

#331950 FW: Picking Order

Submitted		Received via	Requester	
10 March 2022 at 15:56		Mail	Natasha Thompson <natasha.thompson@terraanalytical.co.nz>	
Status	Type	Priority	Group	Assignee
Open	Problem	Normal	Service Desk	Jess Beattie

Category
NAXT

Natasha Thompson March 10, 2022 at 15:56
Hi me again ... so the warehouse are now asking for a print out for the pick & packing Or s/order to email – see thread below – which I can't access – how should I show this ?

NEW

maintain

show

Copy

VIEW

ADD

backorder

Attachments

email notification

import

equipment

SO01674653 : 3036853 - AN & PJ Marchant (Cash Sale)

Sales order header

Customer

Customer account: 3036853

Name: AN & PJ Ma

Customer requisition:

Customer reference: PVT117

Contact ID:

Contact:

Telephone:

Invoice account: 3036853

Name: AN & PJ Ma

Delivery address

Name: AN & PJ Ma

Delivery address: AN & PJ Ma

Address: 163 Thorpe-

RD 1

Motueka 71

Delivery contact:

Sales order lines

Add line

Add lines

Rem

Warehouse

Fleet / batch

E

60G

Infolog (1)

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

Message (03:53:27 pm)

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Cannot select a record in Show sales delivery note (SalesPackingSlipPackageDetailTmp).

Access Denied: You do not have sufficient authorisation to modify data in database.

Clear



Close

Natasha Thompson
Power Systems Sales and Rental Administrator - Terra Cat
16 Branstons St, PO Box 16 168, Christchurch, 8042
M: +64212252284 |
E: Natasha.Thompson@terra.cat.co.nz | **W:** terra.cat.co.nz |  

From: Averil Gwynne <Averil.Gwynne@terracat.co.nz>
Sent: Thursday, 10 March 2022 3:46 pm
To: Natasha Thompson <natasha.thompson@terracat.co.nz>; Ellie McClelland <Ellie.McClelland@terracat.co.nz>; Christchurch Warehouse <Christchurch.Warehouse@terracat.co.nz>
Cc: Steve Lawson <Steve.Lawson@terracat.co.nz>
Subject: RE: Picking Order / Collection for Solar Panels

Hi,



Can you attached s/order to email so we have paperwork ? we cannot access your divisions paperwork by looks

Averil Gwynne
Warehouse Team Leader - Terra Cat
Branston Street, PO Box 16-168, Christchurch, 8042
M: +6421594900 |
E: Averil.Gwynne@terracat.co.nz | **W:** terracat.co.nz |  



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Here you go Ellie
SO01674653

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PJ2977261

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Thanks Tash

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Natasha Thompson March 11, 2022 at 12:01

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Jess Beattie March 11, 2022 at 12:10

Internal note

Hey Tash,
Sorry, I did not see this, our tickets auto assign so this ticket went to someone else. It looks like you have changed your password recently which could be the cause of this so could you please try signing out of naxt and log out of your computer then log back in with your new password and try this again. Let me know how you get on 😊

Kind regards,



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DDI: 0800 95 95 98

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



From: Natasha Thompson <natasha.thompson@terracat.co.nz>
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To: IT Service Desk <ServiceDesk@terracat.co.nz>
Cc: Jess Beattie <Jess.Beattie@terracat.co.nz>
Subject: RE: Picking Order

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Warehouse	Fleet / batch	Item
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Natasha Thompson March 11, 2022 at 12:29

Jess to be honest I don't know what they are asking for as I have given them the picking order number – but that is not enough ?
I'm trying to print of a delivery note – which is what 'I think' they want – but have been denied access.

The selected address is no longer effective.

SO01677081 : 3037777

View original (1)

ML Taylor Family

Setup

Delivery note journal (1 - ggnz) - Delivery note: SPS002368449, 3037777

File

Overview

Lines

Order tracking

WillCall

Drop box

Preview/Print

Vouchers

EQ config journal

Inquiries

Send ASN...

Intercompany

Correct

Cancel

History

Sales order	Delivery note	Version	Ship date	Terms	Mode of delivery	Blind shipment
SO016770...	SPS002368449	SPS002368449...	10/03/20...		CWD	<input type="checkbox"/>

Clear

Close

File

Find

Next

100%

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Sent: Friday, 11 March 2022 12:10 pm
To: Natasha Thompson <natasha.thompson@terracat.co.nz>; IT Service Desk <ServiceDesk@terracat.co.nz>
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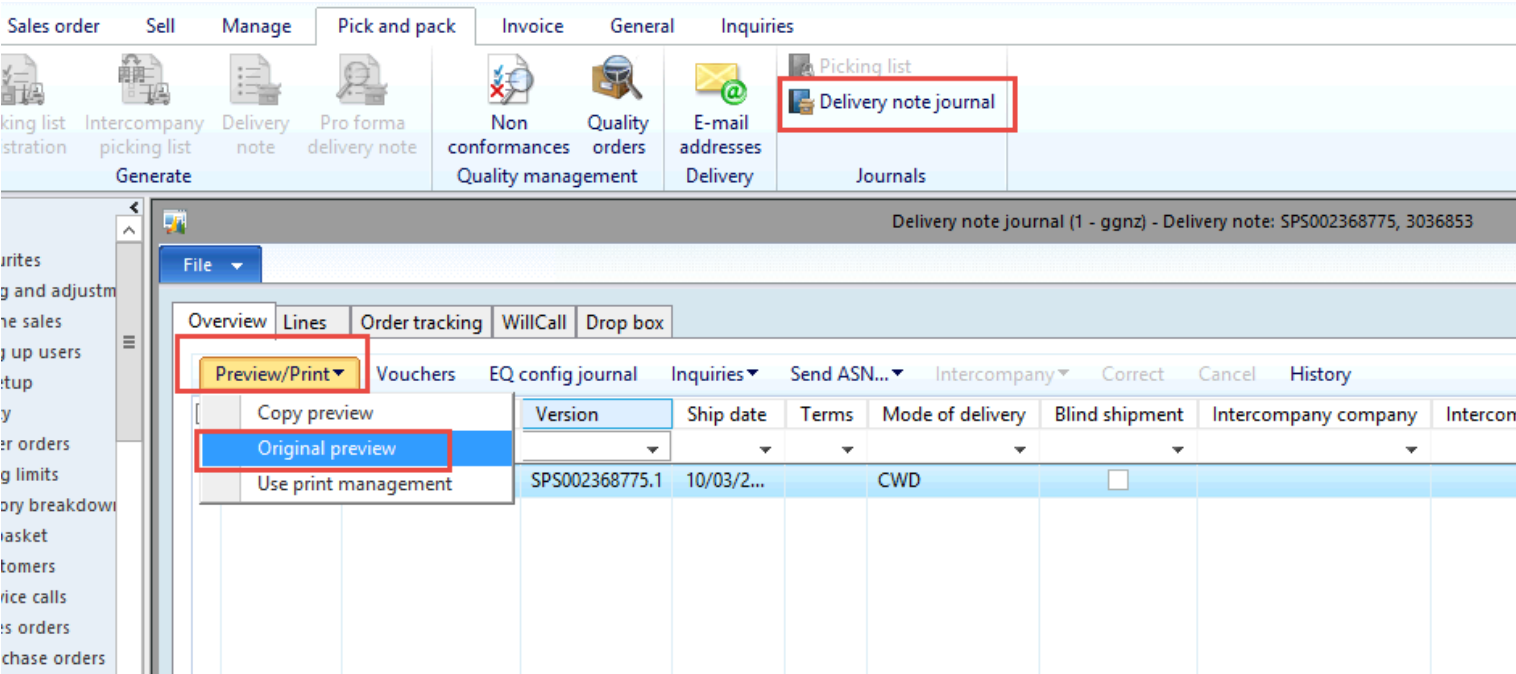
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Jess Beattie March 11, 2022 at 12:37

Is this what you are doing?





The screenshot shows the 'Delivery note journal' window in the Terra Cat software. The window has a menu bar with 'File' and a toolbar with 'Overview', 'Lines', 'Order tracking', 'WillCall', and 'Drop box'. Below the toolbar is a 'Preview/Print' dropdown menu that is open, showing options: 'Copy preview', 'Original preview' (highlighted), and 'Use print management'. The main area is a table with columns: 'Version', 'Ship date', 'Terms', 'Mode of delivery', 'Blind shipment', 'Intercompany company', and 'Intercon'. The first row of data shows 'SPS002368775.1', '10/03/2...', 'CWD', and a checkbox for 'Blind shipment'.

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

Natasha Thompson March 11, 2022 at 12:42

yes

Natasha Thompson
Power Systems Sales and Rental Administrator - Terra Cat
16 Branston St, PO Box 16 168, Christchurch, 8042
M: +64212252284 |
E: Natasha.Thompson@terracat.co.nz | W: terracat.co.nz |  



From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Friday, 11 March 2022 12:37 pm
To: Natasha Thompson <natasha.thompson@terracat.co.nz>
Cc: IT Service Desk <ServiceDesk@terracat.co.nz>
Subject: [IT Service Desk] Re: FW: Picking Order

Your request (331950) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

11/03/2022, 12:37 NZDT

Is this what you are doing?

