

#334693 Expense Claim errors - Help required please

Submitted Received via Requester

26 April 2022 at 16:05 Mail Jimmy Stephens <jimmy.stephens@terracat.co.nz>

CCs

Justine O'Connell <justine.oconnell@terracat.co.nz>, Maureen Aberilla <maureen.aberilla@terracat.co.nz>, Dwayne OLeary <dwayne.oleary@terracat.co.nz>, IT Service Desk <servicedesk@terracat.co.nz>

StatusTypePriorityGroupAssigneeSolvedProblemNormalService DeskJess Beattie

Category

NAXT

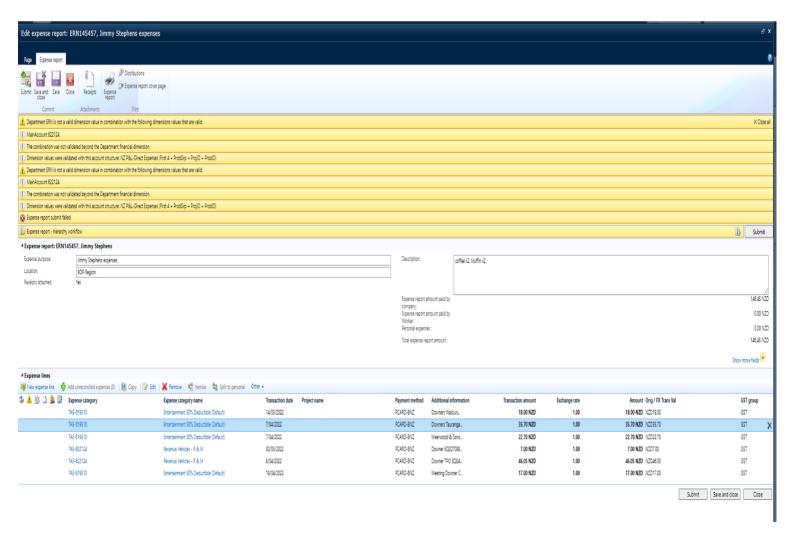
Jimmy Stephens April 26, 2022 at 16:05

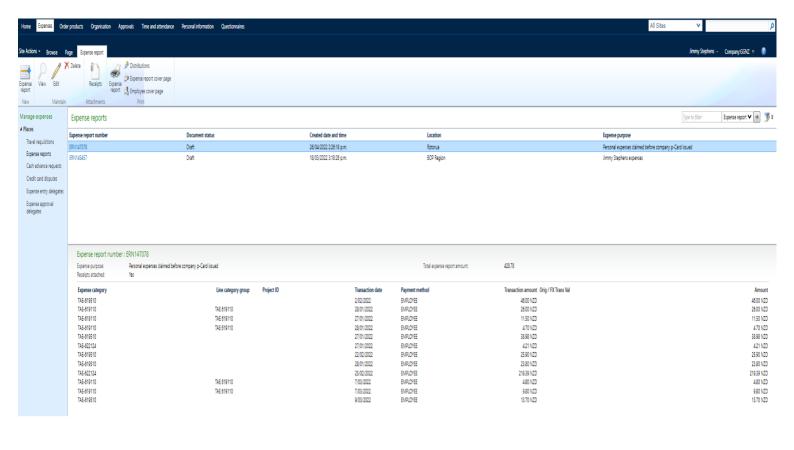
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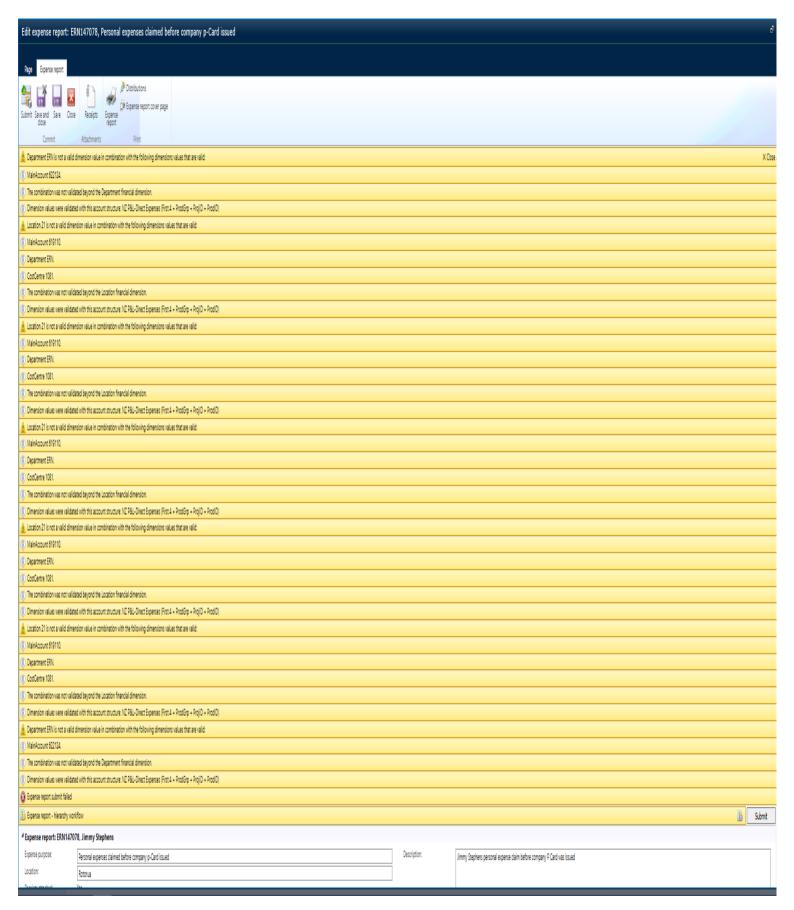
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The one below with less items is my first P-Card form.

