#327856 SC261850-01

Submitted Received via Requester

13 December 2021 at 08:08 Mail Carlos Alexis Campana Monsalve <carlos.monsalve@goughcat.co.nz>

CCs

Candice Fourie <candice.fourie@goughcat.co.nz>, IT Service Desk <servicedesk@terracat.co.nz>

StatusTypePriorityGroupAssigneePendingProblemNormalService DeskFemi Cannell

Category

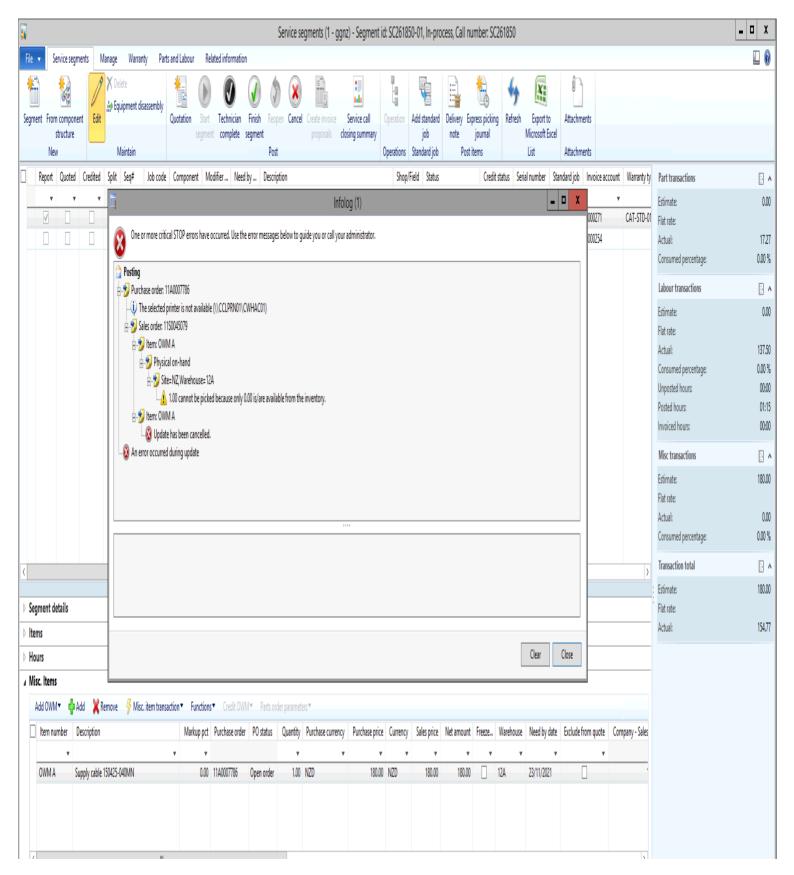
NAXT

Carlos Alexis Campana Monsalve December 13, 2021 at 8:08 AM

Good morning

Please you assistance with this error, it won't let me receipt the PO.

Thank you



Carlos Alexis Campana Monsalve Service Advisor Supervisor - Terra Cat

Unit K,

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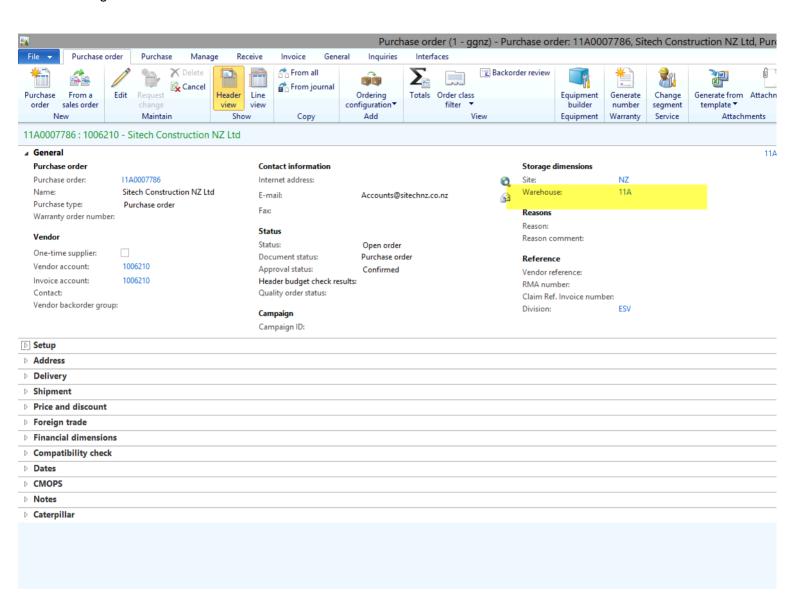


