

# #321591 RE: Issue with 21S0116247

Submitted Received via Requester

26 August 2021 at 17:28 Mail Emmalee Giddens <emmalee.giddens@terracat.co.nz>

#### CCs

Maureen Aberilla <maureen.aberilla@goughcat.co.nz>, Sue Petersen <sue.petersen@goughgroup.co.nz>, Brett White <br/>
<br/

StatusTypePriorityGroupAssigneeSolvedProblemNormalService DeskJess Beattie

# Category

**NAXT** 

Emmalee Giddens August 26, 2021 at 5:28 PM

Hey team

Can you please have a look into this issue?

**Emmalee Giddens** 

Parts Interpreter - Terra Cat

Cnr Te Ngae and Marino Roads, PO Box, Rotorua, 3010

E: Emmalee.Giddens@terracat.co.nz | W: terracat.co.nz | III @



From: Brett White <Brett.White@terracat.co.nz>

**Sent:** 26 August 2021 17:22

To: Emmalee Giddens < Emmalee. Giddens@terracat.co.nz>; Parts Support Head Office

<PartsTech@terracat.co.nz>

Cc: Steven Thomasen <Steven.Thomasen@terracat.co.nz>; Chantelle Fasen <Chantelle.Fasen@terracat.co.nz>;

Liam Wathne <Liam.Wathne@terracat.co.nz>

Subject: RE:

Hello

Appears to be missing: PUR-PTS-FIX from the field below (should have flowed from the segment) I cannot get the drop down option to stick

Or type in this field, you may have to raise a ticket

#### 21S0116247: 5000281 - 1023 - EEQ New Equipment Inventory 102 Customer Delivery date Discounts Setup 5000281 0.00 Customer account: Promised date: Total discount % Disable auto replacement: Name: 1023 - EEQ New Equipment Invento Requested ship date: 24/08/2021 Sales responsible: Chantelle Fasen Equipment 21A ī 24/08/2021 Warehouse: Requested receipt date: Customer requisition CATERPILLAR Make: RMA number: Customer reference: Confirmed ship date: 325-07 Model: ī Pool: Contact ID Confirmed receipt date: Serial number: TEL00825 INTRMARGIN Contact: Need by date: 24/08/2021 Part price group: EO050650 Equipment: SOS: Telephone: Customer equipment number: Delivery SERVICE 5000281 Order class: Invoice account: Mode of delivery: Transmission arrangement number 1023 - EEQ New Equipment Invento Parts invoice method: Name: Default Delivery reason: Status Delivery terms: Abnormal call Delivery address Status: Open order ISO Ltd - Attn: Accounts Payable Abnormal call: П Name: Document status: References Project - delivery note Delivery address: Terra CAT Customer requisition: Credit status: Address: 280 Te Ngae Road Credit check transaction: Customer reference: Ngapuna Rotorua 3010 ESV Division: ٧ Government Order: \*Essential Services Delivery contact: Sales order lines Add line Kanner Remove 🦩 Sales order line 🔻 Karancials ▼ Product and supply ▼ W Update line ▼ Interface ▼ ♣ Inventory ▼ Reservation ▼ Adjusted net amount BOM Reference lot Phantom Type Text Original price Original discount Deliver now | Freeze price Sales category Currency Exchange rate type Exchange rate | Contract Level 6.14 0.00 0.00 NZD 1.000000000000 Key

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## Regards

**Brett White** 

Parts Support Manager - Terra Cat

0 <u>\*\*\*</u> Key

0

...

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421769041 | DDI: +6439832352

E: Brett.White@terracat.co.nz | W: terracat.co.nz | I @

Strap-Cable

Paint-Yellow

Adblue 10Lt



From: Emmalee Giddens < <a href="mailto:Emmalee.Giddens@terracat.co.nz">Emmalee.Giddens@terracat.co.nz</a>>

8.52

0.28

15.30

14.20

0.00

0.00

0.00

0.00

Sent: Thursday, 26 August 2021 5:11 PM

To: Parts Support Head Office < PartsTech@terracat.co.nz >

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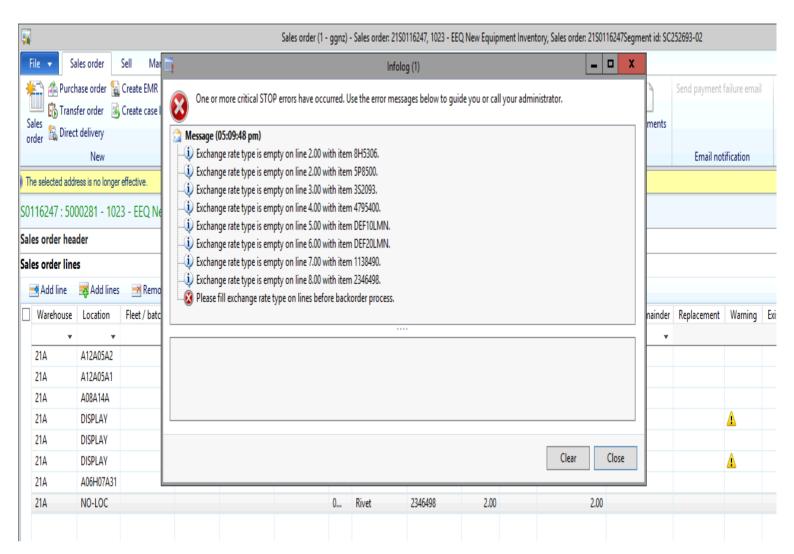
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**Sent:** 26 August 2021 15:40

