

#336108 Error when trying to post invoice proposal PJP00424227 on SC277079 seg 06

Submitted 24 May 2022, 08:23 **Received via** Mail **Requester** Casey Whittaker <casey.whittaker@goughcat.co.nz>

CCs
Sue Petersen <sue.petersen@terracat.co.nz>, IT Service Desk <servicedesk@terracat.co.nz>

Status	Type	Priority	Group	Assignee
Solved	-	Normal	Service Desk	Matt Osterfield


Category
NAXT

Casey Whittaker 24 May 2022, 08:23











Good Morning,

Can you please have a look at the above, it comes up with an error message when I am trying to post the invoice proposal.

Thanks,

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

Posting

- Project contract ID: 5001000
 - Voucher PI00296001
 -  You must select a value in the Equipment field in combination with the following dimensions values that are valid:
 -  MainAccount 511420.
 -  Department ERN.
 -  CostCentre 1081.
 -  Location 26.
 -  SalesPerson NA.
 -  The combination was not validated beyond the Equipment financial dimension.
 -  Dimension values were validated with this account structure: NZ P&L-Rental Sales and COS
 -  Reported from company accounts ggnz
 -  Posting has been cancelled.

Casey Whittaker
Service Advisor - Terra Cat
20 Bennett St, Cloverlea, PO Box 1141, Palmerston North, 4440
M: +64276073316 | **DDI:** +6469533625
E: Casey.Whittaker@terracat.co.nz | **W:** terracat.co.nz |  

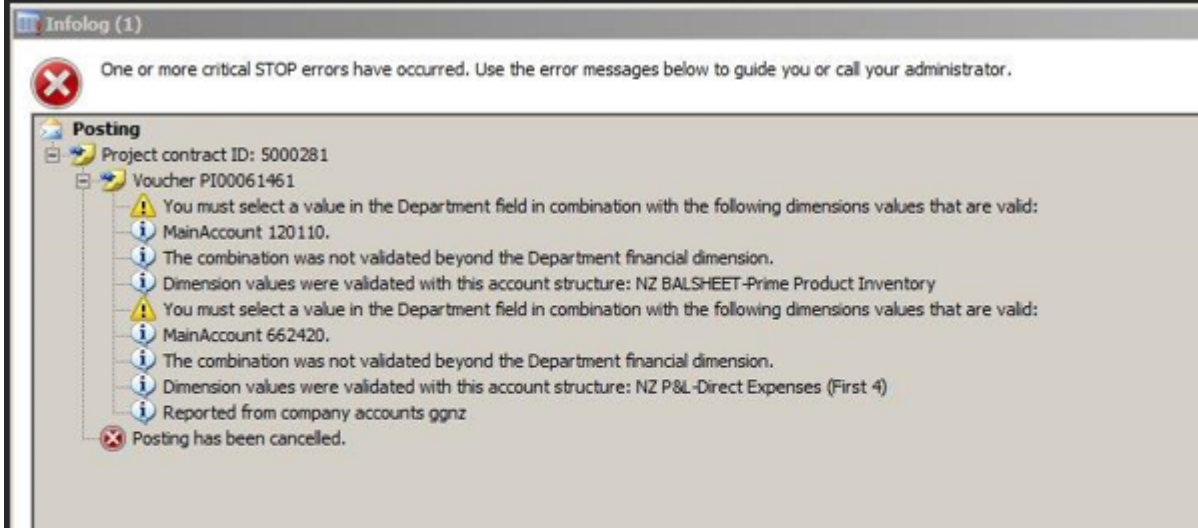


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Matt Osterfield 9 June 2022, 12:09 Internal note

Jess Beattie

Most common check to resolve this error



Resolve the critical stop error for Financial Dimensions (Accounting Services)

In the GGNZ navigation bar, select *Service* from the dropdown menu

Expand *Service call* in Common menu box

Select All service calls

All "only open" Service Calls should be visible

Filter by *Service Call Number* that is on the job ticket

Only the related *Service Call* should be visible

Click once to activate the line item

Look at the bottom section of the screen

Check for Call Type = Serialised and Equipment Number (EQ number) has been allocated

Call status:	Closed	Make:	CATERPILLAR
Call number:	SC103706	Model:	C15
Customer account:	3027691	Serial number:	NXS34128
Name:	Envirowaste Services Ltd - Main A	Equipment:	EQ022219
Call type:	SERIALISED EQUIPMENT	Customer equipment number:	126
Promised start date:		Plate:	HBE202
Promised end date:			

If these are not present the Service Ticket will need to be escalated.

If they are present Click on the *EQ number*

This opens the *EQ Number* interface

Expand the *Financial dimensions* tab

So when I go to the service call the line item is all blank.

Call status:	Make:	Has warranty:	<input type="checkbox"/>	Store:
Call number:	Model:	Missing claim:	<input type="checkbox"/>	Division:
Customer account:	Serial number:	Last day of Labour:		Last SMU:
Name:	Equipment:	Days since last labour:		Unit:
Call type:	Customer equipment number:	Call start date:		Last SMU capture date:
Promised start date:	Plate:	Total days open:		
Promised end date:				

Does this mean I need to escalate? If so who to? Sue? Any advice would be greatly appreciated

[Matt Osterfield](#) sorry, I am stumped on this one too. Not even sure the right call type and accounts are being used.

