

Submitted

13 December 2021 at 08:08

Received via

Mail

Requester

Carlos Alexis Campana Monsalve <carlos.monsalve@goughcat.co.nz>

CCs

Candice Fourie <candice.fourie@goughcat.co.nz>, IT Service Desk <servicedesk@terracat.co.nz>

Status	Type	Priority	Group	Assignee
Pending	Problem	Normal	Service Desk	Femi Cannell

Category

NAXT

Carlos Alexis Campana Monsalve

December 13, 2021 at 8:08 AM

Good morning

Please you assistance with this error, it won't let me receipt the PO.

Thank you

Service segments (1 - ggnz) - Segment id: SC261850-01, In-process, Call number: SC261850

File Service segments Manage Warranty Parts and Labour Related information

Segment From component structure Edit Delete Equipment disassembly Quotation Start segment Technician complete Finish segment Reopen Cancel Create invoice proposals Service call closing summary Operation Add standard job Delivery note Express picking journal Refresh Export to Microsoft Excel Attachments

New Maintain Post Operations Standard job Post items List Attachments

Report Quoted Credited Split Seq# Job code Component Modifier ... Need by ... Description Shop/Field Status Credit status Serial number Standard job Invoice account Warranty ty Part transactions

Infolog (1)

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

Posting

Purchase order: 11A0007786

The selected printer is not available (\\CCLPRN01\CWHAC01)

Sales order: 11S0045079

Item: OWM A

Physical on-hand

Site=NZ;Warehouse=12A

1.00 cannot be picked because only 0.00 is/are available from the inventory.

Item: OWM A

Update has been cancelled.

An error occurred during update

Clear Close

Segment details

Items

Hours

Misc. Items

Add OWM Add Remove Misc. item transaction Functions Credit OWM Parts order parameters

Item number	Description	Markup pct	Purchase order	PO status	Quantity	Purchase currency	Purchase price	Currency	Sales price	Net amount	Freeze...	Warehouse	Need by date	Exclude from quote	Company - Sales
OWM A	Supply cable 150425-040MM	0.00	11A0007786	Open order	1.00	NZD	180.00	NZD	180.00	180.00		12A	23/11/2021		

Part transactions

Estimate: 0.00

Flat rate:

Actual: 17.27

Consumed percentage: 0.00 %

Labour transactions

Estimate: 0.00

Flat rate:

Actual: 137.50

Consumed percentage: 0.00 %

Unposted hours: 00:00

Posted hours: 01:15

Invoiced hours: 00:00

Misc transactions

Estimate: 180.00

Flat rate:

Actual: 0.00

Consumed percentage: 0.00 %

Transaction total

Estimate: 180.00

Flat rate:

Actual: 154.77

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 Setup
▷ Address
▷ Delivery
▷ Shipment
▷ Price and discount
▷ Foreign trade
▷ Financial dimensions
▷ Compatibility check
▷ Dates
▷ CMOPS
▷ Notes
▷ Caterpillar

Sales order (1 - ggnz) - Sales order: 11S0045079, Terra Cat Warranty Department - Caterpillar, Sales order: 11S0045079Segment id: SC261850-01

FileSales orderSellManagePick and packInvoiceGeneralInterfacesInquiries

Service orderPurchase orderTransfer orderNew

Direct deliveryCreate EMRCreate case line

DeleteCancel

Edit

Header viewLine viewShow

From allFrom journal

TotalsOrder class filterView

Ordering configurationCost/revenue to be allocatedAdd

Backorder reviewBackorder

Download online ordersCommerce S...

Generate from templateAttachments

Attachments

Send payment failure emailEmail notification

Import LinesImport

Equipment builderEquipment

Allocate revenue

11S0045079 : 5000271 - Terra Cat Warranty Department - Caterpillar

Sales order header

Customer

Customer account: 5000271

Name: Terra Cat Warranty Departm

Customer requisition:

Customer reference:

Contact ID:

Contact:

Telephone:

Invoice account: 5000271

Name: Terra Cat Warranty Departm

Delivery address

Name: Terra Cat Warranty Departm

Delivery address: Terra CAT

Address: 4K Titan Place Silverdale 0932

Delivery date

Promised date:

Requested ship date: 17/11/2021

Requested receipt date: 17/11/2021

Confirmed ship date:

Confirmed receipt date:

Need by date: 23/11/2021

Delivery

Mode of delivery:

Delivery reason:

Delivery terms:

Delivery location:

References

Customer requisition:

Customer reference:

Division: ESV

Government Order:

Discounts

Total discount %

0.00

Equipment

Make: CATERPILLAR

Model: 320-07

Serial number: KFE10008

Equipment: EQ051137

Customer equipment number: 11

Transmission arrangement number:

Status

Status: Open ord

Document status: Project - delivery note

Credit status:

Credit check transaction:

Setup

Disable auto replacement:

Sales responsible: Carlos Monsalve

Warehouse: 12A

RMA number:

Pool:

Part price group: WTY DN

SOS: 000

Order class: SERVICE

Parts invoice method: Default

Abnormal call

Abnormal call:

Delivery contact:

Sales order lines

Add lineAdd linesRemoveSales order lineFinancialsInventoryProduct and supplyUpdate lineInterfaceReservation

Wareh...	Locat...	S...	Product name	Item num...	Quan...	Ship ...	Delivery rem...	Invoice rema...	Replace...	Warn...	Existing Q...	Unit p...	Disco...	Discount pe...	Adjusted unit ...	Net amo...	U...	BOM Referen...
12A			\$0.00 - \$500.00 - 50% Mark-up	OWM A	1.00		1.00					180.00			0.00000	180.00	each	
12A	NO-LOC	000	Base As-Ante	4940022	1.00							17.27			0.00000	17.27	pc	

Looks like there is -4 available hence the error Carlos is getting

On-hand (1 - ggnz) - Closed: Noltem number: OWM A, New Record

Overview Ordered items **Items on order** Net requirements Intercompany on-hand >>

Product name: \$0.00 - \$500.00 - 50% Mark-up

Inventory dimensions

Site: NZ Show: Inventory unit

Warehouse: 12A Unit: each

On-hand

Physical inventory:

Physical reserved:

Available physical:

Available for reservation:

Available for reservation considering Non-reservable:

Ordered in total: 1.00

Ordered reserved: 1.00

On order in total: 4.00

Total available: -4.00

Physical cost amount: -256.52

Financial cost amount: -1,284.19

Cost price: 0.00

Physical inventory

Posted quantity: -2.00

Deducted: 3.00

Picked:

Received: 5.00

Registered:

Ordered in total

Arrived:

Ordered: 1.00

Various

On order: 4.00

Quotation receipt:

Quotation issue:

Describe the item and any confi... (60) NZD ggnz Close

Not sure if just changing the warehouse on either the sales order or PO will fix it.

[Maureen Aberilla](#) Hey Maureen, are you able to please help investigate this (also see my investigation above) :)

Maureen Aberilla December 13, 2021 at 4:06 PM

Internal note

Hi [Sue Petersen](#) - are you able to look into this please?
It's OWM so I'll leave this with the expert. 😊
Thanks for your help.

Cheers,
Maureen 😊

Jess Beattie December 14, 2021 at 8:55 AM

Hey Carlos,
I have fixed this up for you. Please try now :)
Kind regards,
Jess Beattie

Service Desk Analyst - Terra Cat
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OWM's are not a stocked item but can still say there is none available in the inventory.

FIX:

Microsoft Dynamics AX - Gough Group [CCLSNDAS: Session ID - 14] - [1 - ggnz]

GGNZ > Inventory and warehouse management > Area page

Favourites

My favourites

Inventory and warehouse management

Area page

Common

Journals

Inquiries

Reports

Periodic

Setup

Common

On-hand inventory

Locations

Bills of materials

Shipments

Picking routes

Pallet transports

Sales pickup

Planned transfers

Costing

NPR catalog

Planned surplus return

Automated BOM/Hose build

Warranty tracking

Active warranty parts

Journals

Item transactions

Movement

Inventory adjustment

Transfer

Bills of materials

Item arrival

Item arrival

Production input

Item counting

Counting

Tag counting

Reports

Barcoding material

Inventory adjustment (1 - ggnz) - Journal: IJ0253806, Inventory Adjustment Journal, Posted: NoJourn