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#### Get Outlook for Android

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Hi could you please charge 2x mini fuse 1138490 To sc252693-2

Have taken from parts

Thank you

Get Outlook for Android

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Jess Beattie August 27, 2021 at 7:22 AM

21S0116247

Internal note

Jess Beattie August 27, 2021 at 8:16 AM

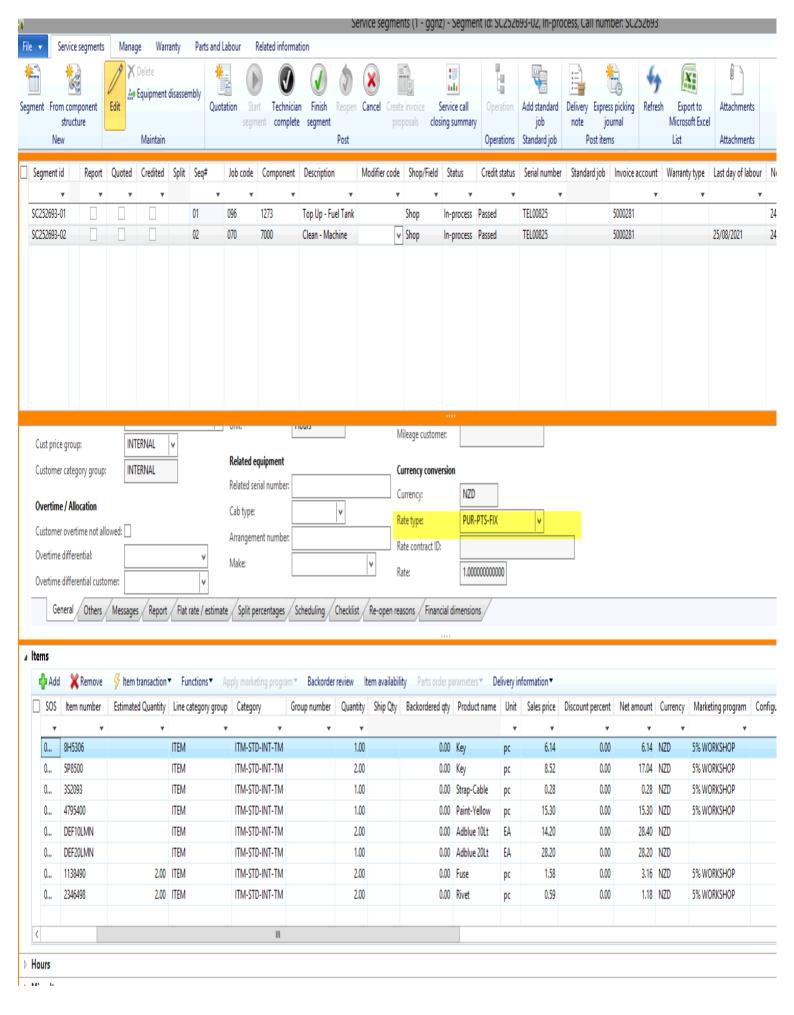
Internal note

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SC252693-02

21S0116247



Kind regards,

Jess Beattie Service Desk Analyst - Terra Cat 24 Amyes Road, PO Box 16168, Christchurch, 8042 **DDI:** 0800 95 95 98 option 1

E: Jess.Beattie@terracat.co.nz | W: terracat.co.nz | III @



From: Blair Doherty (IT Service Desk) <support@itsdterracat.zendesk.com>

**Sent:** Thursday, 26 August 2021 5:35 pm **To:** Jess Beattie < Jess.Beattie@terracat.co.nz>

Subject: [IT Service Desk] Assignment: RE: Issue with 21S0116247

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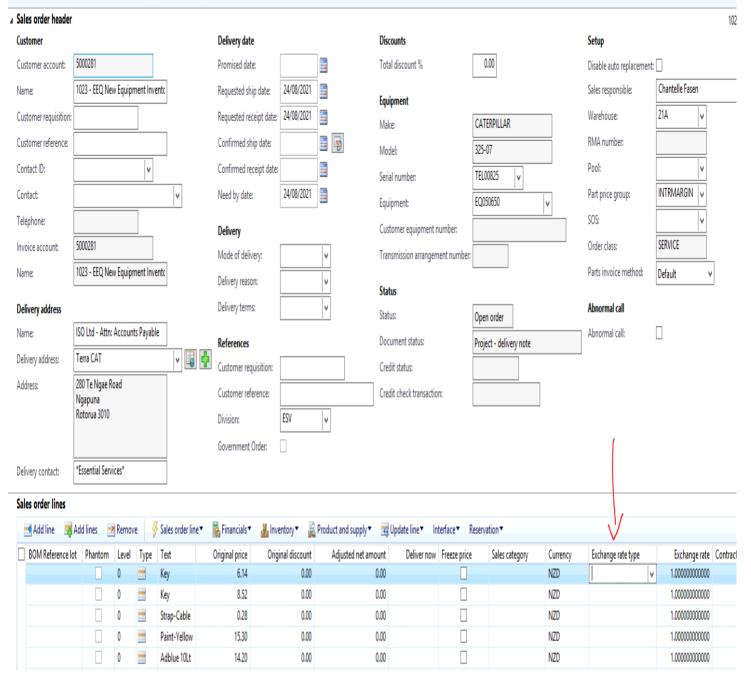
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# 21S0116247: 5000281 - 1023 - EEQ New Equipment Inventory



