

🙀 #325876 Bringing unit into stock - PO00321059

Submitted Received via Requester

4 November 2021 at 09:18 Mail Natalia Russo <natalia.russo@terracat.co.nz>

CCs

Maureen Aberilla <maureen.aberilla@goughcat.co.nz>

StatusTypePriorityGroupAssigneeSolvedProblemNormalService DeskJess Beattie

Category

NAXT

Maureen Aberilla November 4, 2021 at 9:18 AM

From: Natalia Russo < Natalia. Russo@terracat.co.nz >

Sent: Thursday, 4 November 2021 8:26 AM

To: IT Service Desk <support+id325505@itsdterracat.zendesk.com>; IT Service Desk

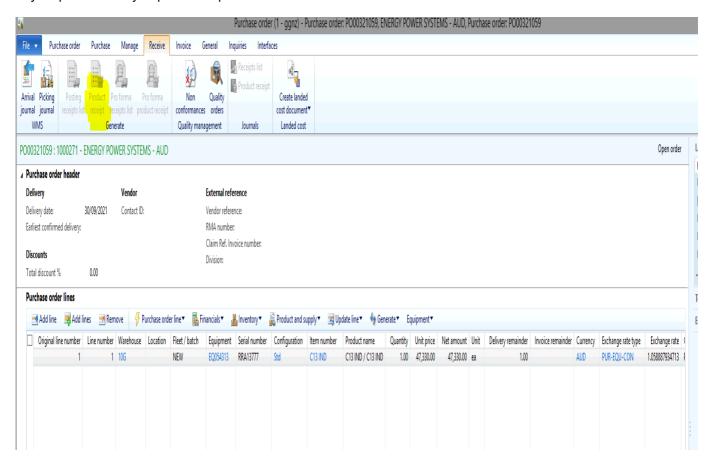
<sdhelpdesk@goughgroupltd.onmicrosoft.com>

Cc: Maureen Aberilla < Maureen. Aberilla @terracat.co.nz >

Subject: Bringing unit into stock

Hi IT team.

I'm trying to bring this unit into stock but the Product Receipt is marked as blocked grey. I'm not sure if I'm missing any step here. Can you please help me?



Many Thanks, Natalia Russo

Product Manager - Terra Power Systems

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

M: +6421357186 |

E: Natalia.Russo@terracat.co.nz | W: terracat.co.nz

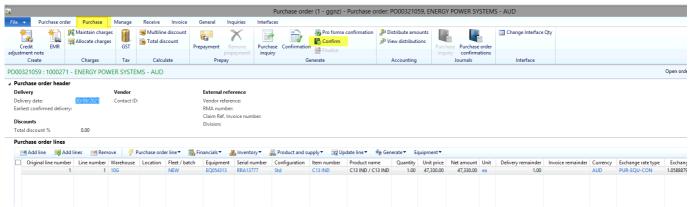


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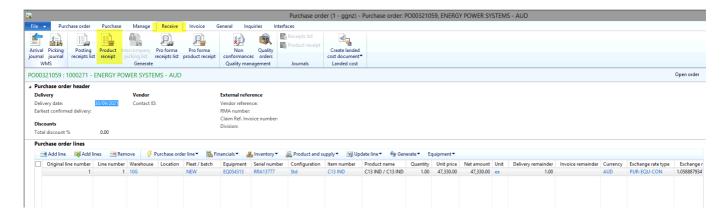
Maureen Aberilla November 4, 2021 at 9:20 AM

Hi Natalia,

You have to re-confirm the purchase order.



Once done, the Product receipt button becomes active.

