#326525 Service call creation - Adding SMU reading and date - DR814

Submitted	**Received via**	**Requester**
16 November 2021 at 07:46	Closed Ticket	David Willetts <david.willetts@goughcat.co.nz>

CCs

Jess Beattie <jess.beattie@terracat.co.nz>, Maureen Aberilla <maureen.aberilla@terracat.co.nz>, Sue Petersen <sue.petersen@terracat.co.nz>

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

Category

NAXT

David Willetts November 16, 2021 at 7:46 AM

This is a follow-up to your previous request [#313008](#) "RE: Windows explorer is sti..."

Good morning team.

While creating a service call for BT Mining's drill rig DR814 the field for entering the machine SMU & Date are not editable.

1. Can you confirm why this is the case.

Regards

David Willetts
Service Advisor - Terra Cat
Branston Street, PO Box 16168, Christchurch, 8441
M: +64212808585 | DDI: +6439434348
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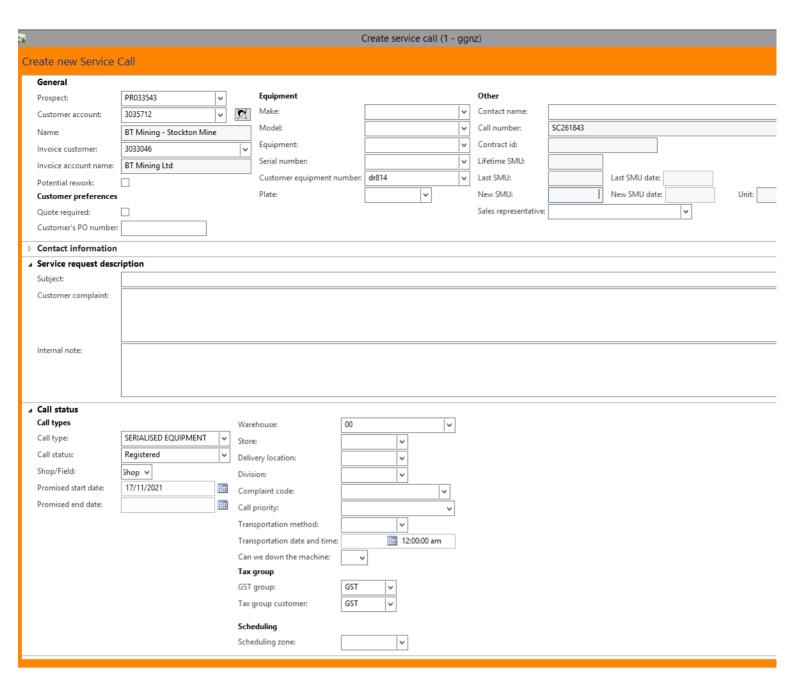

Jess Beattie November 17, 2021 at 3:47 PM

Hey David,
I had a brief look into this and it looks to be the same for me as per image below (hopefully you can see it)

1. Is this how you have always added in the SMU?
2. If so, do you remember the last time you were able to use this feature?

I have only known to use the "update smu" button once the service call has been created

Create service call (1 - ggnz)

Create new Service Call

General

Prospect:	PR033543
Customer account:	3035712
Name:	BT Mining - Stockton Mine
Invoice customer:	3033046
Invoice account name:	BT Mining Ltd
Potential rework:	☐

Customer preferences

Quote required:	☐
Customer's PO number:	

Equipment

Make:	
Model:	
Equipment:	
Serial number:	
Customer equipment number:	dr814
Plate:	

Other

Contact name:			
Call number:	SC261843		
Contract id:			
Lifetime SMU:			
Last SMU:		Last SMU date:	
New SMU:		New SMU date:		Unit:
Sales representative:			

▷ **Contact information**

◢ **Service request description**

Subject:	
Customer complaint:	
Internal note:	

◢ **Call status**

Call types

Call type:	SERIALISED EQUIPMENT
Call status:	Registered
Shop/Field:	Shop
Promised start date:	17/11/2021
Promised end date:	

Warehouse:	00
Store:	
Delivery location:	
Division:	
Complaint code:	
Call priority:	
Transportation method:	
Transportation date and time:	12:00:00 am
Can we down the machine:	