## Regards

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Parts Support Manager - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

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E:Brett.White@terracat.co.nz | W: terracat.co.nz | I @



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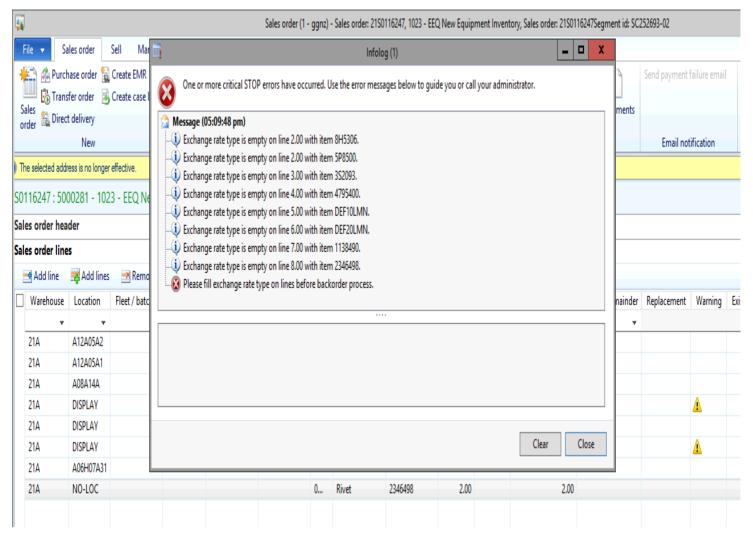
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You are an agent. Add a comment by replying to this email or view ticket in Zendesk Support.

Ticket # 321591
Status Open

Requester Emmalee Giddens

CCs Brett White, Chantelle Fasen, IT Service Desk, Liam Wathne, Parts Support Head Office, Steven Thomasen

Followers -

**Group** Service Desk **Assignee** Jess Beattie

Priority -

Type Ticket
Channel By Mail

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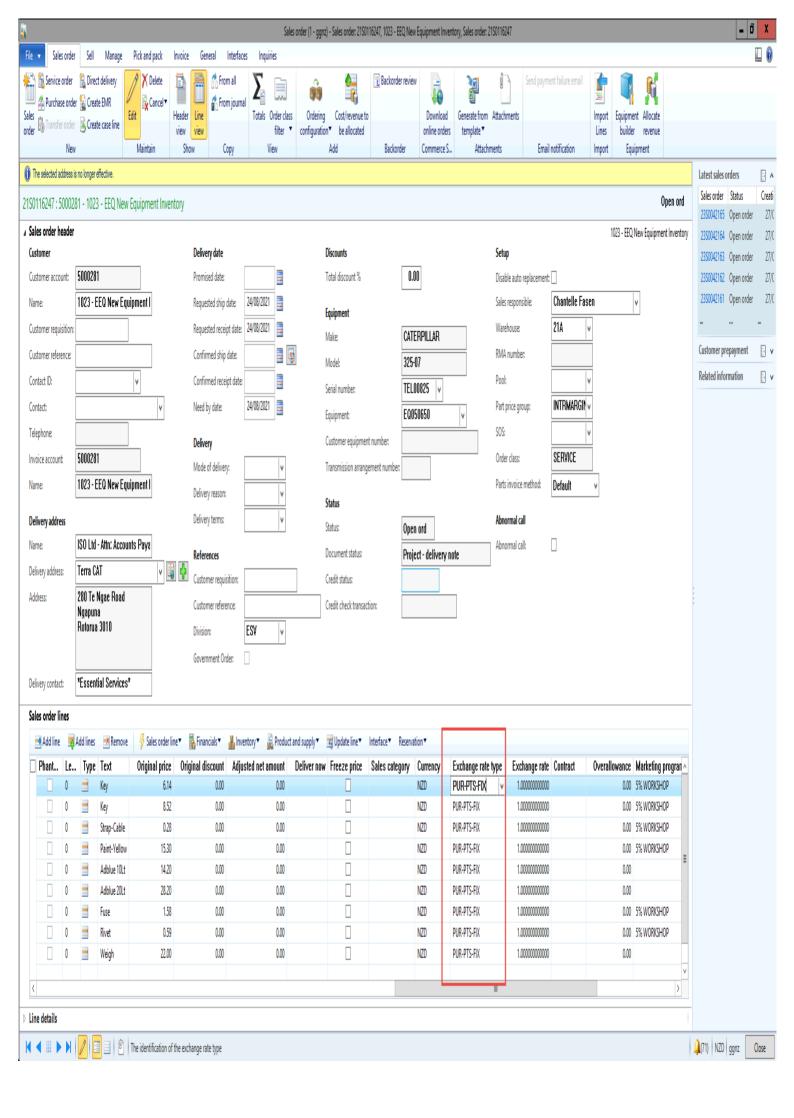
Maureen Aberilla August 27, 2021 at 2:18 PM

nternal note

Hi Jess,

Is this working now?

I can see an exchange rate type on the SO already.