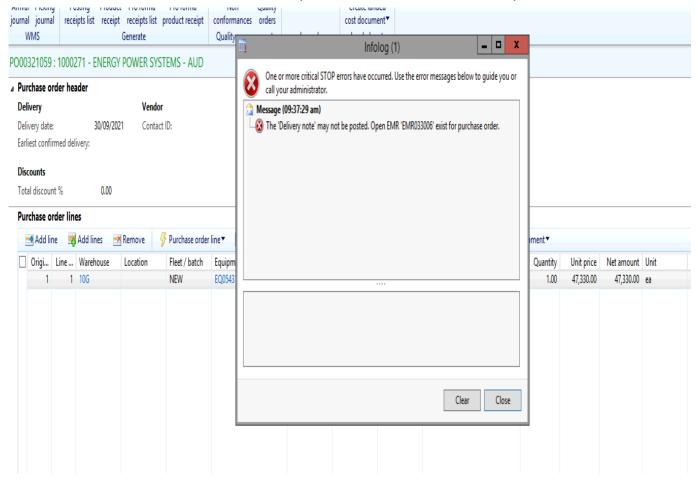


Regards, Maureen

Natalia Russo November 4, 2021 at 9:39 AM

Hi Maureen.

I confirmed the PO, but now it gives me this error. EMR looks okay for me. Not sure what's wrong. ②



Natalia Russo

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From: Maureen Aberilla (IT Service Desk) <support@itsdterracat.zendesk.com>

Sent: Thursday, 4 November 2021 9:21 am

To: Natalia Russo <Natalia.Russo@terracat.co.nz>

Subject: [IT Service Desk] Ticket Resolved: Bringing unit into stock - PO00321059

Your request (325876) has been updated.

If there are outstanding issues with this request, or your issue hasn't been fixed, please reply to this email with details.

Maureen Aberilla (ITSD - Terra Cat)

4/11/2021, 9:20 NZDT

Hi Natalia,

Regards,

Maureen

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[49PXRL-Z6G3]

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Jess Beattie November 4, 2021 at 9:51 AM

Internal note

Please see Natalia's reply below (3)

leade ees Hatana's Topiy Selen G

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: Natalia Russo (IT Service Desk) <support@itsdterracat.zendesk.com>

Sent: Thursday, 4 November 2021 9:40 am **To:** Jess Beattie < Jess.Beattie@terracat.co.nz>

Subject: [IT Service Desk] Re: Bringing unit into stock - PO00321059

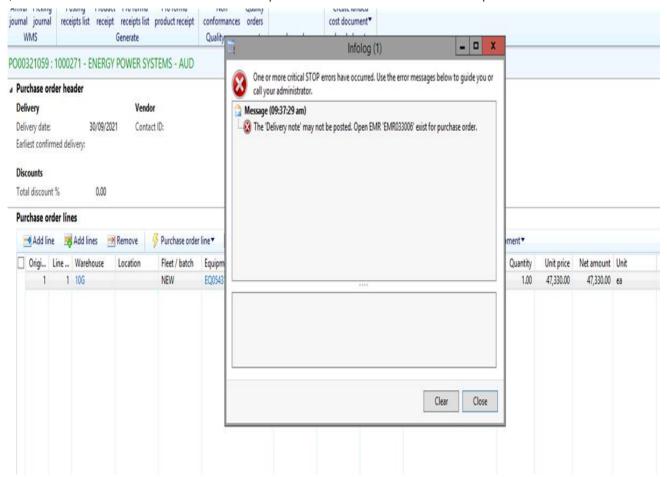
This ticket (#325876) has been reopened. itsdterracat.zendesk.com/agent/tickets/325876

Natalia Russo

4 Nov 2021, 09:39 GMT+13

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Natalia Russo

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Sent: Thursday, 4 November 2021 9:21 am

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E:Natalia.Russo@terracat.co.nz | W: terracat.co.nz