Service calls (1 - ggnz)

File	Service call	Manage	Related information
Edit	Delete	Service call New	Service segment Segments
Maintain	Service scheduler Scheduler	Quotation	Close call Post
		Service call closing summary	Enter customer payments
		Payment totals	Delete payments
		Cash register	Refresh

General

General

Call number: [SC277079](#)

Equipment:

Serial number:

Customer equipment number:

Make:

Model:

Plate:

Call type: [EXPENSED LABOUR](#)

Call status: [Finished](#)

Credited: ☐

Call start date: 1/04/2022

Customer's PO number: RN32406

Resource:

Promised start date: 1/03/2022

Promised end date: 31/03/2022

Shop/Field: Shop

Mode of delivery:

Delivery location:

Can we down the machine:

Order class: [SERVICE](#)

Has follow-up note? ☐

Contract

Contract id:

Rental id:

Overtime / Allocation

Customer overtime not allowed: ☐

Warranty

Has warranty: ☐

Missing claim: ☐

Last day of labour: 9/05/2022

Days since last labour: 31

Priority

Call priority:

Customer priority:

Equipment priority:

Related equipment

Related serial number:

Make:

Cab type:

Arrangement number:

Stores

Warehouse: [26A](#)

Tool warehouse: [26A](#)

Store:

Details

Worker: [Casey Whittaker](#)

Language: [en-nz](#)

SMU: 0.00

Unit:

SMU capture date: 12:00:00 am

Scheduling

Scheduling zone:

Administration

Division: [ESV](#)

Credit limit

Business area: [AR Revenue](#)

Credit status:

Rework

Potential rework: ☐

Customer

Service segments (1 - ggnz) - Segment id: SC277079-01, Invoiced, Call number: SC277079

File Service segments Manage Warranty Parts and Labour Related information

Segment From component structure New Edit Equipment disassembly Quotation Start segment Technician complete Finish segment Reopen Cancel Create invoice proposals Service call closing summary Operations Add standard job Standard job Delivery note Express picking journal Post items Refresh Export to Microsoft Excel List Attachn Attachn

Segment id	Report	Quoted	Credited	Split	Seq#	Job code	Component	Description	Modifier code	Shop/Field	Status	Credit status	Serial number	Standard job	Invoice account	Warranty type	La
SC277079-01	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		551	7000	Move - BCP - Machine	BCA	Shop	Invoiced				5001297		8/C
SC277079-02	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		551	7000	Move - GCI - Machine	GCI	Shop	Invoiced				5002205		7/C
SC277079-03	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		551	7000	Move - FOR - Machine	FOR	Shop	Cancelled				5002198		
SC277079-04	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		551	7000	Move - With Used - Machine	WU	Shop	Invoiced				5002073		11/
SC277079-05	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		551	7002	Move - Generator Set		Shop	Finished				5002184		27/
SC277079-06	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		551	7000	Move - Rental - Machine	RTL	Shop	Finished				5001000		9/C

< III

Segment details

Items

Hours

Misc. Items

Misc. Costs

Don't even know what is causing that error.

[Sue Petersen](#) please help :)

Sue Petersen 9 June 2022, 13:56

Hi Case,

The error is telling you that you need an Equipment number on the call. When I look at the segment i see that you are moving equipment around so you should be using a customer that allows for this - unfortunately there is not one set up for your branch. I have attached the list of account already setup. You will need to get Geoff Clapp to set up a customer same as the two i have identified but for branch 26. Thanks

All customers (Unsaved filter) Type to filter Customer account

Customer account	Name	Invoice account	Driven by invoice customer	Known as	Terms of payment	Internal collections contact	Line
	M&A duties						
5002401	10 - EEQ - 1022 - M&A duties		<input type="checkbox"/>		Int_Never		
5000317	10 - EEQ - 1023 - M&A duties		<input type="checkbox"/>		INT_NEVER		
5002402	10 - EEQ - 1024 - M&A duties		<input type="checkbox"/>		Int_Never		
5000320	10 - ERN - M&A duties		<input type="checkbox"/>		INT_NEVER		
5002403	10 - EUQ - 1032 - M&A duties		<input type="checkbox"/>		Int_Never		
5002206	10 - EPR - M&A Duties		<input type="checkbox"/>		Int_Never		
5002052	15 - GEQ - M&A Duties		<input type="checkbox"/>		Int_Never		
5002404	21 - EEQ - 1022 - M&A duties		<input type="checkbox"/>		Int_Never		
5000319	21 - EEQ - 1023 - M&A duties		<input type="checkbox"/>		INT_NEVER		
5002405	21 - EEQ - 1024 - M&A duties		<input type="checkbox"/>		Int_Never		
5002406	21 - EUQ - 1032 - M&A duties		<input type="checkbox"/>		Int_Never		
5001297	26 - EEQ - 1022 - M&A duties		<input type="checkbox"/>		Int_Never		
5002205	26 - EEQ - 1023 - M&A duties		<input type="checkbox"/>		Int_Never		
5002198	26 - EEQ - 1024 - M&A duties		<input type="checkbox"/>		Int_Never		
5002073	26 - EUQ - 1032 - M&A Duties		<input type="checkbox"/>		Int_Never		
5002407	60 - EEQ - 1022 - M&A duties		<input type="checkbox"/>		Int_Never		
5000318	60 - EEQ - 1023 - M&A duties		<input type="checkbox"/>		INT_NEVER		
5002408	60 - EEQ - 1024 - M&A duties		<input type="checkbox"/>		Int_Never		
5000321	60 - ERN - M&A duties		<input type="checkbox"/>		INT_NEVER		
5002409	60 - EUQ - 1032 - M&A duties		<input type="checkbox"/>		Int_Never		

Jess Beattie 9 June 2022, 13:57

Internal note

[Sue Petersen](#) thank you for resolving this :)