Cheers. Maureen

Maureen Aberilla

**Business Analyst - Terra Cat** 

24 Amyes Road, PO Box, Christchurch, 8042

M: +64272093040 |

E: Maureen.Aberilla@terracat.co.nz | W: terracat.co.nz | III @





From: Jess Beattie < Jess.Beattie@terracat.co.nz>

Sent: Friday, 27 August 2021 8:16 AM

To: Sue Petersen <Sue.Petersen@terracat.co.nz>; Maureen Aberilla <Maureen.Aberilla@terracat.co.nz>

Cc: IT Service Desk <ServiceDesk@terracat.co.nz>

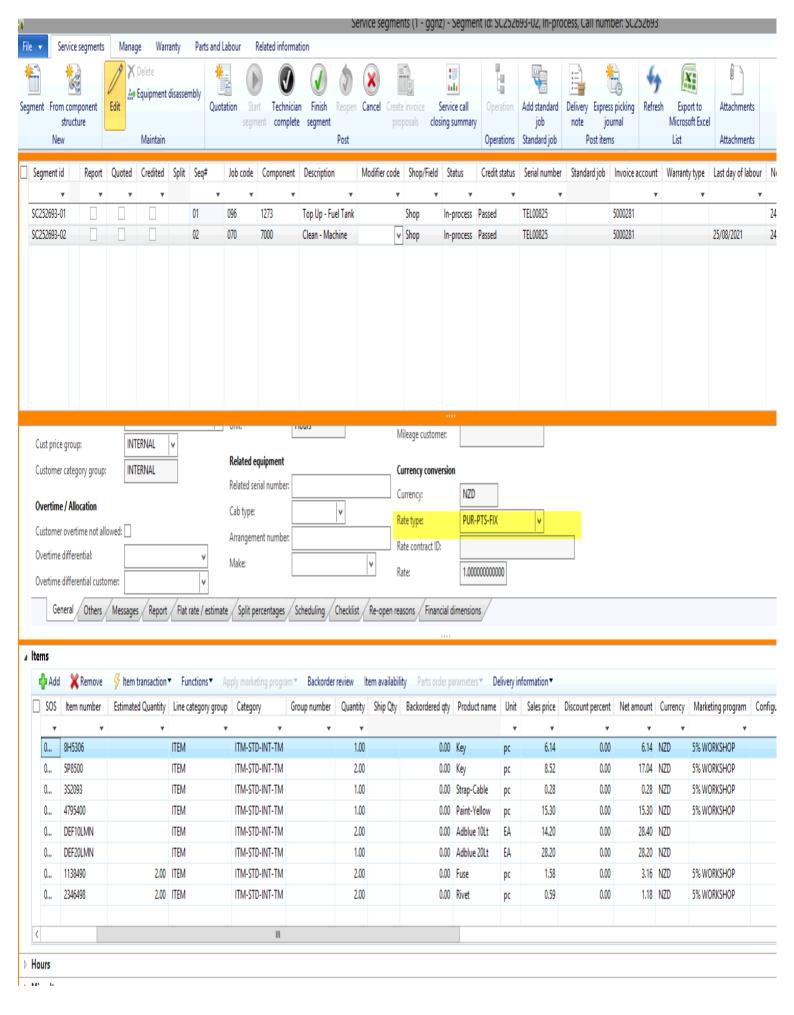
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SC252693-02

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Jess Beattie Service Desk Analyst - Terra Cat 24 Amyes Road, PO Box 16168, Christchurch, 8042 **DDI:** 0800 95 95 98 option 1

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From: Blair Doherty (IT Service Desk) < <a href="mailto:support@itsdterracat.zendesk.com">support@itsdterracat.zendesk.com</a>

**Sent:** Thursday, 26 August 2021 5:35 pm **To:** Jess Beattie < <u>Jess Beattie@terracat.co.nz</u>>

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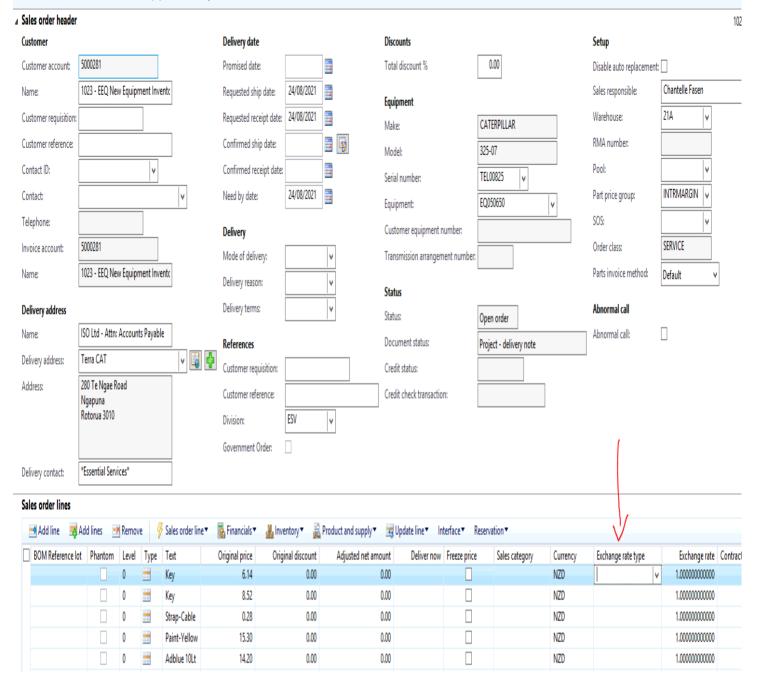
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# 21S0116247: 5000281 - 1023 - EEQ New Equipment Inventory