Tax group

GST group:	GST
Tax group customer:	GST

Scheduling

Scheduling zone:	

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

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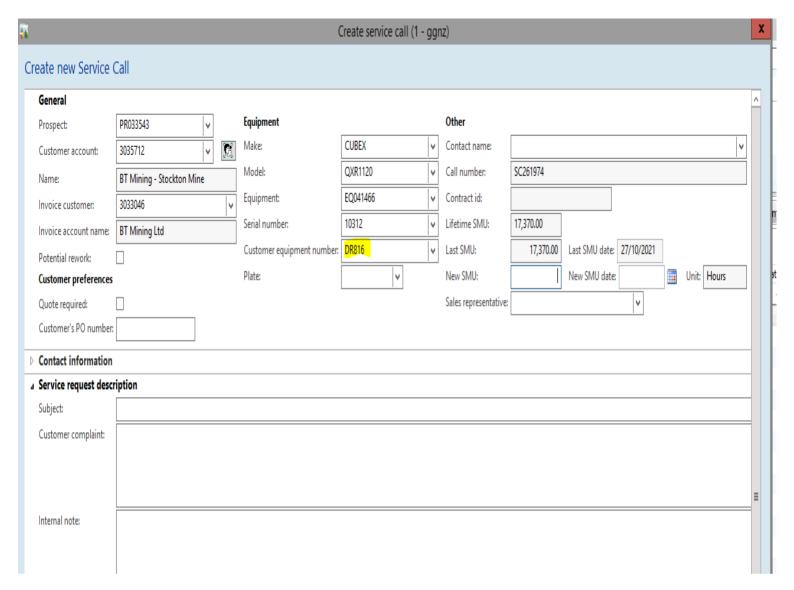**David Willetts** November 17, 2021 at 4:48 PM

Jess

Yes this is normally where I enter the SMU reading.

06/05/21 was the last call I opened against this machine. I can still use that field for other machines.

I can use that field for a similar machine DR816 – Same customer (See below) – So I am picking it is something to do with the machine itself.

Regards

Create new Service Call

General

Prospect:	PR033543
Customer account:	3035712
Name:	BT Mining - Stockton Mine
Invoice customer:	3033046
Invoice account name:	BT Mining Ltd
Potential rework:	☐

Customer preferences

Quote required:	☐
Customer's PO number:	

Equipment

Make:	CUBEX
Model:	QXR1120
Equipment:	EQ041466
Serial number:	10312
Customer equipment number:	DR816
Plate:	

Other

Contact name:	
Call number:	SC261974
Contract id:	
Lifetime SMU:	17,370.00
Last SMU:	17,370.00
Last SMU date:	27/10/2021
New SMU:	
New SMU date:	
Unit:	Hours
Sales representative:	

▷ **Contact information**

◢ **Service request description**

Subject:	
Customer complaint:	
Internal note:	

David Willetts
Service Advisor - **Terra Cat**
Branston Street, PO Box 16168, Christchurch, 8441
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From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Wednesday, 17 November 2021 3:48 pm
To: David Willetts <David.Willetts@terracat.co.nz>
Subject: [IT Service Desk] Re: Service call creation - Adding SMU reading and date - DR814