Can I please have some help to resolve.







Territory Account Manager Rental - The CAT Rental Store

280 Te Ngae Road, Ngapuna, PO Box 1140, Rotorua, 3010

M: +6421979484 | DDI: 0508 Cat Rental

E: <u>Jimmy.Stephens@terracat.co.nz</u> | W: <u>terracat.co.nz/rental</u>

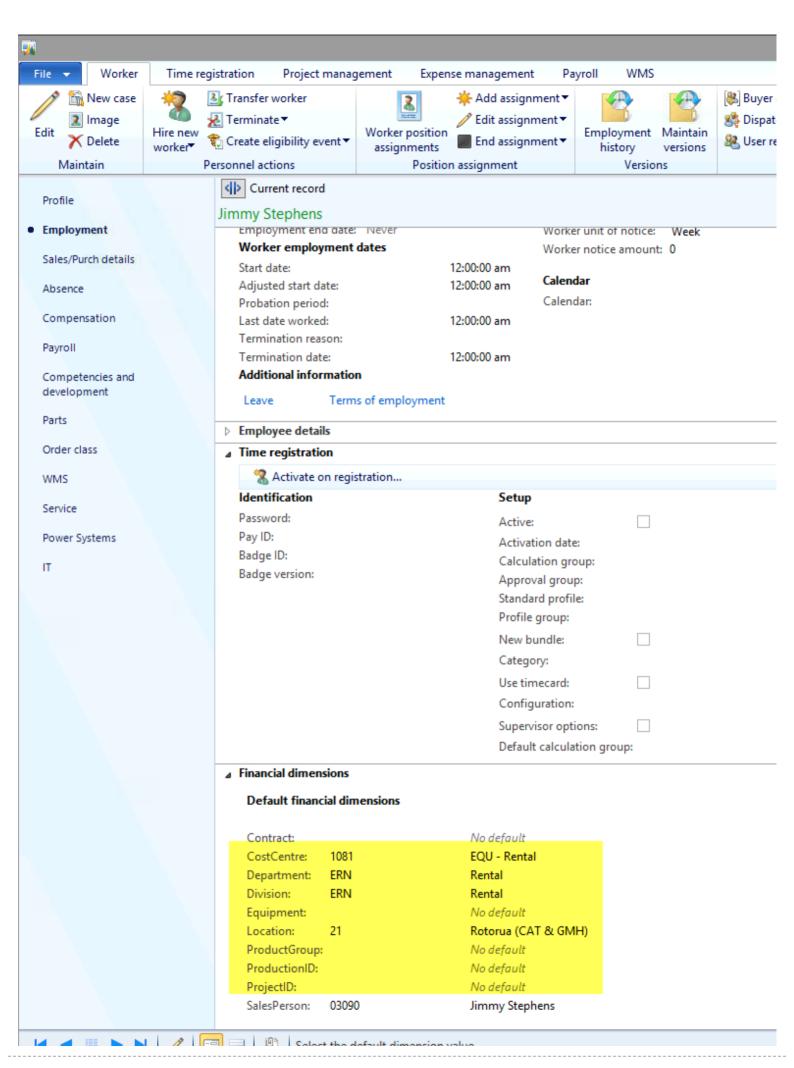


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Jess Beattie April 27, 2022 at 08:12

Internal note

<u>Maureen Aberilla</u> think I have seen this issue before but cannot remember what the fix was. Does he need to use different financial dimensions to the ones that are on his naxt profile?



Hev Justine and Charlotte.

I have spoken with Maureen about this, and we believe that because Jimmy isn't a technician, he should not be using the Expense Category TAE-622124-Revenue Vehicles, is that correct? Could you please advise what the correct category should be?