The screenshot shows the SAP S/4HANA interface. At the top, the navigation bar includes 'Sales order', 'Sell', 'Manage', 'Pick and pack', 'Invoice', 'General', and 'Inquiries'. Under 'Pick and pack', the 'Delivery note journal' option is highlighted with a red box. Below this, the 'Delivery note journal (1 - ggnz) - Delivery note: SPS002368775, 3036853' window is open. The 'File' menu is expanded, showing 'Preview/Print' (highlighted with a red box) and 'Original preview' (also highlighted with a red box). The 'Preview/Print' dropdown menu is open, showing 'Copy preview', 'Original preview', and 'Use print management'. The 'Original preview' option is selected. The main table displays the delivery note details:

Version	Ship date	Terms	Mode of delivery	Blind shipment	Intercompany company	Intercon
SPS002368775.1	10/03/2...		CWD	<input type="checkbox"/>		

Kind regards,
Jess Beattie

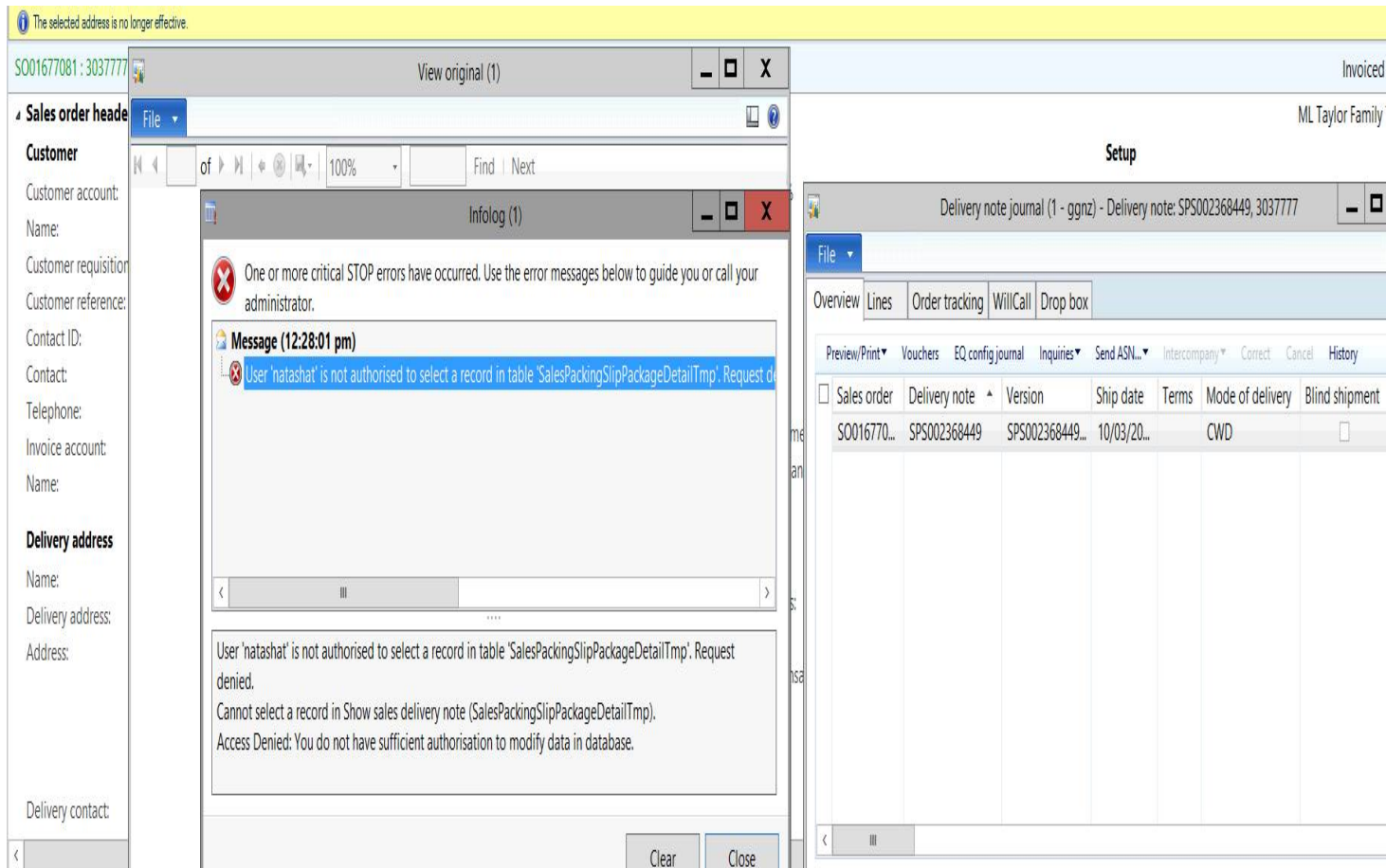
Service Desk Analyst - Terra Cat
24 Amyes Road, PO Box 16168, Christchurch, 8042
P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz



Natasha Thompson

11/03/2022, 12:29 NZDT

Jess to be honest I don't know what they are asking for as I have given them the picking order number – but that is not enough ?

I'm trying to print of a delivery note – which is what 'I think' they want – but have been denied access.



Natasha Thompson
Power Systems Sales and Rental Administrator - Terra Cat
 16 Branstons St, PO Box 16 168, Christchurch, 8042
M: +64212252284 |
E: Natasha.Thompson@terraecat.co.nz | **W:** terraecat.co.nz |  



From: Jess Beattie <Jess.Beattie@terraecat.co.nz>
Sent: Friday, 11 March 2022 12:10 pm
To: Natasha Thompson <natasha.thompson@terraecat.co.nz>; IT Service Desk
 <ServiceDesk@terraecat.co.nz>
Subject: RE: Picking Order

Hey Tash,
 Sorry, I did not see this, our tickets auto assign so this ticket went to someone else. It looks like you have changed your password recently which could be the cause of this so could you please try signing out of naxt and log out of your computer then log back in with your new password and try this again. Let me know how you get on 😊

Kind regards,

Jess Beattie
Service Desk Analyst - Terra Cat
 24 Amyes Road, PO Box 16168, Christchurch, 8042
DDI: 0800 95 95 98
E: Jess.Beattie@terraecat.co.nz | **W:** terraecat.co.nz |  



From: Natasha Thompson <natasha.thompson@terraecat.co.nz>
Sent: Friday, 11 March 2022 12:02 pm
To: IT Service Desk <ServiceDesk@terraecat.co.nz>

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

Subject: RE: Picking Order

Jess any luck with the request below – this follows on from the pick and pack we sorted yesterday
Warehouses are needing more information – Im unsure what to send.
Tash

Natasha Thompson

Power Systems Sales and Rental Administrator - Terra Cat

16 Branston St, PO Box 16 168, Christchurch, 8042

M: +64212252284 |

E: Natasha.Thompson@terracat.co.nz | **W:** terracat.co.nz |  



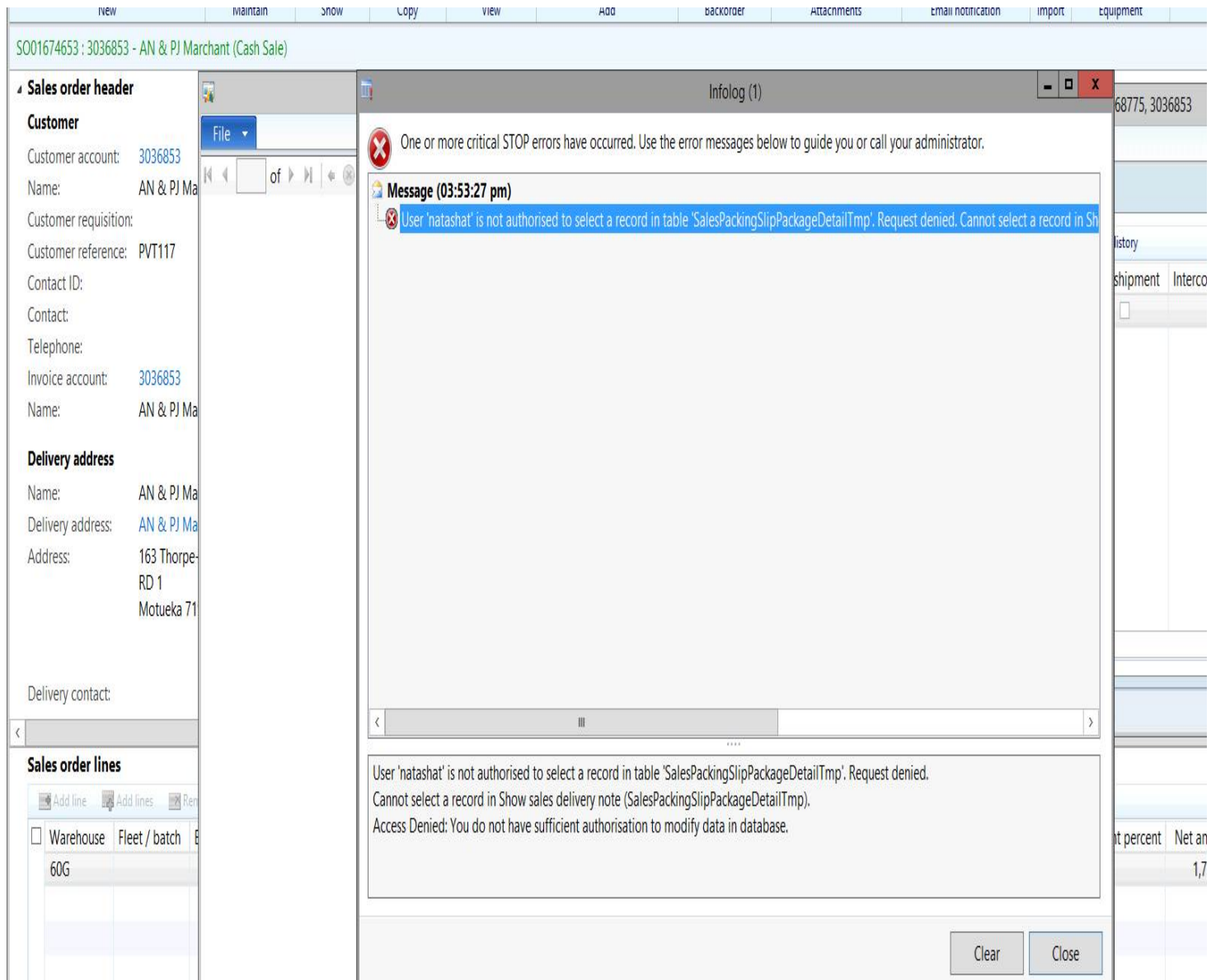
From: Natasha Thompson

Sent: Thursday, 10 March 2022 3:56 pm

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

Subject: FW: Picking Order

Hi me again ... so the warehouse are now asking for a print out for the pick & packing Or s/order to email – see thread below
– which I can't access – how should I show this ?