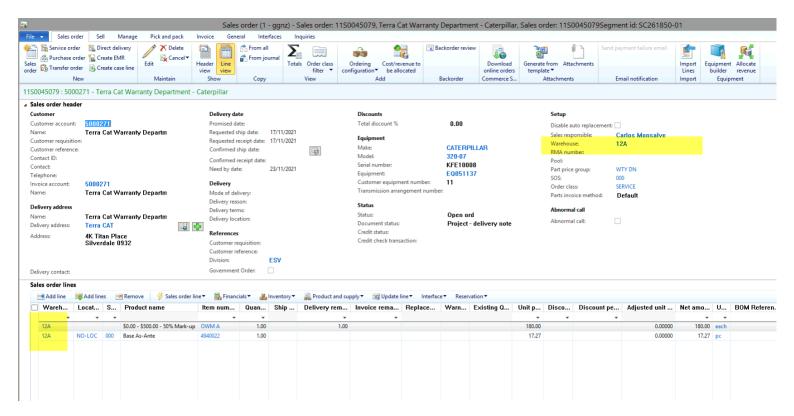
Jess Beattie December 13, 2021 at 3:20 PM

Internal note

Purchase order was opened under warehouse 11A by Carlos

This error message is related to warehouse 12A which is what the sales order has been opened up to, again, by Carlos so he may have opened it up to the wrong warehouse??? I think this might be the issue...





Looks like there is -4 available hence the error Carlos is getting

On-hand (1 - ggnz) - Closed: Noltem number: OWM A, New Record			
Overview Ordered items Items on order Net	equirements In	ntercompany on-hand	»
Product name: \$0.00 - \$500.00 - 50% Mark-up Inventory dimensions Unit			
Site:	NZ		
			<u> </u>
Warehouse:	12A	Unit: each	
On-hand Physical inventory			
Physical inventory:		Posted quantity:	-2.00
Physical reserved:		Deducted:	3.00
Available abories		Picked:	
Available physical:		Received:	5.00
Available for reservation:		Registered:	
Available for reservation considering Non-reservable:		Ordered in total	
		Arrived:	
Ordered in total:	1.00	Ordered:	1.00
Ordered reserved:	1.00	Various	
On order in total:	4.00	On order:	4.00
			4.00
Total available:	-4.00	Quotation receipt:	
		Quotation issue:	
Physical cost amount:	-	256.52	
Financial cost amount:	-1,	284.19	
Cost price:	0.00		
I ■ I Describe the item and any confi I ■ I Describe the item and any confi I			

Not sure if just changing the warehouse on either the sales order or PO will fix it.

Maureen Aberilla Hey Maureen, are you able to please help investigate this (also see my investigation above) :)

Maureen Aberilla December 13, 2021 at 4:06 PM

Internal note

Hi Sue Petersen - are you able to look into this please?

It's OWM so I'll leave this with the expert. $\ensuremath{\mathfrak{S}}$

Thanks for your help.

Cheers,

Maureen 🕹

Jess Beattie December 14, 2021 at 8:55 AM

Hey Carlos,

I have fixed this up for you. Please try now:)