## Regards

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Branston Street, PO Box 16168, Christchurch, 8441

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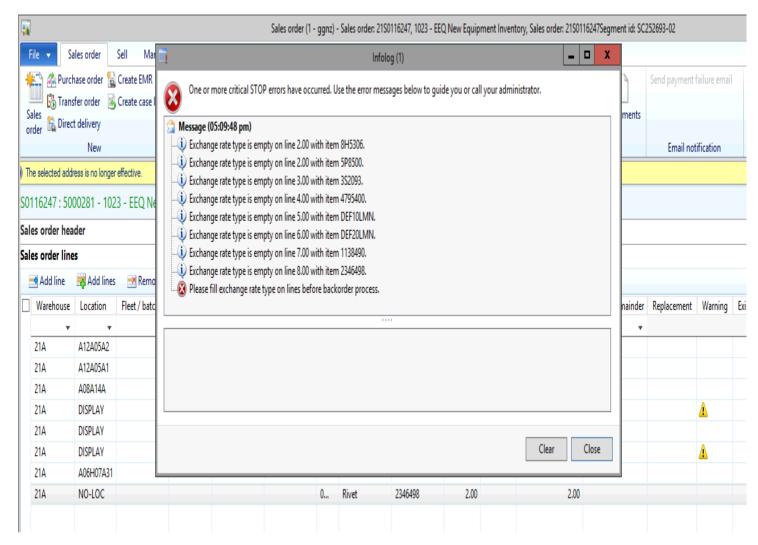
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Ticket # 321591 Status Open

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CCs Brett White, Chantelle Fasen, IT Service Desk, Liam Wathne, Parts Support Head Office, Steven Thomasen

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Priority -

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Channel By Mail

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#### Jess Beattie August 27, 2021 at 2:44 PM



I will check in with Emmalee to see if she knows who fixed it?

It appears that it has been fixed but no one has told us..

Kind regards,

Jess Beattie Service Desk Analyst - Terra Cat 24 Amyes Road, PO Box 16168, Christchurch, 8042 DDI: 0800 95 95 98 option 1