The screenshot shows a software interface with a top menu bar containing options like 'view', 'maintain', 'show', 'copy', 'view', 'add', 'backorder', 'attachments', 'email notification', 'import', and 'equipment'. Below the menu bar, there is a header for a sales order: 'SO01674653 : 3036853 - AN & PJ Marchant (Cash Sale)'. The main area is divided into two panes. The left pane, titled 'Sales order header', contains fields for 'Customer' (Customer account: 3036853, Name: AN & PJ Marchant, Customer requisition: PVT117, Contact ID: 163, Contact: 163, Telephone: 163, Invoice account: 3036853, Name: AN & PJ Marchant) and 'Delivery address' (Name: AN & PJ Marchant, Delivery address: AN & PJ Marchant, Address: 163 Thorpe Road 1, Motueka 71). The right pane, titled 'Infolog (1)', displays a message box with a red 'X' icon and the text: 'One or more critical STOP errors have occurred. Use the error messages below to guide you or call your administrator.' The message box contains a timestamp 'Message (03:53:27 pm)' and a list of error messages: 'User 'natashat' is not authorised to select a record in table 'SalesPackingSlipPackageDetailTmp'. Request denied. Cannot select a record in Show sales delivery note (SalesPackingSlipPackageDetailTmp). Access Denied: You do not have sufficient authorisation to modify data in database.' At the bottom of the message box are 'Clear' and 'Close' buttons.

Natasha Thompson

Power Systems Sales and Rental Administrator - Terra Cat

16 Branston St, PO Box 16 168, Christchurch, 8042

M: +64212252284 |



E: Natasha.Thompson@terracat.co.nz | W: terracat.co.nz |  



From: Averil Gwynne <Averil.Gwynne@terracat.co.nz>
Sent: Thursday, 10 March 2022 3:46 pm
To: Natasha Thompson <natasha.thompson@terracat.co.nz>; Ellie McClelland <Ellie.McClelland@terracat.co.nz>; Christchurch Warehouse <Christchurch.Warehouse@terracat.co.nz>
Cc: Steve Lawson <Steve.Lawson@terracat.co.nz>
Subject: RE: Picking Order / Collection for Solar Panels

Hi,



Can you attached s/order to email so we have paperwork ? we cannot access your divisions paperwork by looks

Averil Gwynne
Warehouse Team Leader - Terra Cat
Branston Street, PO Box 16-168, Christchurch, 8042
M: +6421594900 |
E: Averil.Gwynne@terracat.co.nz | **W:** terracat.co.nz |  



From: Natasha Thompson <natasha.thompson@terracat.co.nz>
Sent: Thursday, 10 March 2022 3:42 pm
To: Ellie McClelland <Ellie.McClelland@terracat.co.nz>; Christchurch Warehouse <Christchurch.Warehouse@terracat.co.nz>
Cc: Steve Lawson <Steve.Lawson@terracat.co.nz>
Subject: RE: Picking Order / Collection for Solar Panels

Here you go Ellie
SO01674653

Natasha Thompson
Power Systems Sales and Rental Administrator - Terra Cat
16 Branston St, PO Box 16 168, Christchurch, 8042
M: +64212252284 |
E: Natasha.Thompson@terracat.co.nz | **W:** terracat.co.nz |  



From: Ellie McClelland <Ellie.McClelland@terracat.co.nz>
Sent: Thursday, 10 March 2022 3:35 pm
To: Natasha Thompson <natasha.thompson@terracat.co.nz>; Christchurch Warehouse <Christchurch.Warehouse@terracat.co.nz>
Cc: Steve Lawson <Steve.Lawson@terracat.co.nz>
Subject: RE: Picking Order / Collection for Solar Panels

Hi Natasha,

Do you have a sales order number? Because this PJ isn't showing on our side.

Ellie McClelland
Storeperson - Terra Cat
16 Branston St, PO Box 16 168, Christchurch, 8042

E: Ellie.McClelland@terracat.co.nz | W: terracat.co.nz |  



From: Natasha Thompson <natasha.thompson@terracat.co.nz>
Sent: Thursday, 10 March 2022 3:21 pm
To: Christchurch Warehouse <Christchurch.Warehouse@terracat.co.nz>
Cc: Steve Lawson <Steve.Lawson@terracat.co.nz>
Subject: Picking Order / Collection for Solar Panels

Hi team



Please send picking order # for some solar panels that will be collected soon by Steve Lawson on Monday next week.

PJ2977261

Sorry I was not able to print it.

Can you please get these together and have ready for collection.
Let me know if you need anything else.

Thanks Tash

Natasha Thompson
Power Systems Sales and Rental Administrator - Terra Cat
16 Branston St, PO Box 16 168, Christchurch, 8042
M: +64212252284 |
E: Natasha.Thompson@terracat.co.nz | **W:** terracat.co.nz |  





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Natasha Thompson

11/03/2022, 12:01 NZDT

Jess any luck with the request below – this follows on from the pick and pack we sorted yesterday
Warehouses are needing more information – Im unsure what to send.
Tash

Natasha Thompson
Power Systems Sales and Rental Administrator - Terra Cat
16 Branston St, PO Box 16 168, Christchurch, 8042
M: +64212252284 |
E: Natasha.Thompson@terracat.co.nz | **W:** terracat.co.nz |  



From: Natasha Thompson
Sent: Thursday, 10 March 2022 3:56 pm
To: IT Service Desk <ServiceDesk@terracat.co.nz>
Subject: FW: Picking Order

Hi me again ... so the warehouse are now asking for a print out for the pick & packing Or s/order to email – see thread below
– which I can't access – how should I show this ?

view maintain show copy view add backorder attachments email notification import equipment

SO01674653 : 3036853 - AN & PJ Marchant (Cash Sale)

Sales order header

Customer

Customer account: 3036853
 Name: AN & PJ Ma
 Customer requisition:
 Customer reference: PVT117
 Contact ID:
 Contact:
 Telephone:
 Invoice account: 3036853
 Name: AN & PJ Ma

Delivery address

Name: AN & PJ Ma
 Delivery address: AN & PJ Ma
 Address: 163 Thorpe RD 1 Motueka 71

Delivery contact:

Sales order lines

Add line Add lines Remove

Warehouse	Fleet / batch	...
60G		

InfoLog (1)

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

Message (03:53:27 pm)

User 'natashat' is not authorised to select a record in table 'SalesPackingSlipPackageDetailTmp'. Request denied. Cannot select a record in Sh

User 'natashat' is not authorised to select a record in table 'SalesPackingSlipPackageDetailTmp'. Request denied. Cannot select a record in Show sales delivery note (SalesPackingSlipPackageDetailTmp). Access Denied: You do not have sufficient authorisation to modify data in database.

Clear Close

Natasha Thompson

Power Systems Sales and Rental Administrator - Terra Cat

16 Branston St, PO Box 16 168, Christchurch, 8042

M: +64212252284 |

E: Natasha.Thompson@terracat.co.nz | **W:** terracat.co.nz |  



From: Averil Gwynne <Averil.Gwynne@terracat.co.nz>

Sent: Thursday, 10 March 2022 3:46 pm

To: Natasha Thompson <natasha.thompson@terracat.co.nz>; Ellie McClelland <Ellie.McClelland@terracat.co.nz>; Christchurch Warehouse <Christchurch.Warehouse@terracat.co.nz>

Cc: Steve Lawson <Steve.Lawson@terracat.co.nz>

Subject:

Jess Beattie March 11, 2022 at 12:51

Sorry, brain isn't with it today. Looks like you don't actually have the access to do this. The sales order is under 60G so I have added that warehouse to Averil's and Ellie's next profile.

Averil and Ellie - you may need to close and reopen next for sales orders under that warehouse to show up :)

Kind regards,
 Jess Beattie

Service Desk Analyst - Terra Cat
 24 Amyes Road, PO Box 16168, Christchurch, 8042

Natasha Thompson March 11, 2022 at 12:58

Thanks Jess – do I need to do anything ??

I also have two sales orders this is affecting

SO01677081

SO01674653

Natasha Thompson

Power Systems Sales and Rental Administrator - Terra Cat

16 Branston St, PO Box 16 168, Christchurch, 8042

M: +64212252284 |

E: Natasha.Thompson@terracat.co.nz | W: terracat.co.nz |  



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

Sent: Friday, 11 March 2022 12:52 pm

To: Natasha Thompson <natasha.thompson@terracat.co.nz>

Cc: Averil Gwynne <Averil.Gwynne@terracat.co.nz>; Ellie McClelland <Ellie.McClelland@terracat.co.nz>

Subject: [IT Service Desk] Re: FW: Picking Order

Your request (331950) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

11/03/2022, 12:51 NZDT

Sorry, brain isn't with it today. Looks like you don't actually have the access to do this. The sales order is under 60G so I have added that warehouse to Averil's and Ellie's next profile.

Averil and Ellie - you may need to close and reopen next for sales orders under that warehouse to show up :)

|| 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

Natasha Thompson

|| 11/03/2022, 12:42 NZDT

yes

Natasha Thompson

Power Systems Sales and Rental Administrator - Terra Cat

16 Branston St, PO Box 16 168, Christchurch, 8042

M: +64212252284 |

E: Natasha.Thompson@terracat.co.nz | W: terracat.co.nz |  



From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Friday, 11 March 2022 12:37 pm
To: Natasha Thompson <natasha.thompson@terracat.co.nz>
Cc: IT Service Desk <ServiceDesk@terracat.co.nz>
Subject: [IT Service Desk] Re: FW: Picking Order

Your request (331950) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

11/03/2022, 12:37 NZDT

Is this what you are doing?

|

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

Natasha Thompson

| 11/03/2022, 12:29 NZDT

Jess to be honest I don't know what they are asking for as I have given them the picking order number – but that is not enough ?

I'm trying to print of a delivery note – which is what 'I think' they want – but have been denied access.