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

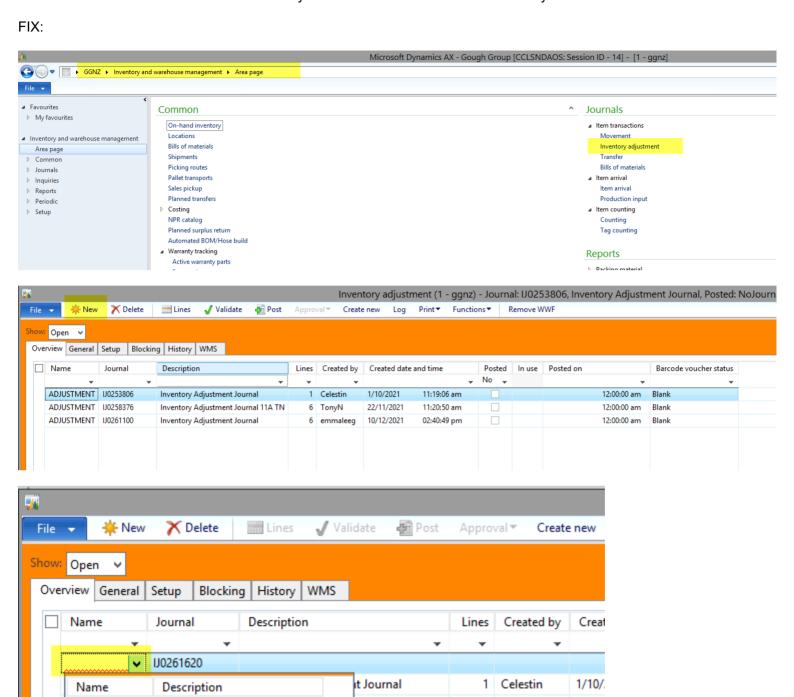
ADJUSTMENT

EXCEPTION

Inventory Adjustment Journal

Picking Exception Adjustment

OWM's are not a stocked item but can still say there is none available in the inventory.