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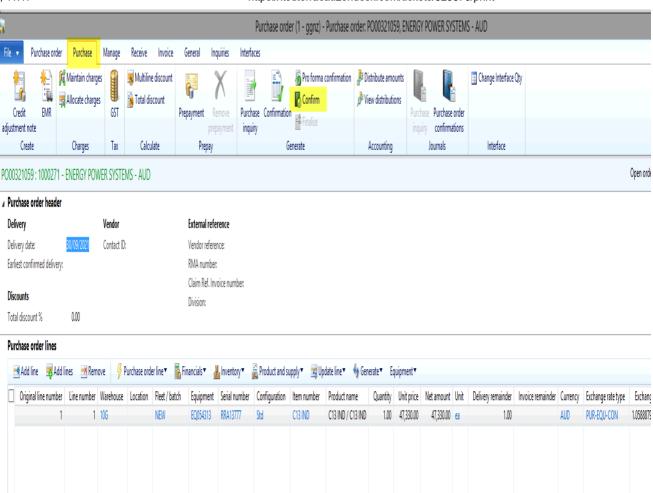
[49PXRL-Z6G3]

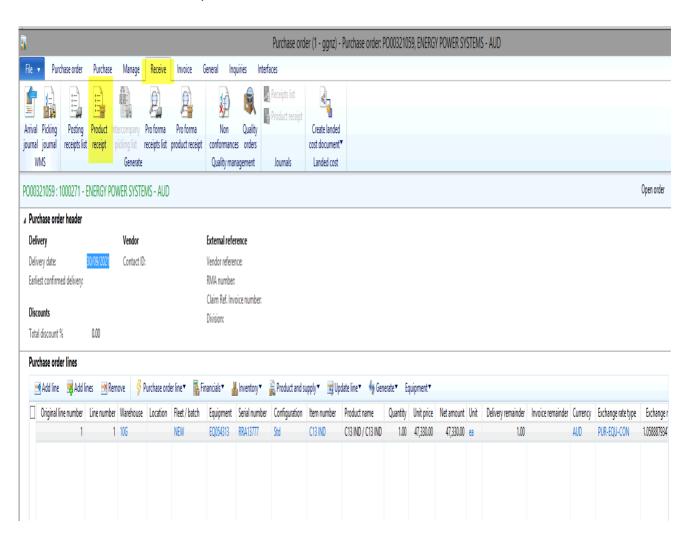
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Maureen Aberilla (ITSD - Terra Cat)

4 Nov 2021, 09:20 GMT+13

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4 Nov 2021, 09:18 GMT+13

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Sent: Thursday, 4 November 2021 8:26 AM

To: IT Service Desk < structure: IT Service Desk

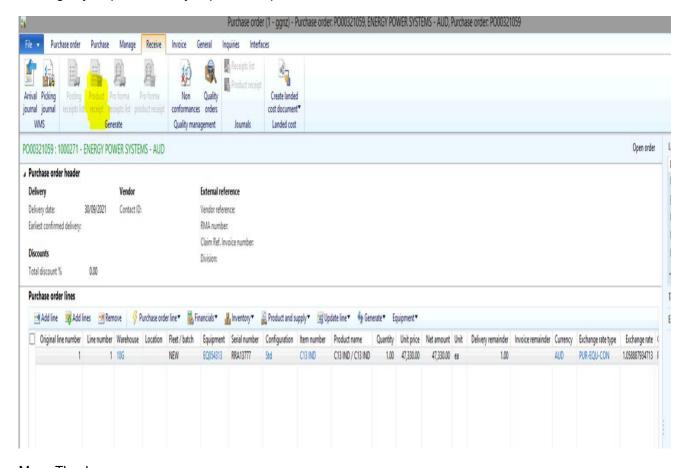
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You are an agent. Add a comment by replying to this email or view ticket in Zendesk Support.