Natasha Thompson
Power Systems Sales and Rental Administrator - Terra Cat
16 Branston St, PO Box 16 168, Christchurch, 8042
M: +64212252284 |
E: Natasha.Thompson@terracat.co.nz | **W:** terracat.co.nz |  

From: Jess Beattie <Jess.Beattie@terracat.co.nz>
Sent: Friday, 11 March 2022 12:10 pm
To: Natasha Thompson <natasha.thompson@terracat.co.nz>; IT Service Desk <ServiceDesk@terracat.co.nz>
Subject: RE: Picking Order

Hey Tash,
Sorry, I did not see this, our tickets auto assign so this ticket went to someone else. It looks like you have changed your password recently which could be the cause of this so could you please try signing out of next and log out of your computer then log back in with your new password and try this again. Let me know how you get on 😊

Kind regards,

Jess Beattie
Service Desk Analyst - Terra Cat
24 Amyes Road, PO Box 16168, Christchurch, 8042
DDI: 0800 95 95 98
E: Jess.Beattie@terracat.co.nz | **W:** terracat.co.nz |  

From: Natasha Thompson <natasha.thompson@terracat.co.nz>
Sent: Friday, 11 March 2022 12:02 pm
To: IT Service Desk <ServiceDesk@terracat.co.nz>
Cc: Jess Beattie <Jess.Beattie@terracat.co.nz>
Subject: RE: Picking Order

Jess any luck with the request below – this follows on from the pick and pack we sorted yesterday

Warehouses are needing more information – Im unsure what to send.
Tash

Natasha Thompson

Power Systems Sales and Rental Administrator - Terra Cat

16 Branston St, PO Box 16 168, Christchurch, 8042

M: +64212252284 |

E: Natasha.Thompson@terracat.co.nz | **W:** terracat.co.nz |  

From: Natasha Thompson

Sent: Thursday, 10 March 2022 3:56 pm

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

Subject: FW: Picking Order

Hi me again ... so the warehouse are now asking for a print out for the pick & packing Or s/order to email – see thread below

– which I can't access – how should I show this ?

Natasha Thompson

Power Systems Sales and Rental Administrator - Terra Cat

16 Branston St, PO Box 16 168, Christchurch, 8042

M: +64212252284 |

E: Natasha.Thompson@terracat.co.nz | **W:** terracat.co.nz |  

From: Averil Gwynne <Averil.Gwynne@terracat.co.nz>

Sent: Thursday, 10 March 2022 3:46 pm

To: Natasha Thompson <natasha.thompson@terracat.co.nz>; Ellie McClelland <Ellie.McClelland@terracat.co.nz>; Christchurch Warehouse <Christchurch.Warehouse@terracat.co.nz>

Cc: Steve Lawson <Steve.Lawson@terracat.co.nz>

Subject: RE: Picking Order / Collection for Solar Panels

Hi,

Can you attached s/order to email so we have paperwork ? we cannot access your divisions paperwork by looks

Averil Gwynne

Warehouse Team Leader - Terra Cat

Branston Street, PO Box 16-168, Christchurch, 8042

M: +6421594900 |

E:Averil.Gwynne@terracat.co.nz |**W:** terracat.co.nz |  

From: Natasha Thompson <natasha.thompson@terracat.co.nz>

Sent: Thursday, 10 March 2022 3:42 pm

To: Ellie McClelland <Ellie.McClelland@terracat.co.nz>; Christchurch Warehouse <Christchurch.Warehouse@terracat.co.nz>

Cc: Steve Lawson <Steve.Lawson@terracat.co.nz>

Subject: RE: Picking Order / Collection for Solar Panels

Here you go Ellie

SO01674653

Natasha Thompson

Power Systems Sales and Rental Administrator - Terra Cat

16 Branston St, PO Box 16 168, Christchurch, 8042

M: +64212252284 |

E:Natasha.Thompson@terracat.co.nz |**W:** terracat.co.nz |  

From: Ellie McClelland <Ellie.McClelland@terracat.co.nz>

Sent: Thursday, 10 March 2022 3:35 pm

To: Natasha Thompson <natasha.thompson@terracat.co.nz>; Christchurch Warehouse <Christchurch.Warehouse@terracat.co.nz>

Cc: Steve Lawson <Steve.Lawson@terracat.co.nz>

Subject: RE: Picking Order / Collection for Solar Panels

Hi Natasha,

Do you have a sales order number? Because this PJ isn't showing on our side.

Ellie McClelland

Storeperson - Terra Cat

16 Branston St, PO Box 16 168, Christchurch, 8042

E:Ellie.McClelland@terracat.co.nz |**W:** terracat.co.nz |  

From: Natasha Thompson <natasha.thompson@terracat.co.nz>

Sent: Thursday, 10 March 2022 3:21 pm

To: Christchurch Warehouse <Christchurch.Warehouse@terracat.co.nz>

Cc: Steve Lawson <Steve.Lawson@terracat.co.nz>
Subject: Picking Order / Collection for Solar Panels

Hi team
Please send picking order # for some solar panels that will be collected soon by Steve Lawson on Monday next week.

PJ2977261
Sorry I was not able to print it.

Can you please get these together and have ready for collection.
Let me know if you need anything else.

Jess Beattie March 11, 2022 at 13:02

Nope, SO01677081 is under 10g which I have now added that warehouse to Averil and Ellie.
SO01674653 is also under 60G.
I will find out if I can give you the access to be able to print delivery notes :) No promises though as we have to keep everything aligned to Segregation of Duties.

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 March 11, 2022 at 13:15

Internal note

[Bradley Harrison](#) is it ok to give Natasha access to be able to print delivery note journals on a sales order?
I think the role might be TC_DeliveryNoteCorrector

Sales order

Sell

Manage

Pick and pack

Invoice

General

Inquiries

Picking list

Delivery note journal

Intercompany picking list

Delivery note

Pro forma delivery note

Non conformance

Quality orders

E-mail addresses

Generate

Quality management

Delivery

Journals

Delivery note journal (1 - ggnz) - Delivery note: SPS002368775, 3036853

File

Overview

Lines

Order tracking

WillCall

Drop box

Preview/Print

Copy preview

Original preview

Use print management

Vouchers

EQ config journal

Inquiries

Send ASN

Intercompany

Correct

Cancel

History

Version

Ship date

Terms

Mode of delivery

Blind shipment

Intercompany company

Intercon

SPS002368775.1

10/03/2...

CWD

☐

[Stephanie Lister](#)

Bradley Harrison March 11, 2022 at 14:22

Internal note

Hi Jess,

Should be no issue.
Also confirm with Richard Crampton (her Mgr) to give this the okay as well, please and thank you.

Cheers,

Bradley Harrison
Business Systems Manager - Terra Cat

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

M: +6421589126 | DDI: +6439433122

E: Bradley.Harrison@terra.cat.co.nz | W: terra.cat.co.nz | [f](#) [ig](#)



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

Sent: Friday, 11 March 2022 1:15 pm

Cc: Stephanie Lister <stephanie.lister@terra.cat.co.nz>; Bradley Harrison <Bradley.Harrison@terra.cat.co.nz>

Subject: FW: Picking Order

You are a follower on this request (331950). Reply to this email to add an internal note to the request.

Jess Beattie (ITSD - Terra Cat)

11 Mar 2022, 13:15 GMT+13

Private note

[Bradley Harrison](#) is it ok to give Natasha access to be able to print delivery note journals on a sales order?

I think the role might be TC_DeliveryNoteCorrector

The screenshot shows the Terra Cat software interface. At the top, there are tabs for 'Sales order', 'Sell', 'Manage', 'Pick and pack', 'Invoice', 'General', and 'Inquiries'. Below these are icons for 'Picking list', 'Intercompany picking list', 'Delivery note', 'Pro forma delivery note', 'Non conformances', 'Quality orders', 'E-mail addresses', and 'Delivery note journal'. The 'Delivery note journal' icon is highlighted with a red box. Below the icons, there is a section titled 'Delivery note journal (1 - ggnz) - Delivery note: SPS002368775, 3036853'. This section contains a 'File' menu with options like 'Overview', 'Lines', 'Order tracking', 'WillCall', and 'Drop box'. The 'Overview' tab is selected, and a 'Preview/Print' dropdown menu is open, showing options like 'Copy preview', 'Original preview', and 'Use print management'. The 'Original preview' option is highlighted with a red box. Below the menu, there is a table with columns: 'Version', 'Ship date', 'Terms', 'Mode of delivery', 'Blind shipment', 'Intercompany company', and 'Intercon'. The table contains one row with the following data: 'SPS002368775.1', '10/03/2...', 'CWD', and a checkbox.

Version	Ship date	Terms	Mode of delivery	Blind shipment	Intercompany company	Intercon
SPS002368775.1	10/03/2...		CWD	<input type="checkbox"/>		

[Stephanie Lister](#)

Jess Beattie (ITSD - Terra Cat)

11 Mar 2022, 13:02 GMT+13

Nope, SO01677081 is under 10g which I have now added that warehouse to Averil and Ellie.

SO01674653 is also under 60G.

I will find out if I can give you the access to be able to print delivery notes :) No promises though as we have to keep everything aligned to Segregation of Duties.

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

Natasha Thompson

11 Mar 2022, 12:58 GMT+13

Thanks Jess – do I need to do anything ??

I also have two sales orders this is affecting
SO01677081
SO01674653

Natasha Thompson
Power Systems Sales and Rental Administrator - Terra Cat
16 Branston St, PO Box 16 168, Christchurch, 8042
M: +64212252284 |
E: Natasha.Thompson@terracat.co.nz | **W:** terracat.co.nz |  



From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Friday, 11 March 2022 12:52 pm
To: Natasha Thompson <natasha.thompson@terracat.co.nz>
Cc: Averil Gwynne <Averil.Gwynne@terracat.co.nz>; Ellie McClelland <Ellie.McClelland@terracat.co.nz>
Subject: [IT Service Desk] Re: FW: Picking Order

Your request (331950) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

11/03/2022, 12:51 NZDT

Sorry, brain isn't with it today. Looks like you don't actually have the access to do this. The sales order is under 60G so I have added that warehouse to Averil's and Ellie's next profile.