Your request (326525) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)
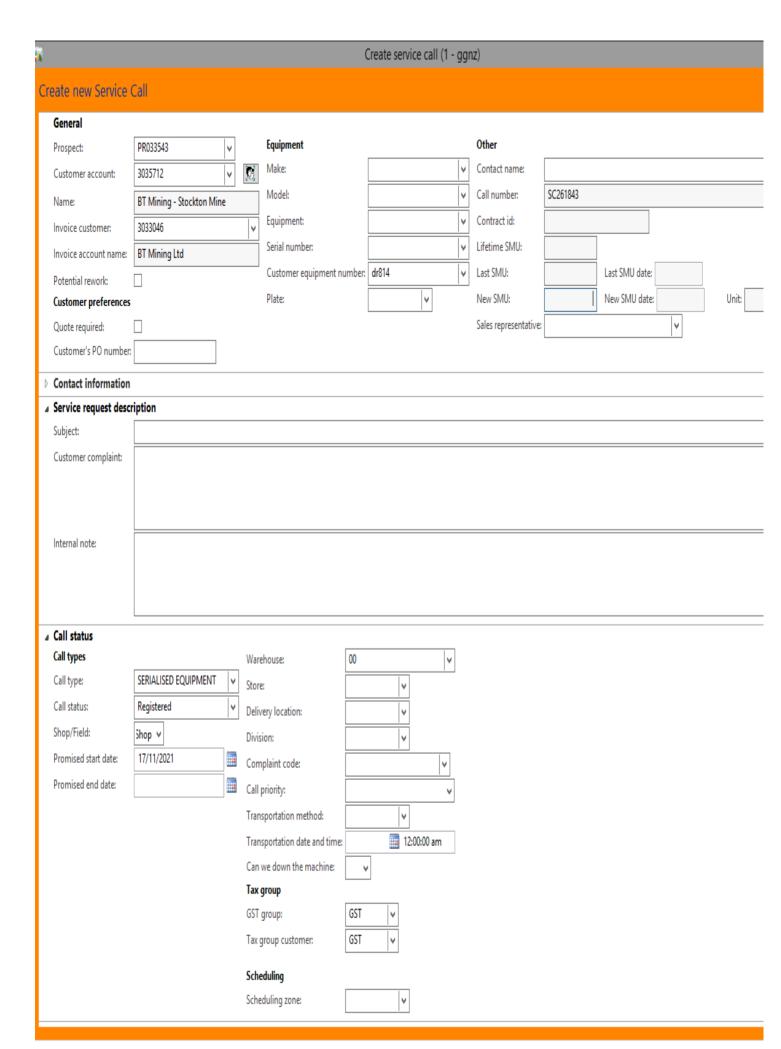
17/11/2021, 15:47 NZDT

Hey David,

I had a brief look into this and it looks to be the same for me as per image below (hopefully you can see it)

1. Is this how you have always added in the SMU?

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Create new Service Call

General

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Customer account:	3035712
Name:	BT Mining - Stockton Mine
Invoice customer:	3033046
Invoice account name:	BT Mining Ltd
Potential rework:	☐

Customer preferences

Quote required:	☐
Customer's PO number:	

Equipment

Make:	
Model:	
Equipment:	
Serial number:	
Customer equipment number:	dr814
Plate:	

Other

Contact name:		
Call number:	SC261843	
Contract id:		
Lifetime SMU:		
Last SMU:		Last SMU date:
New SMU:		New SMU date:	Unit:
Sales representative:		

▷ **Contact information**

▲ **Service request description**

Subject:	
Customer complaint:	
Internal note:	

▲ **Call status**

Call types

Call type:	SERIALISED EQUIPMENT
Call status:	Registered
Shop/Field:	Shop
Promised start date:	17/11/2021
Promised end date:	

Warehouse:	00
Store:	
Delivery location:	
Division:	
Complaint code:	
Call priority:	
Transportation method:	
Transportation date and time:	12:00:00 am
Can we down the machine:	

Tax group

GST group:	GST
Tax group customer:	GST

Scheduling

Scheduling zone:	

Kind regards,
Jess Beattie

David Willetts

16/11/2021, 7:46 NZDT

This is a follow-up to your previous request [#313008](#) "RE: Windows explorer is sti..."

Good morning team.

While creating a service call for BT Mining's drill rig DR814 the field for entering the machine SMU & Date are not editable.

1. Can you confirm why this is the case.

Regards

David Willetts
Service Advisor - Terra Cat
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Attachment(s)
[image001.png](#)
[image002.jpg](#)
[image003.jpg](#)
[image004.png](#)

This email is a service from ITSD - Terra Cat. Delivered by [Zendesk](#)

[7MPMXQ-79R2]

Jess Beattie November 18, 2021 at 7:47 AM

Ah, I see, you may be right on that it might be something to do with the equipment setup/settings. I will investigate, may have to reach out to Maureen who has more knowledge with equipment and there setup :)
Will keep you posted!