Ticket # 325876

Status Open

Requester Natalia Russo

CCs -

Followers -

Group Service Desk
Assignee Jess Beattie

Type Problem

Channel By Mail

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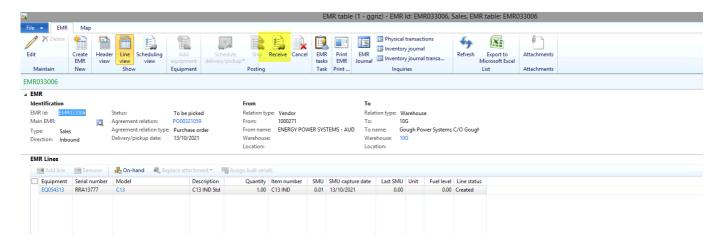
[49PXRL-Z6G3]Ticket-Id:325876Account-Subdomain:itsdterracat

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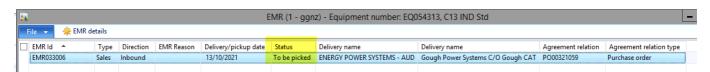
Maureen Aberilla November 4, 2021 at 9:58 AM

Hi Natalia,

The EMR needs to be Received. That's why the error message is saying there's an 'open' EMR.



After you've click on Receive, the EMR status will change from 'To be picked' to 'Received'



Regards, Maureen

Natalia Russo November 4, 2021 at 11:14 AM

Hi Maureen.

My bad, it's all good now! Brought the unit into stock @

Thank you very much 🕃

Natalia Russo

Product Manager - Terra Power Systems

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

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Sent: Thursday, 4 November 2021 9:58 am

To: Natalia Russo <Natalia.Russo@terracat.co.nz>

Subject: [IT Service Desk] Re: Bringing unit into stock - PO00321059

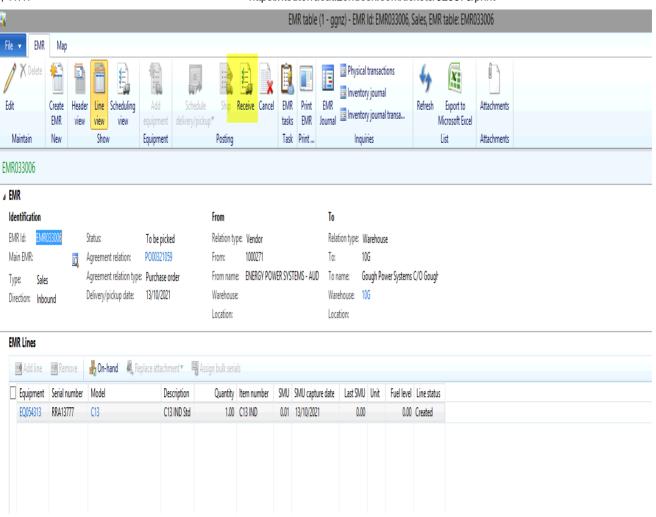
Your request (325876) has been updated. To add additional comments, reply to this email.

Maureen Aberilla (ITSD - Terra Cat)

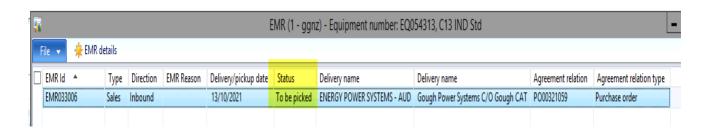
4/11/2021, 9:58 NZDT

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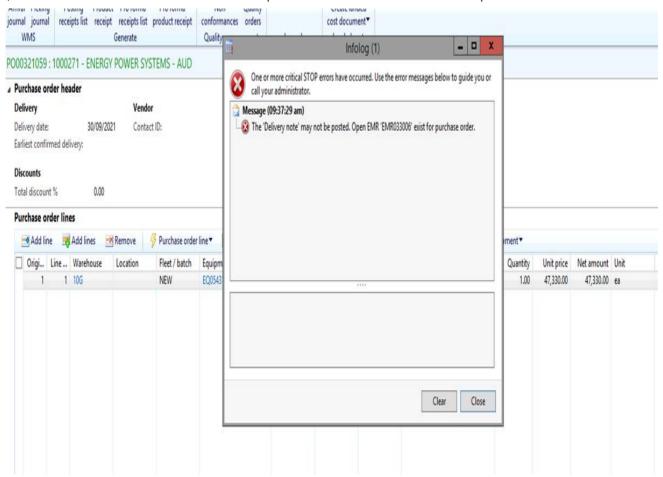
Maureen