File

New

Delete

Lines

Validate

Post

Approval

Create new

Log

Print

Functions

Remove WWF

Show: Open

Overview

General

Setup

Blocking

History

WMS

Name	Journal	Description	Lines	Created by	Created date and time	Posted	In use	Posted on	Barcode voucher status
ADJUSTMENT	IJ0253806	Inventory Adjustment Journal	1	Celestin	1/10/2021 11:19:06 am	<input type="checkbox"/>		12:00:00 am	Blank
ADJUSTMENT	IJ0258376	Inventory Adjustment Journal 11A TN	6	TonyN	22/11/2021 11:20:50 am	<input type="checkbox"/>		12:00:00 am	Blank
ADJUSTMENT	IJ0261100	Inventory Adjustment Journal	6	emmaleeg	10/12/2021 02:40:49 pm	<input type="checkbox"/>		12:00:00 am	Blank

File

New

Delete

Lines

Validate

Post

Approval

Create new

Show: Open

Overview

General

Setup

Blocking

History

WMS

Name	Journal	Description	Lines	Created by	Created date and time
ADJUSTMENT	IJ0261620	Inventory Adjustment Journal	1	Celestin	1/10/2021 11:19:06 am
ADJUSTMENT	IJ0258376	Inventory Adjustment Journal 11A TN	6	TonyN	22/11/2021 11:20:50 am
ADJUSTMENT	IJ0261100	Inventory Adjustment Journal	6	emmaleeg	10/12/2021 02:40:49 pm
EXCEPTION		Picking Exception Adjustment			

Inventory adjustment (1 - ggnc) - Posted: NoJournal type: Inventory adjustment

File New Delete Lines Validate Post Approval Create new Log Print Functions Remove WWF

Show: Open

Overview General Setup Blocking History WMS

Name	Journal	Description	Lines	Created by	Created date and time	Posted	In use	Posted on	Barcode voucher status
ADJUSTMENT	IJ0261620	Inventory Adjustment Journal			12:00:00 am	<input type="checkbox"/>		12:00:00 am	Blank
ADJUST...	IJ0253806	Inventory Adjustment Journal	1	Celestin	1/10/2021 11:19:06 am	<input type="checkbox"/>		12:00:00 am	Blank
ADJUST...	IJ0258376	Inventory Adjustment Journal 11A TN	6	TonyN	22/11/2021 11:20:50 am	<input type="checkbox"/>		12:00:00 am	Blank
ADJUST...	IJ0261100	Inventory Adjustment Journal	6	emmaleeg	10/12/2021 02:40:49 pm	<input type="checkbox"/>		12:00:00 am	Blank

Inventory adjustment (1 - ggnc) - Post

File New Delete Lines Validate Post Approval Create new Log Print Functions Remove WWF

Show: Open

Overview General Setup Blocking History WMS

Identification

Journal: IJ0261620

Journal type: Inventory adjustment

Name: ADJUSTMEN

Description: Inventory Adjustment Journal

Voucher

Voucher series: InventVou

Selection by: Posting

New voucher by: Change date

Posting

Detail level: Details

Delete lines after posting: ☐

Offset account:

Tecsys WMS Parameters

Order Type:

Adjustment reason code:

Adjustment reason code	Description
Bug	Bug correction, helpdes
Consignmen	Consignment stock
Dmgsd Scrap	Damaged items to be s
Found Part	Found Part
Kit Brkdwn	Kit breakdown
LabFreight	Lab freight for kits
MissingPar	Missing part

Journal lines, inventory (1 - ggnz) - Journal: IJ0261620, New Record

File New Delete Validate Post Functions Inventory

Overview General Financial dimension Inventory dimensions

Date	Item number	Phantom	Type	Site	Warehouse	Location	Pallet ID	Serial number	Quantity	Cost price	Offset account	Cost amount	Log
14/12/2...	OWM C			NZ	12A				10.00	0.00			

1 2 3 4

Microsoft Dynamics AX (1)

Post journal IJ0261620.

General Batch

Transfer all posting errors to a new journal: ☐

OK Cancel

Place a checkmark if you want to transfer defective lines/voucher to a new journal.

Infolog (1)

The following messages are just for your information and do not require you to take any action.

Posting - Journal

Journal: IJ0261620

Journal has been posted.

Clear Close

Then the user should be able to do their invoicing