E: Jess.Beattie@terracat.co.nz | W: terracat.co.nz | 🚹 🧧



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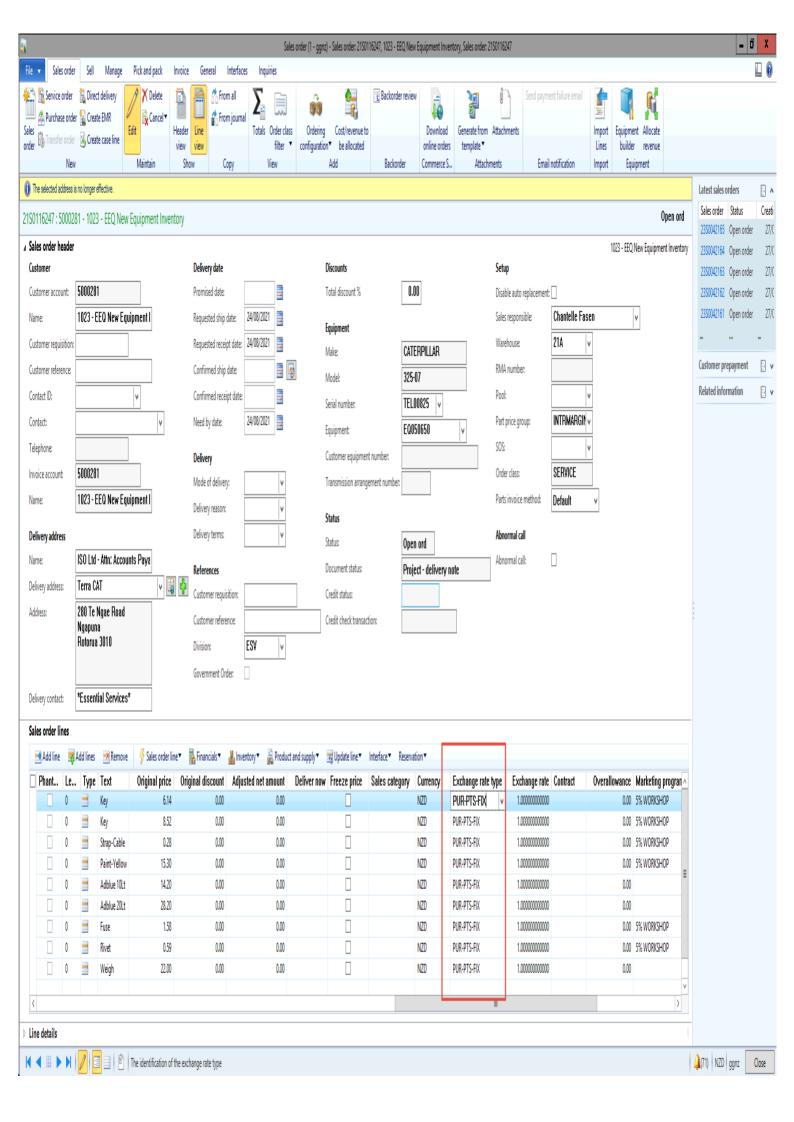
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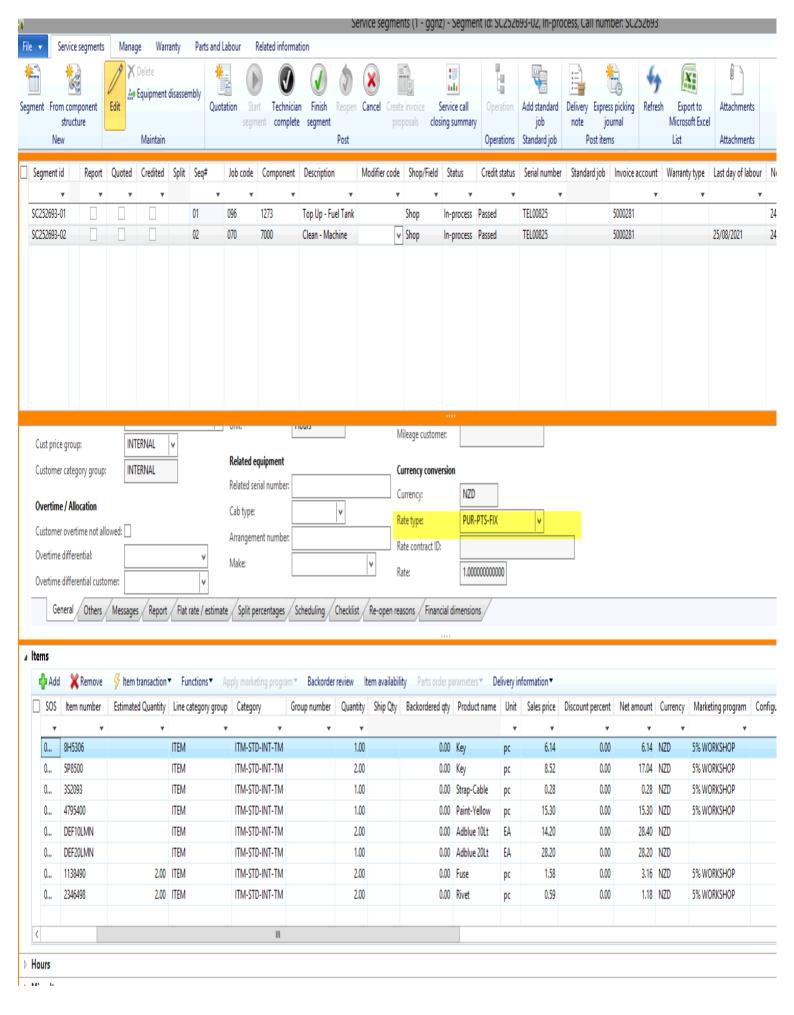
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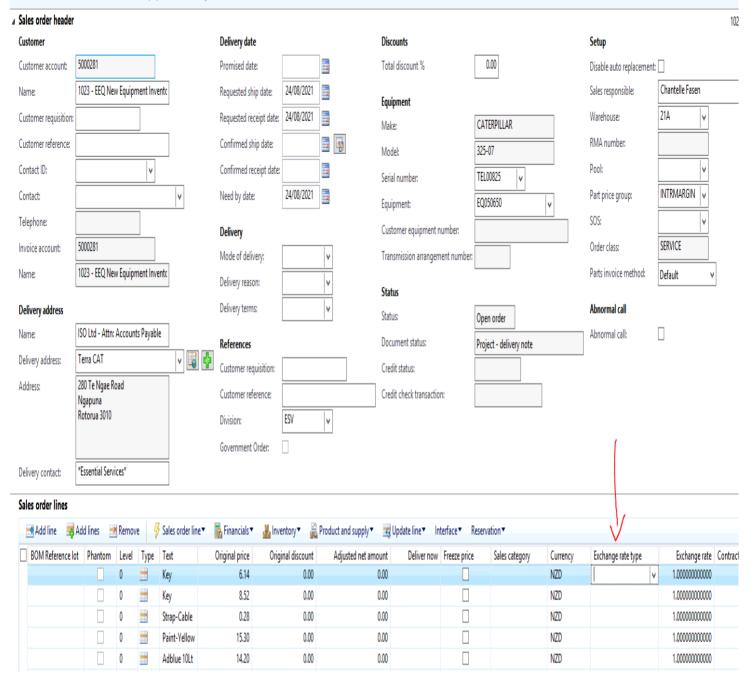
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Sent: Thursday, 26 August 2021 5:11 PM