Averil and Ellie - you may need to close and reopen next for sales orders under that warehouse to show up :)

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

Natasha Thompson

| 11/03/2022, 12:42 NZDT

yes

Natasha Thompson

Power Systems Sales and Rental Administrator - Terra Cat

16 Branston St, PO Box 16 168, Christchurch, 8042

M: +64212252284 |

E: Natasha.Thompson@terracat.co.nz | **W:** terracat.co.nz |  

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

Sent: Friday, 11 March 2022 12:37 pm

To: Natasha Thompson <natasha.thompson@terracat.co.nz>

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

Subject: [IT Service Desk] Re: FW: Picking Order

Your request (331950) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

11/03/2022, 12:37 NZDT

Is this what you are doing?

|

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

Natasha Thompson

| 11/03/2022, 12:29 NZDT

Jess to be honest I don't know what they are asking for as I have given them the picking order number – but that is not enough ?

I'm trying to print of a delivery note – which is what 'I think' they want – but have been denied access.

Natasha Thompson
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16 Branston St, PO Box 16 168, Christchurch, 8042
M: +64212252284 |
E: Natasha.Thompson@terracat.co.nz | **W:** terracat.co.nz |  

From: Jess Beattie <Jess.Beattie@terracat.co.nz>
Sent: Friday, 11 March 2022 12:10 pm
To: Natasha Thompson <natasha.thompson@terracat.co.nz>; IT Service Desk <ServiceDesk@terracat.co.nz>
Subject: RE: Picking Order

Hey Tash,
Sorry, I did not see this, our tickets auto assign so this ticket went to someone else. It looks like you have changed your password recently which could be the cause of this so could you please try signing out of next and log out of your computer then log back in with your new password and try this again. Let me know how you get on 😊



Kind regards,

Jess Beattie
Service Desk Analyst - Terra Cat
24 Amyes Road, PO Box 16168, Christchurch, 8042
DDI: 0800 95 95 98

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



From: Natasha Thompson <natasha.thompson@terracat.co.nz>
Sent: Friday, 11 March 2022 12:02 pm
To: IT Service Desk <ServiceDesk@terracat.co.nz>
Cc: Jess Beattie <Jess.Beattie@terracat.co.nz>
Subject: RE: Picking Order

Jess any luck with the request below – this follows on from the pick and pack we sorted yesterday
Warehouses are needing more information – Im unsure what to send.
Tash

Natasha Thompson
Power Systems Sales and Rental Administrator - Terra Cat
16 Branston St, PO Box 16 168, Christchurch, 8042
M: +64212252284 |
E: Natasha.Thompson@terracat.co.nz | **W:** terracat.co.nz |  

From: Natasha Thompson
Sent: Thursday, 10 March 2022 3:56 pm
To: IT Service Desk <ServiceDesk@terracat.co.nz>
Subject: FW: Picking Order



Hi me again ... so the warehouse are now asking for a print out for the pick & packing Or s/order to email – see thread below
– which I can't access – how should I show this ?

Natasha Thompson
Power Systems Sales and Rental Administrator - Terra Cat
16 Branston St, PO Box 16 168, Christchurch, 8042
M: +64212252284 |
E: Natasha.Thompson@terraecat.co.nz | **W:** terraecat.co.nz |  

From: Averil Gwynne <Averil.Gwynne@terraecat.co.nz>
Sent: Thursday, 10 March 2022 3:46 pm
To: Natasha Thompson <natasha.thompson@terraecat.co.nz>; Ellie McClelland <Ellie.McClelland@terraecat.co.nz>; Christchurch Warehouse <Christchurch.Warehouse@terraecat.co.nz>
Cc: Steve Lawson <Steve.Lawson@terraecat.co.nz>
Subject: RE: Picking Order / Collection for Solar Panels



Hi,

Can you attached s/order to email so we have paperwork ? we cannot access your divisions paperwork by looks

Averil Gwynne
Warehouse Team Leader - Terra Cat
Branston Street, PO Box 16-168, Christchurch, 8042
M: +6421594900 |
E: Averil.Gwynne@terraecat.co.nz | **W:** terraecat.co.nz |  

From: Natasha Thompson <natasha.thompson@terracat.co.nz>
Sent: Thursday, 10 March 2022 3:42 pm
To: Ellie McClelland <Ellie.McClelland@terracat.co.nz>; Christchurch Warehouse <Christchurch.Warehouse@terracat.co.nz>
Cc: Steve Lawson <Steve.Lawson@terracat.co.nz>
Subject: RE: Picking Order / Collection for Solar Panels

Here you go Ellie
SO01674653

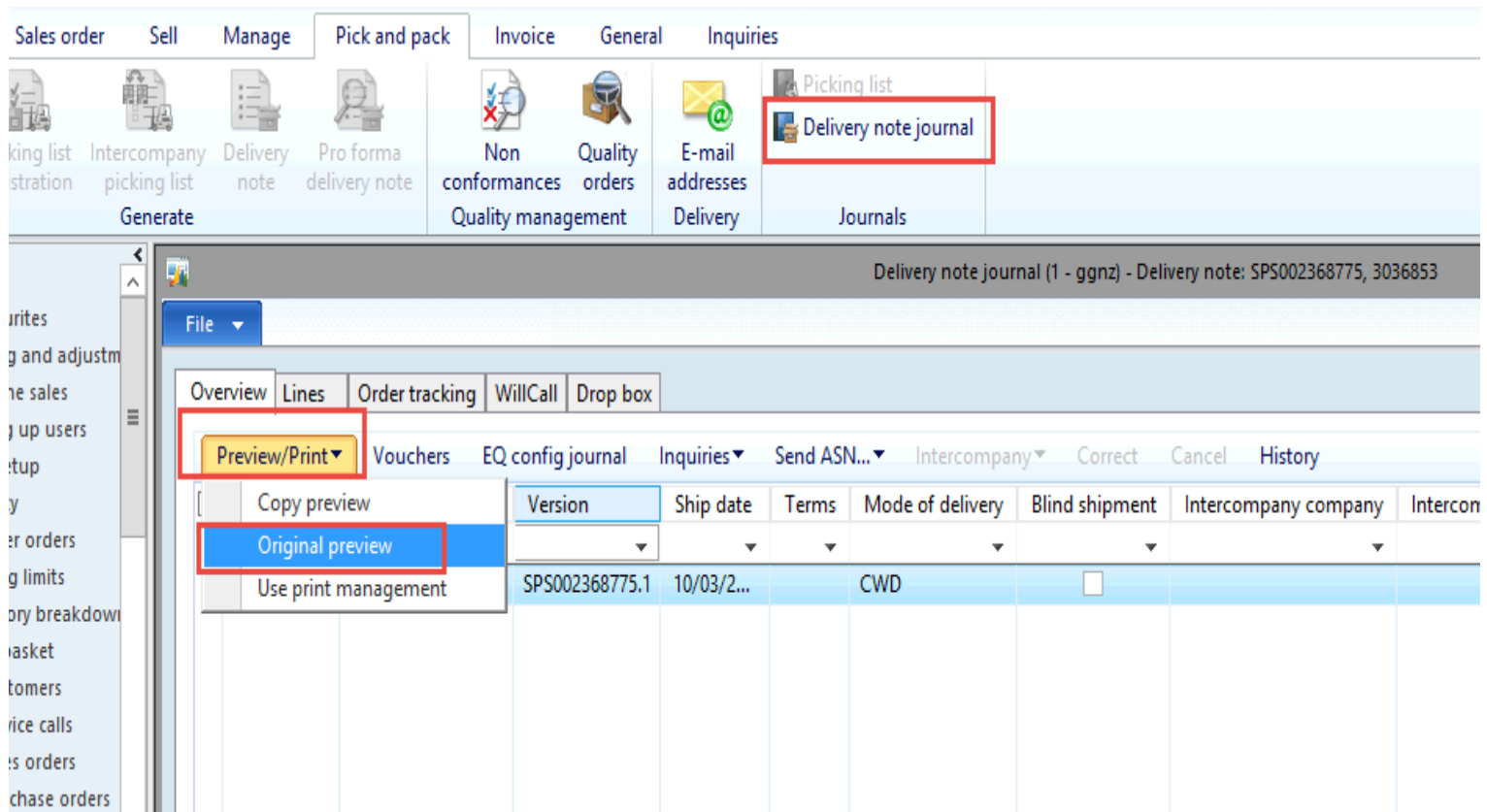
Natasha Thompson
Power Systems Sales and Rental Administrator - Terra Cat
16 Branstons St, PO Box 16 168, Christchurch, 8042
M: +64212252284 |
E: Natasha.Thompson@terracat.co.nz | **W:** terracat.co.nz |  

Jess Beattie March 11, 2022 at 14:29

Internal note

Hey Richard,

Do you approve of me giving Natasha Thompson access to be able to print delivery note journals on sales orders? 😊



The screenshot shows the Terra Cat software interface. The top navigation bar includes tabs for Sales order, Sell, Manage, Pick and pack, Invoice, General, and Inquiries. The 'Pick and pack' tab is active, and the 'Delivery note journal' option is highlighted in a red box. Below this, the 'Preview/Print' dropdown menu is open, showing options like 'Copy preview', 'Original preview' (selected), and 'Use print management'. The main window displays a table with columns for Version, Ship date, Terms, Mode of delivery, Blind shipment, Intercompany company, and Intercon. The first row shows Version SPS002368775.1, Ship date 10/03/2..., Terms CWD, and a checkbox for Blind shipment.

