

#322061 "Parts Warehouse CHC" (70502) - unable to close PJ2892891

Submitted Received via Requester

2 September 2021 at 09:49 Mail Jonathan Miller < jonathan.miller@goughcat.co.nz>

CCs

Maureen Aberilla <maureen.aberilla@goughcat.co.nz>, Sue Petersen <sue.petersen@goughgroup.co.nz>

StatusTypePriorityGroupAssigneeSolvedProblemNormalService DeskJess Beattie

Category

NAXT

Voicemail September 2, 2021 at 9:49 AM

Please see the file attached.

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Jess Beattie September 2, 2021 at 9:53 AM

Internal note

Jonty - Not entirely sure what the issue is because he was talking quietly. Possibly something to do with an order that needs fixing...

Jess Beattie September 2, 2021 at 9:53 AM

Internal note

021989730

Jess Beattie September 2, 2021 at 9:57 AM

Internal note

Picking journal thats related to a TO that won't let us close it because Dot has opened it up to a service call then transferred to 63A cant close PJ or delete etc

cant close i s oi delete et

68S0

Dot loaded against 63A but needs to be ordered from 60A.

Need to cancel the PJ so the pick quantity can be removed/changed

PJ2892891 68S0055197

Jess Beattie September 2, 2021 at 10:02 AM

Internal note

needs to be 68A

Dot has mucked up the job so is currently under 63A



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



unable to pick and pack TO

was going to delete PJ then remake it under 68A then send the parts but wont let us delete

Jess Beattie September 2, 2021 at 10:04 AM

Internal note

SC243962-23

Jess Beattie September 2, 2021 at 10:14 AM

Internal note

Sue Petersen Maureen Aberilla

Ok, this is a messy one.

To summarise:

Picking journal that's related to a TO won't let Jonty close it because Dot has opened it up to a service call then transferred to 63A

Cant close PJ or delete or cancel

Want to cancel PJ so the pick quantity can be removed/changed

Jonty said he was going to delete the PJ then remake it under 68A then send the parts but won't let him delete it.

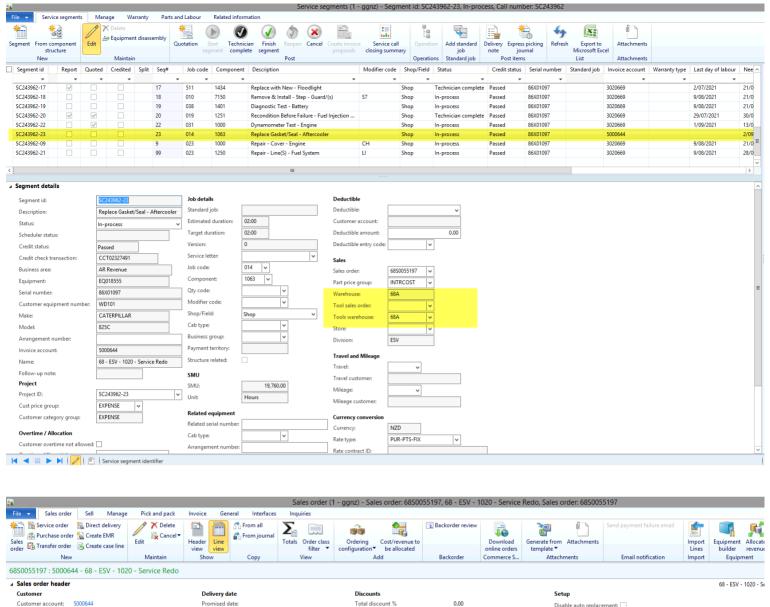
Service call SC243962-23 has warehouse 68A which is correct.

Sales order 68S0055197 has 63A

Picking journal has 60A but should be 68A

If you want/need to speak with him for further clarification, his number is 021989730

:) Thank you very much!



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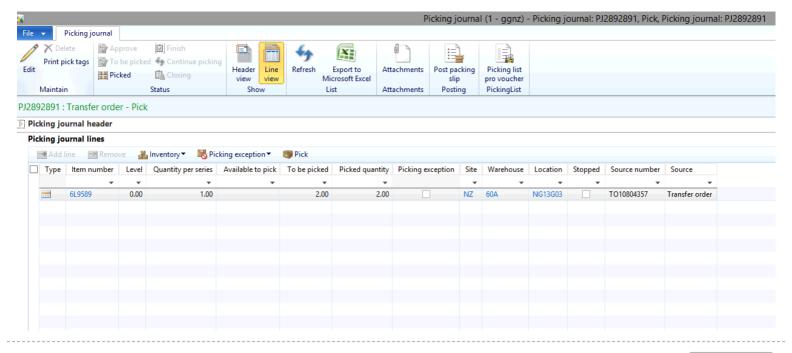
△ Line detai

Contract

Default financial dimensions – Revenue and Consumption

No default

■ Where the ProjectID dimension is used



Jess Beattie September 3, 2021 at 7:14 AM

nternal note

Another packing slip issue but for the same sales order https://itsdterracat.zendesk.com/agent/tickets/322109

Sue Petersen September 3, 2021 at 4:18 PM

Hi We spoke to Dot and she realised that she had changed the Sales order form 68 to 60 and that was causing the problems - so she changed it back and sorted everything

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