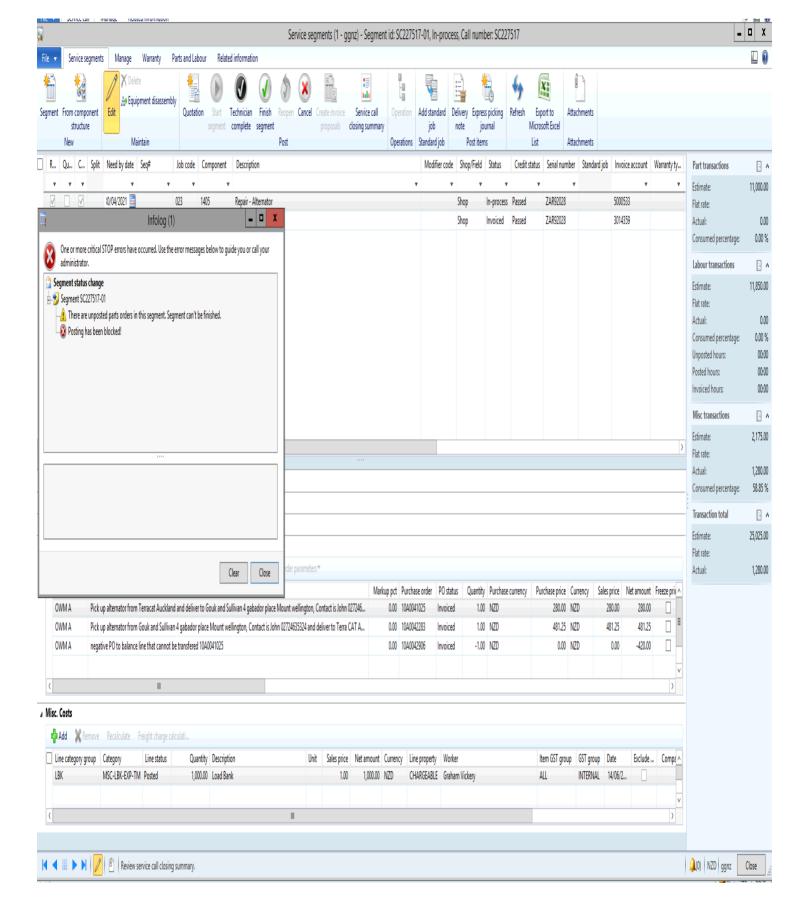
28 Jul 2021, 09:17 GMT+12

Lee Johnson was not explicitly added to the ticket by the requester or an agent. Learn more

Private note

Thanks Jess

This is the message im getting.



Lee Johnson Service Advisor - Terra Cat

157 Kerrs Road, PO Box 98 975, Auckland, 2104

M: +64273281569 |



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

Sent: Wednesday, 28 July 2021 8:15 AM

To: Graham Vickery < Graham. Vickery@terracat.co.nz >

Cc: Sue Petersen <<u>Sue.Petersen@terracat.co.nz</u>>; Lee Johnson <<u>Lee.Johnson@terracat.co.nz</u>>

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28/07/2021. 8:14 am NZST

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Jess Beattie (ITSD - Terra Cat)

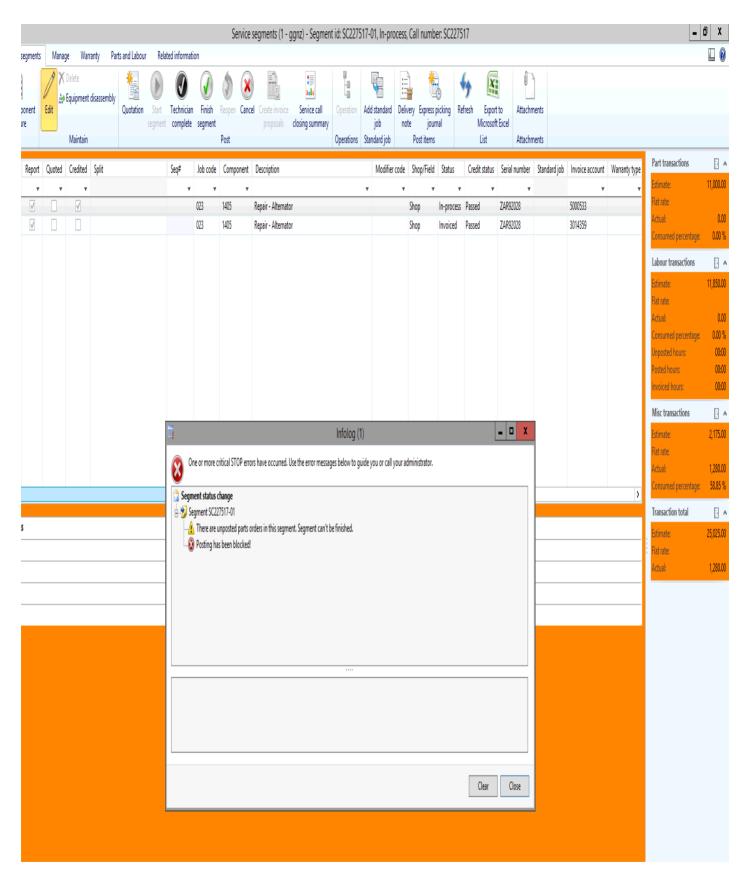
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You are an agent. Add a comment by replying to this email or view ticket in Zendesk Support.

Ticket # 319040 Status Open

Requester Graham Vickery

CCs Lee Johnson, Sue Petersen

Followers Sue Petersen
Group Service Desk
Assignee Jess Beattie
Priority Normal
Type Problem

Channel By Closed Ticket

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