To: Parts Support Head Office < PartsTech@terracat.co.nz >

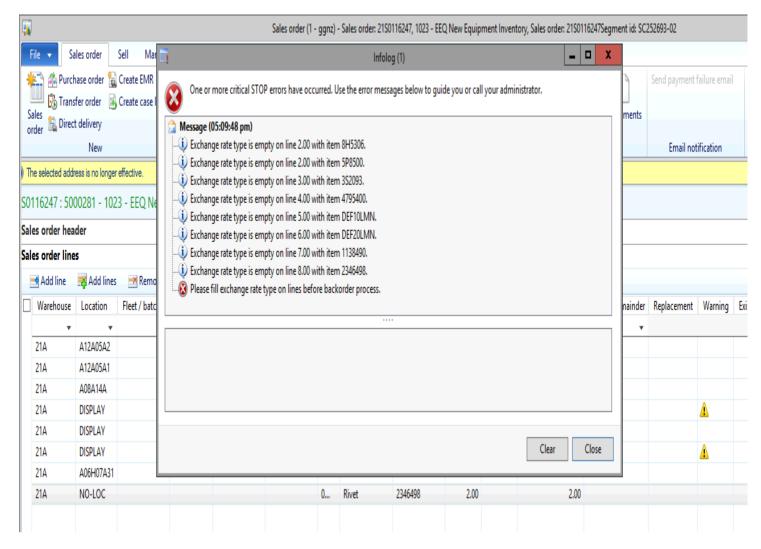
**Cc:** Steven Thomasen < <a href="mailto:Steven.Thomasen@terracat.co.nz">Steven.Thomasen@terracat.co.nz</a>>; Chantelle Fasen <a href="mailto:Chantelle.Fasen@terracat.co.nz">Chantelle.Fasen@terracat.co.nz</a>>; Liam Wathne <a href="mailto:Liam.Wathne@terracat.co.nz">Liam.Wathne@terracat.co.nz</a>>

Subject: RE:

Hey team

I am having trouble trying to back order these rivets.

Please advise



**Emmalee Giddens** 

Parts Interpreter - Terra Cat

Cnr Te Ngae and Marino Roads, PO Box, Rotorua, 3010



From: Liam Wathne < Liam. Wathne@terracat.co.nz >

**Sent:** 26 August 2021 15:40

**To:** Emmalee Giddens < <u>Emmalee.Giddens@terracat.co.nz</u>>

**Cc:** Steven Thomasen < <u>Steven.Thomasen@terracat.co.nz</u>>; Chantelle Fasen

<Chantelle.Fasen@terracat.co.nz>

Subject: Re:

Could you also charge 2x 2346498 rivet attn Liam

#### Get Outlook for Android

From: Liam Wathne

Sent: Thursday, August 26, 2021 2:57:06 PM

**To:** Emmalee Giddens < <u>Emmalee.Giddens@terracat.co.nz</u>>

Cc: Steven Thomasen < <a href="mailto:Steven.Thomasen@terracat.co.nz">Steven.Thomasen@terracat.co.nz</a>>; Chantelle Fasen

< <u>Chantelle.Fasen@terracat.co.nz</u>>

Subject:

Hi could you please charge 2x mini fuse 1138490 To sc252693-2 Have taken from parts Thank you

## Get Outlook for Android

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

Ticket # 321591 Status Open

Requester Emmalee Giddens

CCs Brett White, Chantelle Fasen, IT Service Desk, Liam Wathne, Parts Support Head Office, Steven Thomasen

Followers -

**Group** Service Desk **Assignee** Jess Beattie

Priority -

Type Ticket
Channel By Mail

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Jess Beattie August 27, 2021 at 2:45 PM

Hey Team,

Did someone manage to fix this? If so, how?:)

I reached out to level 3 this morning regarding this issue and it now appears to be fixed all of a sudden.

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

Emmalee Giddens August 27, 2021 at 2:48 PM

Hey Jess

Error message was coming up but Parts Support fixed it (3)

**Emmalee Giddens** 

Parts Interpreter - Terra Cat

Cnr Te Ngae and Marino Roads, PO Box, Rotorua, 3010

E: Emmalee.Giddens@terracat.co.nz | W: terracat.co.nz | III @



From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>

**Sent:** 27 August 2021 14:46

To: Emmalee Giddens < Emmalee. Giddens@terracat.co.nz >

Cc: Brett White <Brett.White@terracat.co.nz>; IT Service Desk <ServiceDesk@terracat.co.nz>; Steven Thomasen <Steven.Thomasen@terracat.co.nz>; Liam Wathne <Liam.Wathne@terracat.co.nz>; Parts Support Head Office

<PartsTech@terracat.co.nz>; Chantelle Fasen <Chantelle.Fasen@terracat.co.nz>

Subject: [IT Service Desk] Re: RE: Issue with 21S0116247

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26/08/2021, 5:28 pm NZST

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Parts Interpreter - Terra Cat

Cnr Te Ngae and Marino Roads, PO Box, Rotorua, 3010





From: Brett White < Brett. White @terracat.co.nz >

**Sent:** 26 August 2021 17:22

To: Emmalee Giddens < <a href="mailto:Emmalee.Giddens@terracat.co.nz">Emmalee.Giddens@terracat.co.nz</a>; Parts Support Head Office

<PartsTech@terracat.co.nz>

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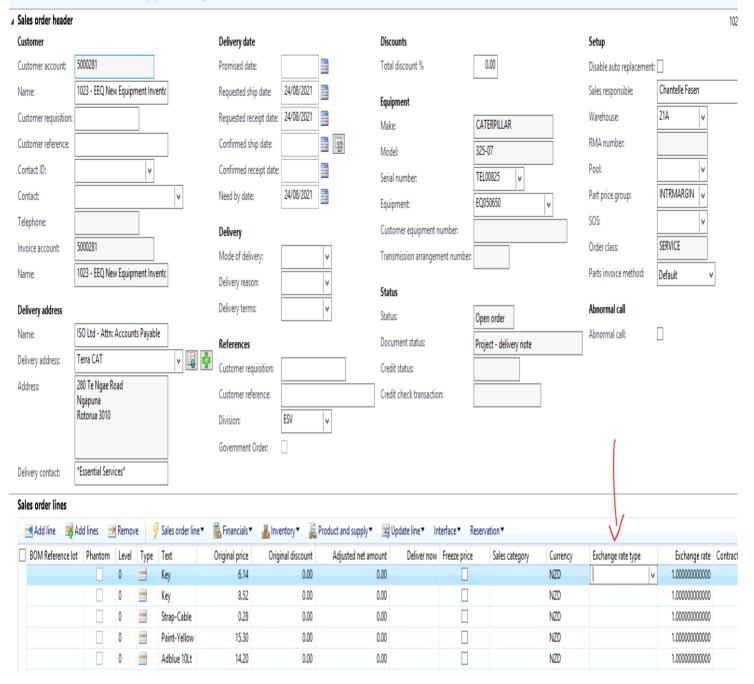
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Or type in this field, you may have to raise a ticket