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

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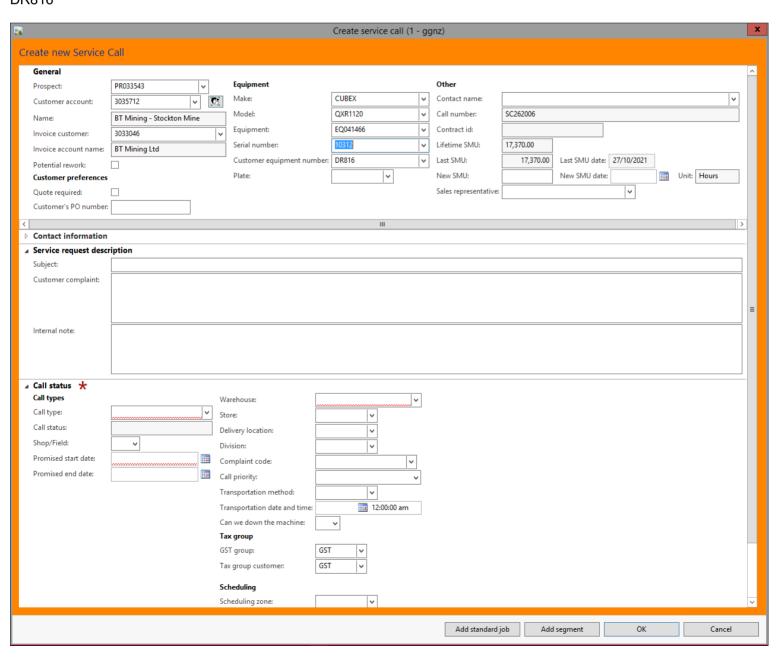
Jess Beattie November 18, 2021 at 8:10 AM   Internal note
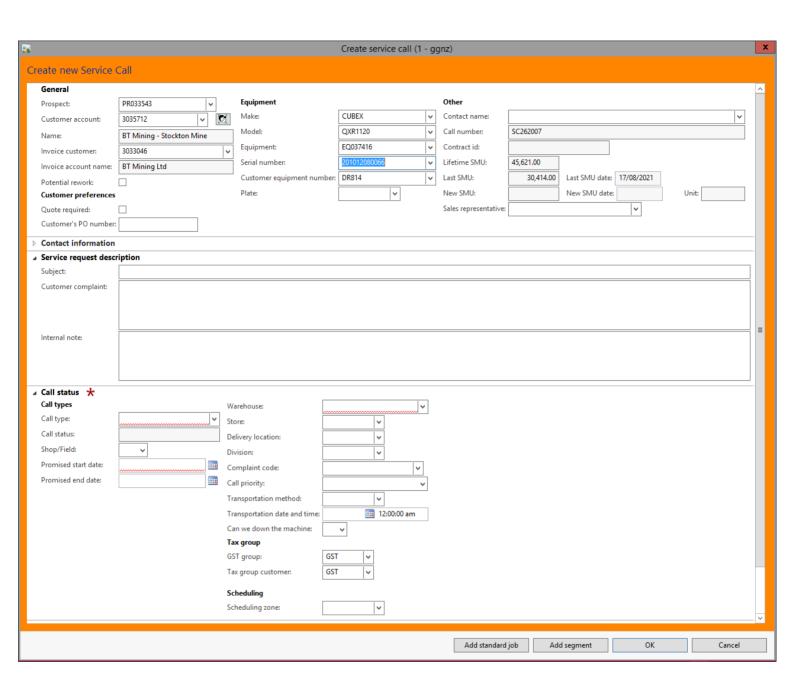
Maureen Aberilla Hey Maureen, could you please help investigate this. It appears that for certain equipment, we are unable to enter a new SMU when creating a new service call as the SMU boxes are greyed out. However, an example below shows that it isn't greyed out for some. What would be the reason for this? :)

PR033543
3035712
3033046
EQ041466
10312
DR816

PR033543
3035712
3033046
EQ037416
201012080066
DR814

Create service call (1 - ggnz)

Create new Service Call

General

		Equipment		**Other**	
Prospect:	PR033543	Make:	CUBEX	Contact name:	
Customer account:	3035712	Model:	QXR1120	Call number:	SC262007
Name:	BT Mining - Stockton Mine	Equipment:	EQ037416	Contract id:	
Invoice customer:	3033046	Serial number:	201012080066	Lifetime SMU:	45,621.00
Invoice account name:	BT Mining Ltd	Customer equipment number:	DR814	Last SMU:	30,414.00
Potential rework:	☐	Plate:		Last SMU date:	17/08/2021
Customer preferences				New SMU:	New SMU date:	Unit:
Quote required:	☐			Sales representative:	
Customer's PO number:					