Kind regards,

Jess Beattie
Service Desk Analyst - Terra Cat
24 Amyes Road, PO Box 16168, Christchurch, 8042
DDI: 0800 95 95 98
E: Jess.Beattie@terracat.co.nz | **W:** terracat.co.nz |  

From: Bradley Harrison (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Friday, 11 March 2022 2:23 pm
To: Jess Beattie <Jess.Beattie@terracat.co.nz>
Subject: [IT Service Desk] Re: FW: Picking Order

This ticket ([#331950](#)) has been updated.
itsdterracat.zendesk.com/agent/tickets/331950

Bradley Harrison (ITSD - Terra Cat)

11 Mar 2022, 14:22 GMT+13



Private note

Hi Jess,

Should be no issue.

Also confirm with Richard Crampton (her Mgr) to give this the okay as well, please and thank you.

Cheers,

Bradley Harrison
Business Systems Manager - Terra Cat
24 Amyes Road, Hornby, PO Box 16168, Christchurch, 8441
M: +6421589126 | **DDI:** +6439433122
E: Bradley.Harrison@terracat.co.nz | **W:** terracat.co.nz |  



From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Friday, 11 March 2022 1:15 pm
Cc: Stephanie Lister <stephanie.lister@terracat.co.nz>; Bradley Harrison <Bradley.Harrison@terracat.co.nz>
Subject: FW: Picking Order

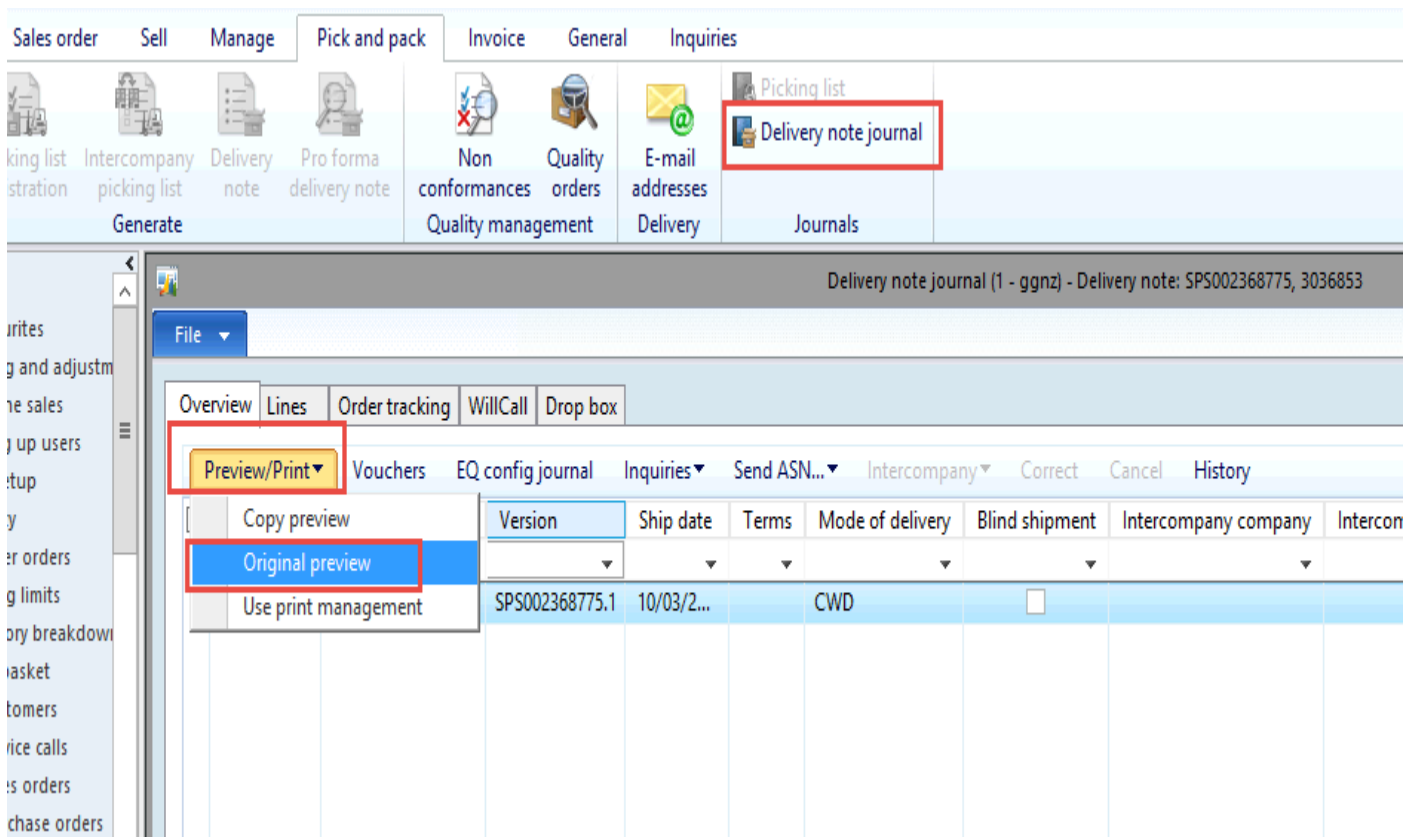
You are a follower on this request (331950). Reply to this email to add an internal note to the request.

Jess Beattie (ITSD - Terra Cat)

11 Mar 2022, 13:15 GMT+13

Private note

[Bradley Harrison](#) is it ok to give Natasha access to be able to print delivery note journals on a sales order?
I think the role might be TC_DeliveryNoteCorrector



[Stephanie Lister](#)

Jess Beattie (ITSD - Terra Cat)

11 Mar 2022, 13:02 GMT+13

Nope, SO01677081 is under 10g which I have now added that warehouse to Averil and Ellie.

SO01674653 is also under 60G.

I will find out if I can give you the access to be able to print delivery notes :) No promises though as we have to keep everything aligned to Segregation of Duties.

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

Natasha Thompson



11 Mar 2022, 12:58 GMT+13

Thanks Jess – do I need to do anything ??

I also have two sales orders this is affecting

SO01677081

SO01674653

Natasha Thompson
Power Systems Sales and Rental Administrator - Terra Cat
16 Branston St, PO Box 16 168, Christchurch, 8042
M: +64212252284 |
E: Natasha.Thompson@terraecat.co.nz | **W:** terraecat.co.nz |  



From: Jess Beattie (IT Service Desk) <support@itsdterraecat.zendesk.com>
Sent: Friday, 11 March 2022 12:52 pm
To: Natasha Thompson <natasha.thompson@terraecat.co.nz>
Cc: Averil Gwynne <Averil.Gwynne@terraecat.co.nz>; Ellie McClelland <Ellie.McClelland@terraecat.co.nz>
Subject: [IT Service Desk] Re: FW: Picking Order

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11/03/2022, 12:51 NZDT

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| :)



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Service Desk Analyst - Terra Cat
24 Amyes Road, PO Box 16168, Christchurch, 8042
P: 08000 95 95 98 E: Jess.Beattie@terraecat.co.nz W: terraecat.co.nz

Natasha Thompson

| 11/03/2022, 12:42 NZDT

yes

Natasha Thompson
Power Systems Sales and Rental Administrator - Terra Cat
16 Branston St, PO Box 16 168, Christchurch, 8042
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E: Natasha.Thompson@terraecat.co.nz | **W:** terraecat.co.nz |  

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Sent: Friday, 11 March 2022 12:37 pm
To: Natasha Thompson <natasha.thompson@terraecat.co.nz>
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E: Natasha.Thompson@terracat.co.nz | **W:** terracat.co.nz |  

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To: Natasha Thompson <natasha.thompson@terracat.co.nz>; IT Service Desk <ServiceDesk@terracat.co.nz>
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24 Amyes Road, PO Box 16168, Christchurch, 8042
DDI: 0800 95 95 98
E: Jess.Beattie@terracat.co.nz | **W:** terracat.co.nz |  

From: Natasha Thompson <natasha.thompson@terracat.co.nz>
Sent: Friday, 11 March 2022 12:02 pm
To: IT Service Desk <ServiceDesk@terracat.co.nz>
Cc: Jess Beattie <Jess.Beattie@terracat.co.nz>
Subject: RE: Picking Order


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Warehouses are needing more information – Im unsure what to send.
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16 Branston St, PO Box 16 168, Christchurch, 8042

M: +64212252284 |

E: Natasha.Thompson@terracat.co.nz | **W:** terracat.co.nz |  

From: Natasha Thompson

Sent: Thursday, 10 March 2022 3:56 pm

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

Subject: FW: Picking Order

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16 Branston St, PO Box 16 168, Christchurch, 8042

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E: Natasha.Thompson@terracat.co.nz | **W:** terracat.co.nz |  

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Cc: Steve Lawson <Steve.Lawson@terracat.co.nz>
Subject: RE: Picking Order / Collection for Solar Panels

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Can you attached s/order to email so we have paperwork ? we cannot access your divisions paperwork by looks

Averil Gwynne
Warehouse Team Leader - Terra Cat
Branston Street, PO Box 16-168, Christchurch, 8042
M: +6421594900 |
E: Averil.Gwynne@terracat.co.nz | **W:** |

Richard Crampton March 11, 2022 at 14:52

Internal note

Hi Jess,

Yes approved.

Thanks

Richard Crampton
Segment Manager Retail - Terra Power Systems
Branston Street, PO Box 16168, Christchurch, 8441
M: +6421943478 | **DDI:** +6439433177
E: Richard.Crampton@terracat.co.nz | **W:** terracat.co.nz



From: Jess Beattie <Jess.Beattie@terracat.co.nz>
Sent: Friday, 11 March 2022 2:29 PM
To: Richard Crampton <Richard.Crampton@terracat.co.nz>
Cc: Zendesk ITSD Terra Cat <support@itsdterracat.zendesk.com>
Subject: FW: [IT Service Desk] Re: FW: Picking Order

Hey Richard,

Do you approve of me giving Natasha Thompson access to be able to print delivery note journals on sales orders? 😊

Sales order Sell Manage Pick and pack Invoice General Inquiries

Picking list Intercompany picking list Delivery note Pro forma delivery note Non conformances Quality orders E-mail addresses Picking list **Delivery note journal**

Generate Quality management Delivery Journals

Delivery note journal (1 - ggnz) - Delivery note: SPS002368775, 3036853

File

Overview Lines Order tracking WillCall Drop box

Preview/Print Vouchers EQ config journal Inquiries Send ASN... Intercompany Correct Cancel History

Copy preview Original preview Use print management

Version	Ship date	Terms	Mode of delivery	Blind shipment	Intercompany company	Intercon
SPS002368775.1	10/03/2...		CWD	<input type="checkbox"/>		

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

DDI: 0800 95 95 98

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



From: Bradley Harrison (IT Service Desk) <support@itsdterracat.zendesk.com>

Sent: Friday, 11 March 2022 2:23 pm

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

Subject: [IT Service Desk] Re: FW: Picking Order

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itsdterracat.zendesk.com/agent/tickets/331950

Bradley Harrison (ITSD - Terra Cat)

11 Mar 2022, 14:22 GMT+13

Private note

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Also confirm with Richard Crampton (her Mgr) to give this the okay as well, please and thank you.