t Journal 11A TN

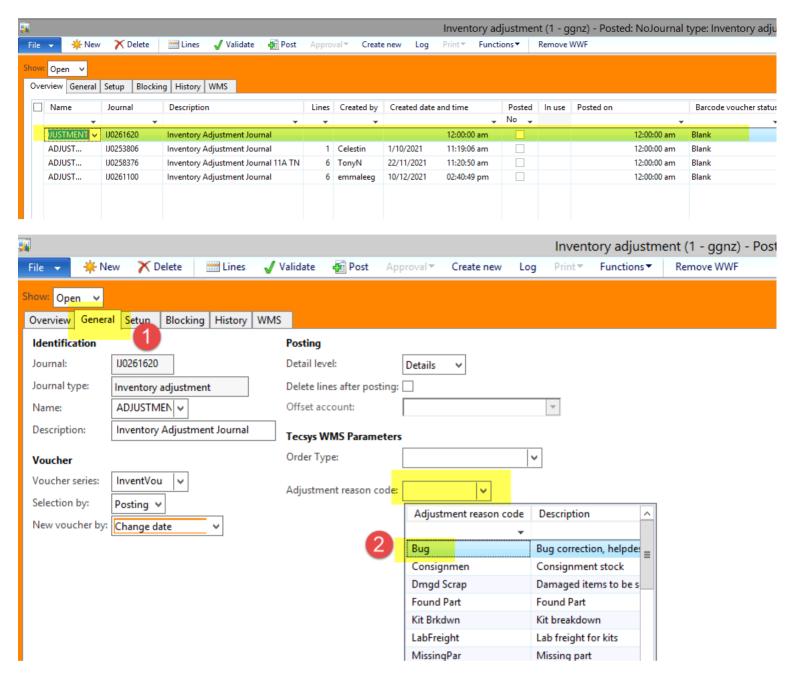
t Journal

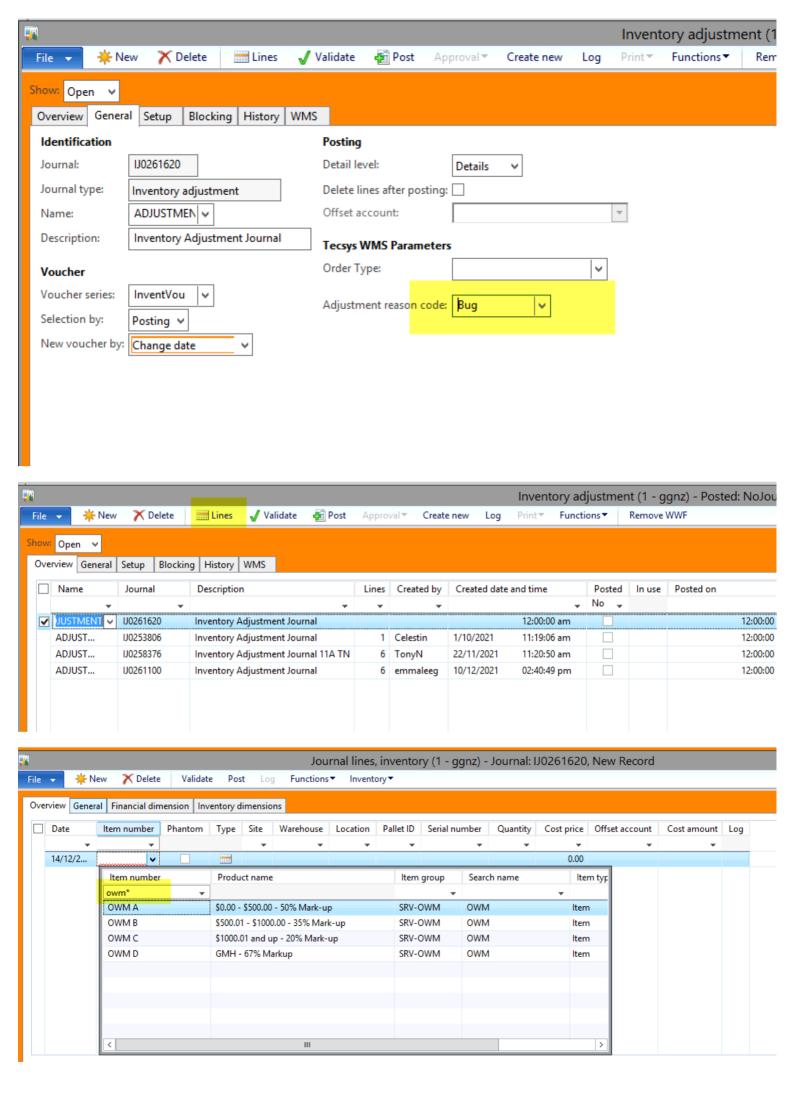
TonyN

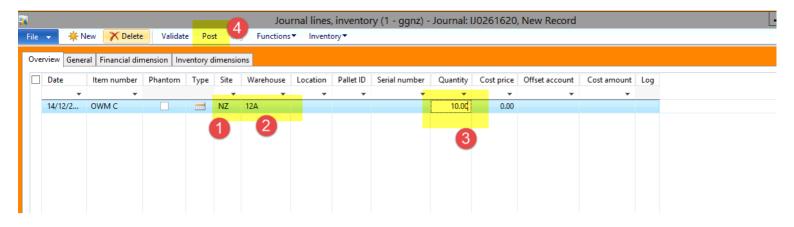
emmaleeg

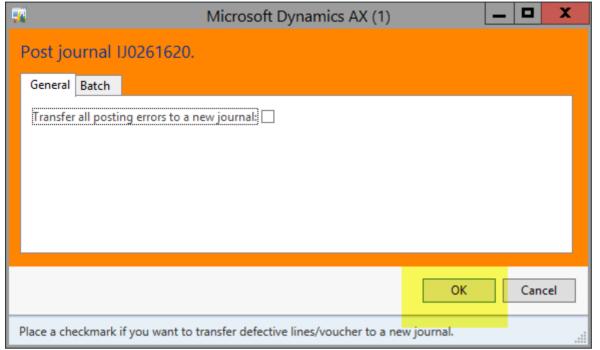
22/11

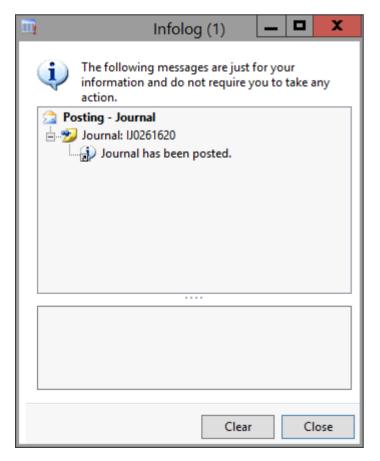
10/12











Then the user should be able to do their invoicing