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 | III @



From: Blair Doherty (IT Service Desk) <support@itsdterracat.zendesk.com>

Sent: Tuesday, 26 April 2022 4:06 pm

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

Subject: [IT Service Desk] Assignment: Expense Claim errors - Help required please

You have been assigned to this ticket (#334693).

Jimmy Stephens

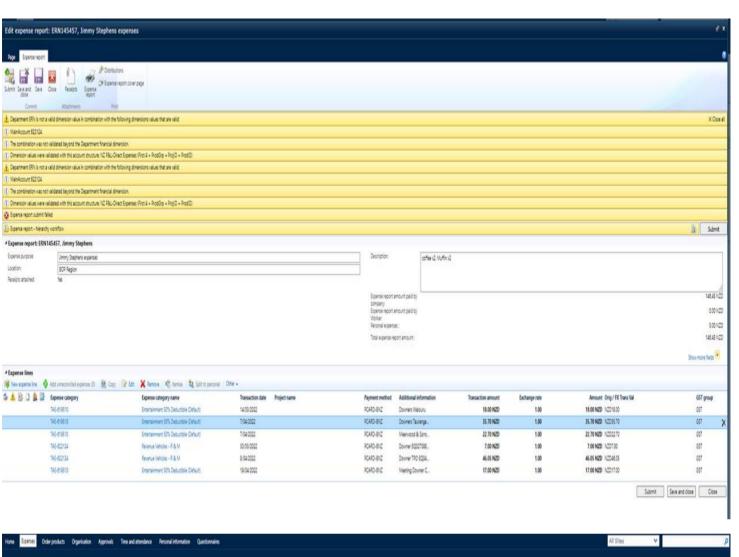
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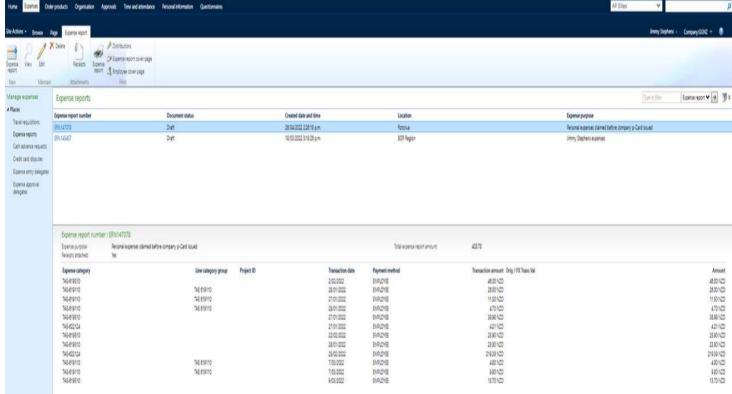
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Ticket # 334693 Status Open

Requester Jimmy Stephens

CCs Dwayne OLeary, IT Service Desk

Followers -

Group Service Desk **Assignee** Jess Beattie

Priority Type Ticket
Channel By Mail

This email is a service from ITSD - Terra Cat. Delivered by Zendesk

[49VY75-0KV3]Ticket-Id:334693Account-Subdomain:itsdterracat

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Justine O'Connell April 28, 2022 at 10:29

Internal note

Issue 1:

You are correct Jimmy should use **TAE-622320 Non Revenue Vehicles – Fuel** as he does not drive a service vehicle. (ie: a revenue generating vehicle)

TAE-622320 Non Revenue Vehicles - Fuel
TAE-622322 Non Revenue RUC
TAE-622324 Non Revenue Vehicles - R & M

Issue 2:

Jimmy is the first rental staff member to be based on Rotorua.

To minimise posting issues rental had branches specified in the account structure.

I have now added 21 – Rotorua to the allowed list.

Jimmy should be able to post now

Regards, Justine O'Connell

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

Sent: Thursday, 28 April 2022 9:23 am

To: Justine O'Connell justine.oconnell@terracat.co.nz>; Charlotte Fox <Charlotte.Fox@terracat.co.nz>

Cc: Zendesk ITSD Terra Cat <support@itsdterracat.zendesk.com>; Jimmy Stephens <Jimmy.Stephens@terracat.co.nz>; Dwayne OLeary <Dwayne.OLeary@terracat.co.nz> **Subject:** FW: [IT Service Desk] Assignment: Expense Claim errors - Help required please

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Kind regards,

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24 Amyes Road, PO Box 16168, Christchurch, 8042

