

#323244 Invoice posting fault

Submitted Received via Requester
17 September 2021 at 10:08 Mail Lee Johnson <lee.johnson@terracat.co.nz>

CCs
Sue Petersen <sue.petersen@goughgroup.co.nz>, IT Service Desk <is_sd@goughgroup.co.nz>

Status Type Priority Group Assignee
Solved Problem Normal Service Desk Jess Beattie

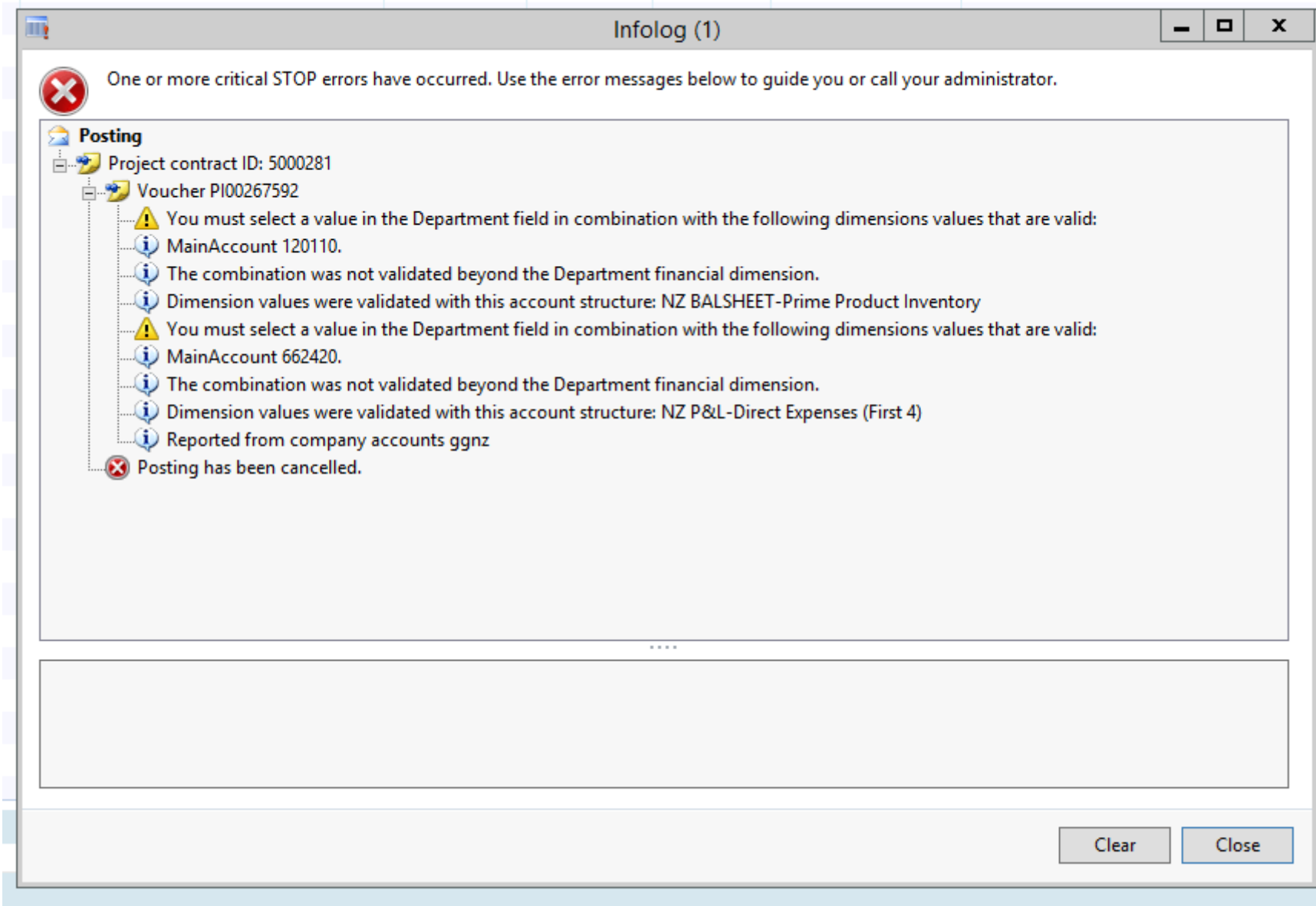
Category
NAXT

Lee Johnson September 17, 2021 at 10:08 AM
Hi Guys

I am having the following fault come up when I try to post these invoices, can someone tell me how to fix it please.

Thanks

44	Finished	Trailer-...	SJB543GBPMD044439	SC249443	Main - Prepare trailer	1023 - EEQ New Equipment Inventory	Bevan
44	Finished	Trailer-...	SJB543GBPMD041779	SC249447	Main - Prepare trailer	1023 - EEQ New Equipment Inventory	Bevan
44	Finished	Trailer-...	SJB543GBPMD041780	SC249450	Main - Prepare trailer	1023 - EEQ New Equipment Inventory	
44	Finished	Trailer-...	SJB543GBPMD041785	SC249451	Main - Prepare trailer	1023 - EEQ New Equipment Inventory	
44	Finished	Trailer-...	SJB543GBPMD041786	SC249452	Main - Prepare trailer	1023 - EEQ New Equipment Inventory	





Lee Johnson

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Jess Beattie September 17, 2021 at 1:21 PM

Internal note

[Sue Petersen](#) Hey Sue,

I cannot for the life of me find where this issue is coming from. I have looked at all the service calls listed in the screenshot

SC249443

SC249447

SC249450

SC249451

I have also looked at all the sales orders attached to each service call but still can't find anything obvious.

Can you please help :)

Sue Petersen September 20, 2021 at 3:36 PM

As per our conversation. The trailers have been created as competitive so they are not in our Inventory but you are using the Inventory Account to post the cost against. You need to talk to sales and confirm if these were in parts originally and now need to be a piece of equipment if so they will need new Equipment numbers and the process for that is done by Sales team. If not then they need to give you an account to post the service call or the prime product equipment number if the cost goes against that.

Thanks