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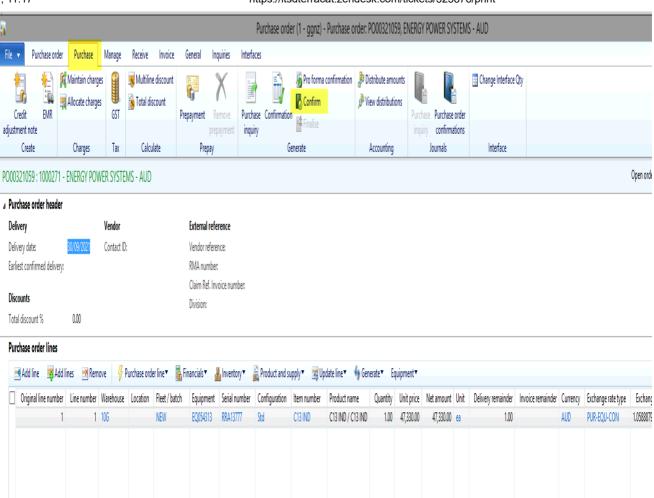
[49PXRL-Z6G3]

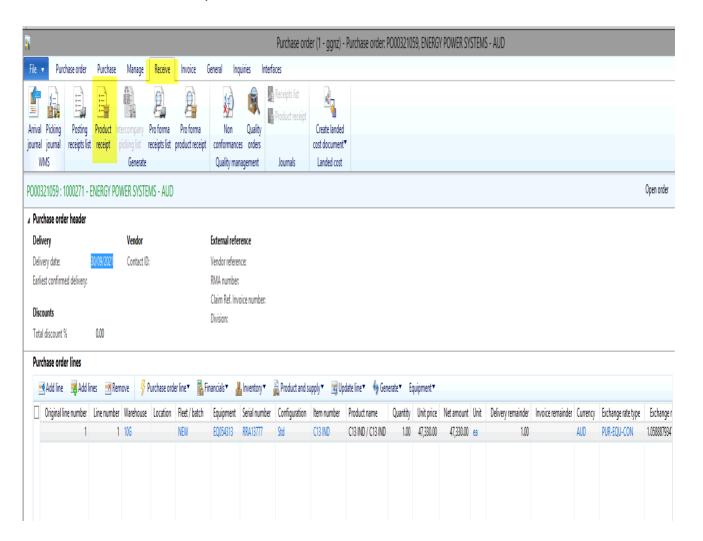
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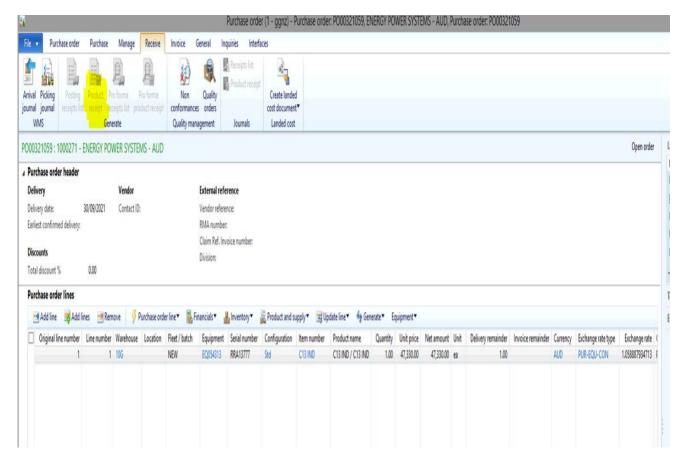
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