DDI: 0800 95 95 98

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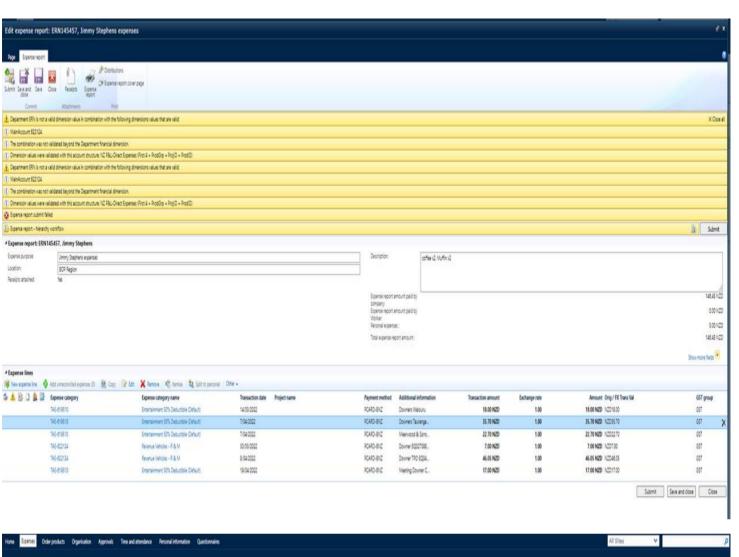
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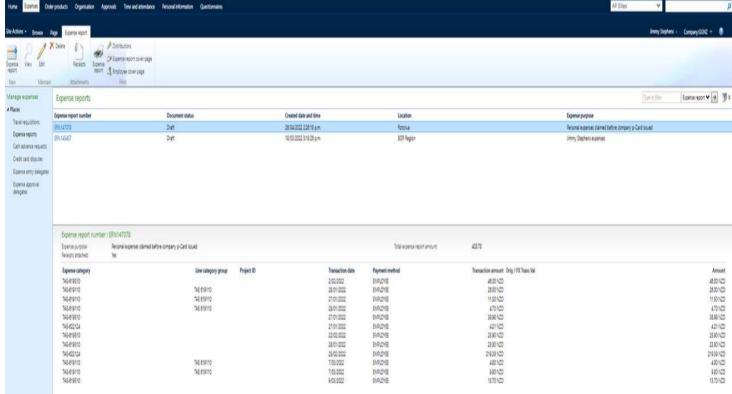
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Group Service Desk Assignee Jess Beattie

Priority -

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Jess Beattie April 28, 2022 at 10:30

Internal note

Awesome, thank you so much 😊



Kind regards,

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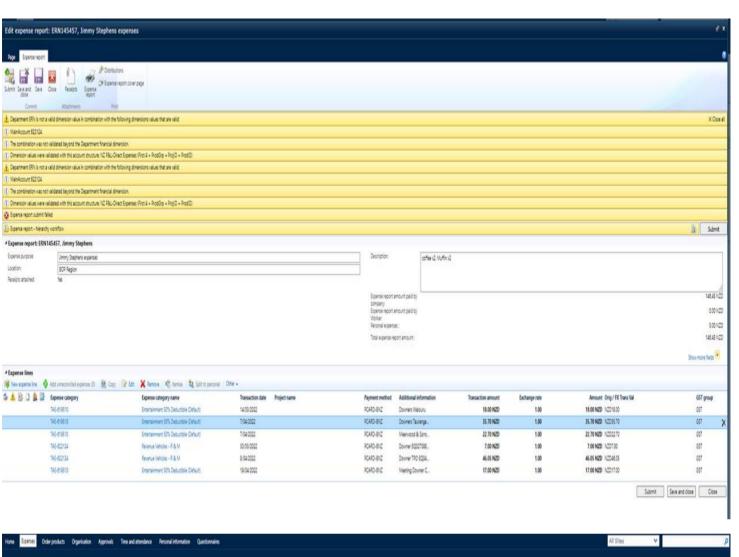
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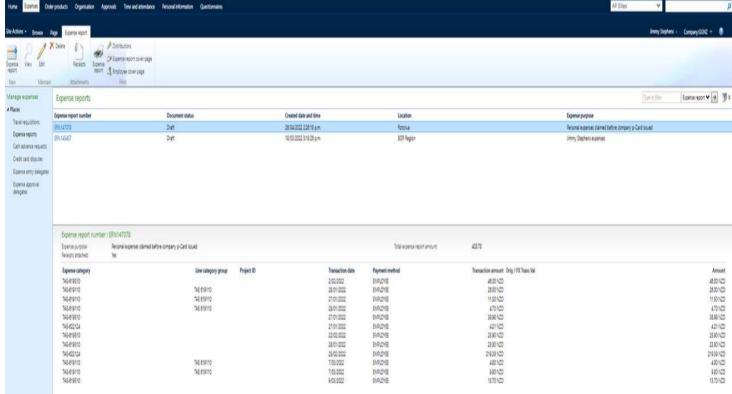
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