Cheers,

Bradley Harrison

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

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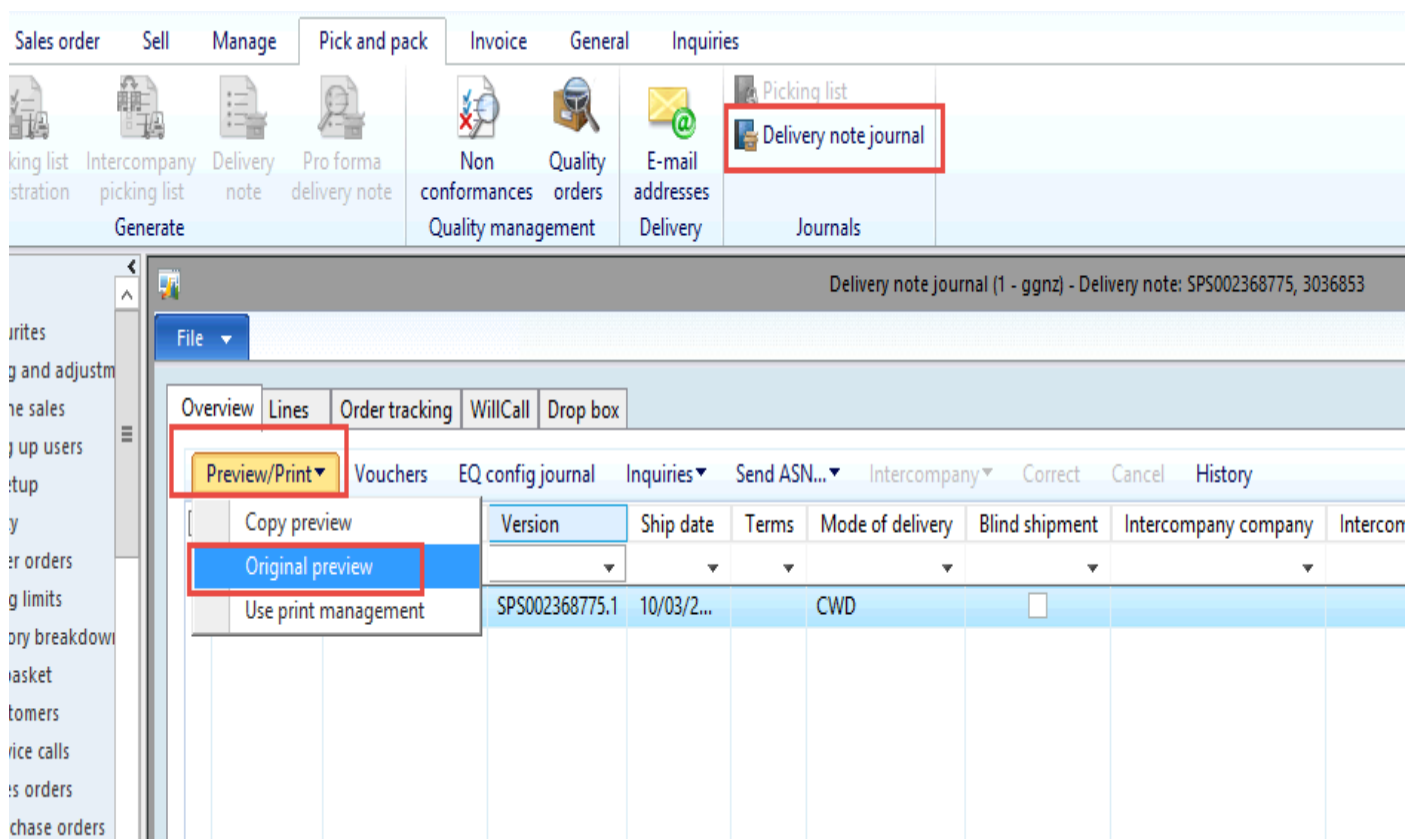
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Private note

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The screenshot shows the Terra Cat software interface. At the top, there is a navigation bar with tabs: Sales order, Sell, Manage, Pick and pack, Invoice, General, and Inquiries. Below this, there is a toolbar with icons for various functions. The 'Pick and pack' tab is active, and the 'Delivery note journal' option is highlighted with a red box. Below the toolbar, there is a sidebar with a list of functions, including 'Preview/Print', 'Vouchers', 'EQ config journal', 'Inquiries', 'Send ASN...', 'Intercompany', 'Correct', 'Cancel', and 'History'. The 'Preview/Print' option is also highlighted with a red box. The main area displays a table of delivery notes. The table has columns for Version, Ship date, Terms, Mode of delivery, Blind shipment, Intercompany company, and Intercon. The first row of data shows Version SPS002368775.1, Ship date 10/03/2..., Terms CWD, and a checkbox for Blind shipment.

Version	Ship date	Terms	Mode of delivery	Blind shipment	Intercompany company	Intercon
SPS002368775.1	10/03/2...	CWD		<input type="checkbox"/>		

[Stephanie Lister](#)

Jess Beattie (ITSD - Terra Cat)

11 Mar 2022, 13:02 GMT+13

Nope, SO01677081 is under 10g which I have now added that warehouse to Averil and Ellie.
 SO01674653 is also under 60G.
 I will find out if I can give you the access to be able to print delivery notes :) No promises though as we have to keep everything aligned to Segregation of Duties.

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

Natasha Thompson

11 Mar 2022, 12:58 GMT+13

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SO01674653

Natasha Thompson
Power Systems Sales and Rental Administrator - Terra Cat
16 Branstons St, PO Box 16 168, Christchurch, 8042
M: +64212252284 |
E: Natasha.Thompson@terracat.co.nz | W: terracat.co.nz |  



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Sent: Friday, 11 March 2022 12:52 pm
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Cc: Averil Gwynne <Averil.Gwynne@terracat.co.nz>; Ellie McClelland <Ellie.McClelland@terracat.co.nz>
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11/03/2022, 12:51 NZDT

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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

Natasha Thompson

11/03/2022, 12:42 NZDT

yes

Natasha Thompson

Power Systems Sales and Rental Administrator - Terra Cat

16 Branston St, PO Box 16 168, Christchurch, 8042

M: +64212252284 |

E: Natasha.Thompson@terracat.co.nz | **W:** terracat.co.nz |  

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Sent: Friday, 11 March 2022 12:37 pm

To: Natasha Thompson <natasha.thompson@terracat.co.nz>

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

Subject: [IT Service Desk] Re: FW: Picking Order

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

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E: Natasha.Thompson@terracat.co.nz | **W:** terracat.co.nz |  

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Sent: Friday, 11 March 2022 12:10 pm

To: Natasha Thompson <natasha.thompson@terracat.co.nz>; IT Service Desk
<ServiceDesk@terracat.co.nz>

Subject: RE: Picking Order

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24 Amyes Road, PO Box 16168, Christchurch, 8042

DDI: 0800 95 95 98

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



From: Natasha Thompson <natasha.thompson@terracat.co.nz>

Sent: Friday, 11 March 2022 12:02 pm

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

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

Subject: RE: Picking Order

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Warehouses are needing more information – Im unsure what to send.
Tash

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Power Systems Sales and Rental Administrator - Terra Cat

16 Branston St, PO Box 16 168, Christchurch, 8042

M: +64212252284 |

E: Natasha.Thompson@terracat.co.nz | **W:** terracat.co.nz |  



From: Natasha Thompson

Sent: Thursday, 10 March 2022 3:56 pm

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

Subject: FW: Picking Order

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see thread below
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Natasha Thompson
Power Systems Sales and Rental Administrator - Terra Cat
16 Branston St, PO Box 16 168, Christchurch, 8042
M: +64212252284 |
E: Natasha.Thompson@terracat.co.nz | **W:** terracat.co.nz |