▷ **Contact information**

◢ **Service request description**

Subject:

Customer complaint:

Internal note:

◢ **Call status** ✱

Call types

			Warehouse:	
Call type:			Store:	
Call status:			Delivery location:	
Shop/Field:			Division:	
Promised start date:		📅	Complaint code:	
Promised end date:		📅	Call priority:	
			Transportation method:	
			Transportation date and time:	📅 12:00:00 am
			Can we down the machine:	

Tax group

| GST group: | GST |
| Tax group customer: | GST |

Scheduling

Scheduling zone:

[Add standard job] [Add segment] [OK] [Cancel]

My findings:

I found that on the equipment that has the issue, the unit wasn't filled in so tested this in sandbox by filling it in as hours then tried to create a new service call but that didn't change anything

File ▾ | Equipment | Setup | Sales | Functions | Inquiries | Interfaces | Map

Equipment	Edit Delete	Equipment sales availability Equipment availability	Financial summary	Equipment builder Import configuration detail Attachment handling Installed components	Refresh	Export to Microsoft Excel	Reservation	Attachments
New	Maintain	Availability	Finance	Builder		List	Reservation	Attachments

EQ037416 : QXR 1120 Drill Rig

Damaged: ☐
PIN / VIN code:
Tag number:
Decal number:
Manufacture year: 9999
Chassis number:
Vessel name:
CFM/PSI:
ESO:

OLGA

Remanufactured: ☐
PWC Code: 510   MN10
Application code:
Exclude from OLGA: ☑
Activity indicator: Active (Default Value)

Cooling:
Starting method: None
Starting voltage: 0

Transmission
Transmission serial number:
Transmission arrangement number:

Related equipment
Related serial number:
Related equipment manufacturer:
Cab type:
Arrangement number:
Enclosure type:

Note:

Vocational Truck
EMSolutions level:
EMS sub level:
CSA type:
UCID Number: 2969755063
Product link:
EMS Expiry:
CEDE Report:

◢ **Usage information**

Usage volume

Mandatory usage counter: ☐
Enable Web registration: ☐
Start usage counter: 0.00
Usage start date:
Current usage counter: 0.00
Measure date:
End usage counter: 0.00
Usage end date:
Grade of usage:

Estimated usage
Estimated period usage: 0.00
Number of periods: 0
Period type: Day
Call status:

Last SMU
Last SMU: 30,414.00
Last SMU capture date: 17/08/2021   10:10:29 am
Unit: Hours
Base plan:
Lifetime SMU: 45,621.00
Use visionlink: ☐
Use basic daily: ☐
Use CAT feeds: ☐
SMU expiry days: 0

GPS position
Location type: DOP
Latitude bearing: North
Latitude: 0.000000
Longitude bearing: West
Longitude: 0.000000
Created: 12:00:00 am

Scheduling
Average SMU update interval: 30
Trigger by: 30
Calculated days: 0

▷ **Trade information**
▷ **After treatment details**
▷ **Component information**
▷ **Finance information**
▷ **Bar code**
▷ **Address**
▷ **Financial dimensions**

I compared the 2 pieces of equipment but I couldn't really see anything obvious that would be causing this and I have no idea where else to look :)

Maureen Aberilla November 18, 2021 at 12:52 PM   Internal note

Hi Jess Beattie - I have asked Sue Petersen to look into this ticket. 😊

Cheers, Maureen

Sue Petersen November 18, 2021 at 3:47 PM

Hi David,
 this issue you are having is that the Equipment is an attachment so it doesn't allow you to populate the SMU reading. I understand that you think someone has changed the equipment but at this stage i can't find out.
To get this changed you will need to contact the Gatekeeper and ask her to remove the Attachment tick. This can be done as i have just tested this in Sandbox and with out the tick you are able to populate the SMU reading.
Evelyn Hamel is the gate keeper.
Thanks