Jess Beattie March 11, 2022 at 15:04

Hey Tash,

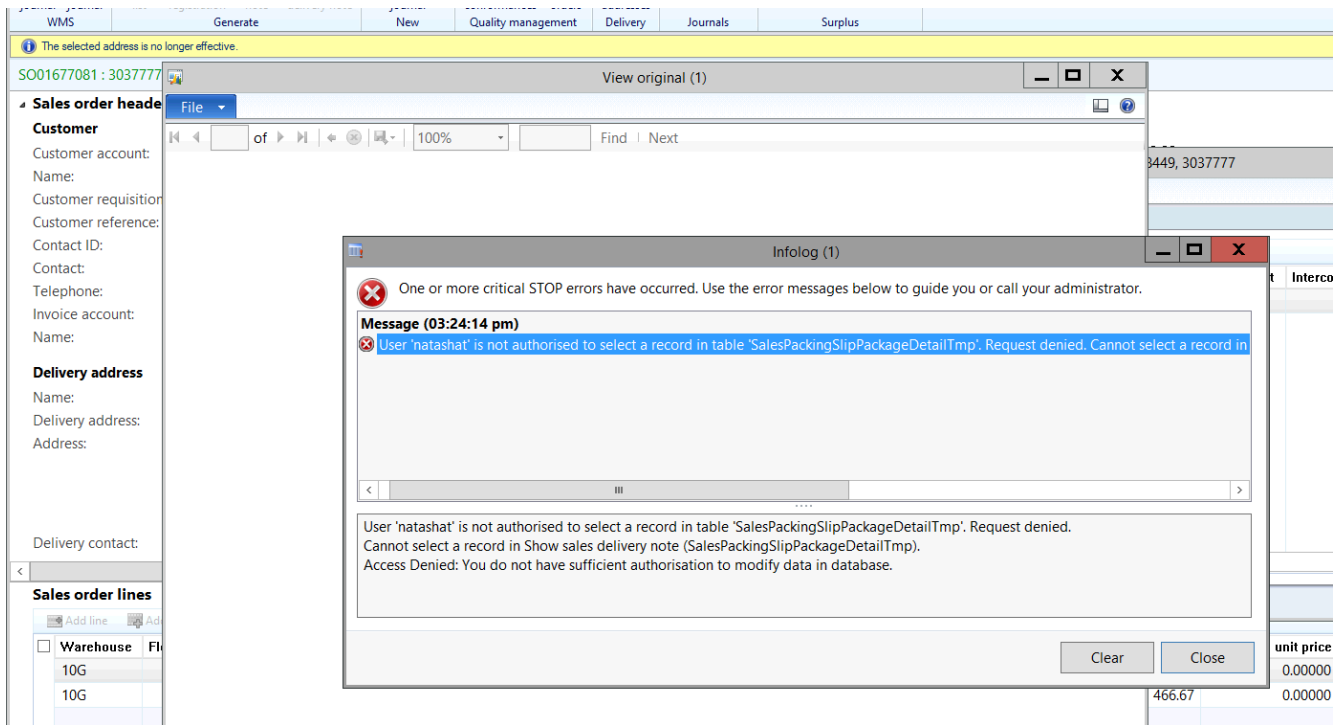
I have been given approval to give you that access. I have hopefully given you the right security role. Could you please close and reopen next when you have a moment then try printing a delivery note journal again :)



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

Natasha Thompson March 11, 2022 at 15:25

Hi 😊
Still get this



Natasha Thompson
Power Systems Sales and Rental Administrator - Terra Cat
16 Branstons St, PO Box 16 168, Christchurch, 8042
M: +64212252284 |
E: Natasha.Thompson@terracat.co.nz | **W:** terracat.co.nz |  



From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Friday, 11 March 2022 3:05 pm
To: Natasha Thompson <natasha.thompson@terracat.co.nz>
Subject: [IT Service Desk] Re: FW: Picking Order

Your request (331950) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

11/03/2022, 15:04 NZDT

Hey Tash,

I have been given approval to give you that access. I have hopefully given you the right security role. Could you please close and reopen next when you have a moment then try printing a delivery note journal again :)

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 (ITSD - Terra Cat)

11/03/2022, 13:02 NZDT

Nope, SO01677081 is under 10g which I have now added that warehouse to Averil and Ellie.
SO01674653 is also under 60G.

I will find out if I can give you the access to be able to print delivery notes :) No promises though as we have to keep everything aligned to Segregation of Duties.

Kind regards,
Jess Beattie

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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

Natasha Thompson

|| 11/03/2022, 12:58 NZDT

Thanks Jess – do I need to do anything ??

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SO01677081
SO01674653

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Power Systems Sales and Rental Administrator - Terra Cat
16 Branston St, PO Box 16 168, Christchurch, 8042
M: +64212252284 |
E: Natasha.Thompson@terracat.co.nz **|W:** terracat.co.nz || ||

From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Friday, 11 March 2022 12:52 pm
To: Natasha Thompson <natasha.thompson@terracat.co.nz>
Cc: Averil Gwynne <Averil.Gwynne@terracat.co.nz>; Ellie McClelland <Ellie.McClelland@terracat.co.nz>
Subject: [IT Service Desk] Re: FW: Picking Order

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11/03/2022, 12:51 NZDT

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Averil and Ellie - you may need to close and reopen next for sales orders under that warehouse to show up :)

| 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

Natasha Thompson

| 11/03/2022, 12:42 NZDT

yes

Natasha Thompson

Power Systems Sales and Rental Administrator - Terra Cat

16 Branston St, PO Box 16 168, Christchurch, 8042

M: +64212252284 |

E: Natasha.Thompson@terracat.co.nz | **W:** terracat.co.nz |  

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

Sent: Friday, 11 March 2022 12:37 pm

To: Natasha Thompson <natasha.thompson@terracat.co.nz>

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

Subject: [IT Service Desk] Re: FW: Picking Order

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Jess Beattie (ITSD - Terra Cat)

| 11/03/2022, 12:37 NZDT

Is this what you are doing?

Kind regards,

Jess Beattie

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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

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| 11/03/2022, 12:29 NZDT

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I'm trying to print of a delivery note – which is what 'I think' they want – but have been denied access.

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M: +64212252284 |

E: Natasha.Thompson@terracat.co.nz | **W:** terracat.co.nz |  

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

Sent: Friday, 11 March 2022 12:10 pm

To: Natasha Thompson <natasha.thompson@terracat.co.nz>; IT Service Desk <ServiceDesk@terracat.co.nz>

Subject: RE: Picking Order

Hey Tash,

Sorry, I did not see this, our tickets auto assign so this ticket went to someone else. It looks like you have changed your password recently which could be the cause of this so could you please try signing out of naxt and log out of your computer then log back in with your new password and try this again. Let me know how you get on 😊

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat



24 Amyes Road, PO Box 16168, Christchurch, 8042

DDI: 0800 95 95 98

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



From: Natasha Thompson <natasha.thompson@terracat.co.nz>
Sent: Friday, 11 March 2022 12:02 pm
To: IT Service Desk <ServiceDesk@terracat.co.nz>
Cc: Jess Beattie <Jess.Beattie@terracat.co.nz>
Subject: RE: Picking Order

Jess any luck with the request below – this follows on from the pick and pack we sorted yesterday
Warehouses are needing more information – Im unsure what to send.
Tash

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Power Systems Sales and Rental Administrator - Terra Cat
16 Branston St, PO Box 16 168, Christchurch, 8042
M: +64212252284 |
E: Natasha.Thompson@terracat.co.nz | W: terracat.co.nz |  

From: Natasha Thompson
Sent: Thursday, 10 March 2022 3:56 pm
To: IT Service Desk <ServiceDesk@terracat.co.nz>
Subject: FW: Picking Order

Hi me again ... so the warehouse are now asking for a print out for the pick & packing Or s/order to email – see thread below
– which I can't access – how should I show this ?

Natasha Thompson
Power Systems Sales and Rental Administrator - Terra Cat
16 Branston St, PO Box 16 168, Christchurch, 8042
M: +64212252284 |
E: Natasha.Thompson@terracat.co.nz | **W:** terracat.co.nz |  

From: Averil Gwynne <Averil.Gwynne@terracat.co.nz>
Sent: Thursday, 10 March 2022 3:46 pm
To: Natasha Thompson <natasha.thompson@terracat.co.nz>; Ellie McClelland <Ellie.McClelland@terracat.co.nz>; Christchurch Warehouse <Christchurch.Warehouse@terracat.co.nz>
Cc: Steve Lawson <Steve.Lawson@terracat.co.nz>
Subject: RE: Picking Order / Collection for Solar Panels



Hi,

Can you attached s/order to email so we have paperwork ? we cannot access your divisions paperwork by looks

Averil Gwynne
Warehouse Team Leader - Terra Cat
Branston Street, PO Box 16-168, Christchurch, 8042
M: +6421594900 |
E: Averil.Gwynne@terracat.co.nz | **W:** terracat.co.nz |  

From: Natasha Thompson <natasha.thompson@terracat.co.nz>
Sent: Thursday, 10 March 2022 3:42 pm
To: Ellie McClelland <Ellie.McClelland@terracat.co.nz>; Christchurch Warehouse <Christchurch.Warehouse@terracat.co.nz>
Cc: Steve Lawson <Steve.Lawson@terracat.co.nz>
Subject: RE: Picking Order / Collection for Solar Panels

Here you go Ellie
SO01674653

Natasha Thompson
Power Systems Sales and Rental Administrator - Terra Cat
16 Branston St, PO Box 16 168, Christchurch, 8042
M: +64212252284 |
E: Natasha.Thompson@terracat.co.nz | **W:** terracat.co.nz |  

Jess Beattie March 11, 2022 at 15:25



Bugger! I will keep hunting to find what security role it is :)

Kind regards,
Jess Beattie

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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

Natasha Thompson March 11, 2022 at 15:27

All good 😊

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From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Friday, 11 March 2022 3:26 pm
To: Natasha Thompson <natasha.thompson@terracat.co.nz>
Subject: [IT Service Desk] Re: FW: Picking Order

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| 11/03/2022, 12:42 NZDT

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Warehouse Team Leader - Terra Cat
Branston Street, PO Box 16-168, Christchurch, 8042
M: +6421594900 |
E: Averil.Gwynne@terracat.co.nz | **W:** |

Jess Beattie March 11, 2022 at 15:41

Internal note

Have compared Averil's roles to Natasha's roles and tried out GGH Inventory and Warehouse Management - looks like this will give the access so have given Natasha that role

The image displays two side-by-side screenshots of a user management interface. The left window is titled 'User (1) - User ID: natashat, Natasha Thompson' and shows the 'General' tab with user details: User ID: natashat, User name: Natasha Thompson, Network domain: ad.ggh.co.nz, Alias: natashat, Account type: Active Directory user. The 'User's roles' section shows a list of roles, with 'GGH Inventory Warehouse Management' highlighted. The right window is titled 'User (1) - User ID: AverilG, Averil Gwynne' and shows the 'General' tab with user details: User ID: AverilG, User name: Averil Gwynne, Network domain: ad.ggh.co.nz, Alias: AverilG, Account type: Active Directory user. The 'User's roles' section shows a list of roles, with 'GGH Inventory Warehouse Management' and 'SDI Parts Create Counting Journal' highlighted.