# 21S0116247 : 5000281 - 1023 - EEQ New Equipment Inventory



## Regards

#### **Brett White**

Parts Support Manager - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421769041 |DDI: +6439832352

E:Brett.White@terracat.co.nz | W: terracat.co.nz | I @



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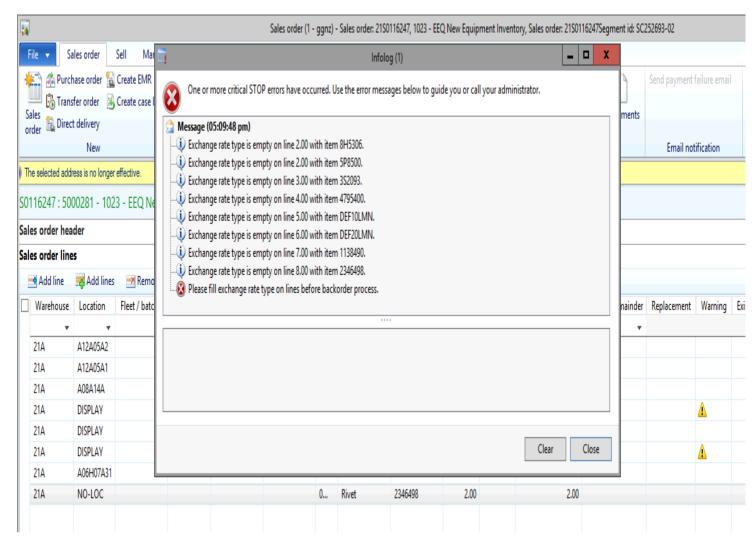
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E:Emmalee.Giddens@terracat.co.nz | W: terracat.co.nz | [ 0]



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Jess Beattie August 27, 2021 at 2:53 PM

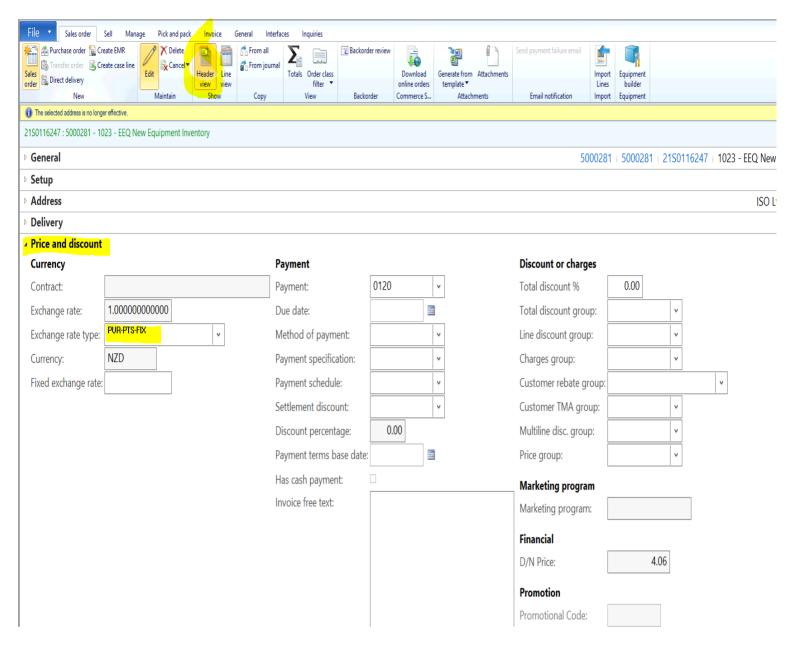
That is great news :)
Could we please know how it was fixed?
Kind regards,
Jess Beattie

Service Desk Analyst - Terra Cat 24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: <a href="mailto:Jess.Beattie@terracat.co.nz">Jess.Beattie@terracat.co.nz</a> W: terracat.co.nz

Brett White August 27, 2021 at 2:56 PM

Has to be done at the Header View à Price and Discount à Exchange Rate Type and that will assign it to all the lines



**Brett White** 

Parts Support Manager - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421769041 | **DDI**: +6439832352

E: Brett.White@terracat.co.nz | W: terracat.co.nz | I @



From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>

**Sent:** Friday, 27 August 2021 2:54 PM

**To:** Emmalee Giddens < Emmalee. Giddens@terracat.co.nz >

**Cc:** Brett White <Brett.White@terracat.co.nz>; IT Service Desk <ServiceDesk@terracat.co.nz>; Steven Thomasen <Steven.Thomasen@terracat.co.nz>; Liam Wathne <Liam.Wathne@terracat.co.nz>; Parts Support Head Office

<PartsTech@terracat.co.nz>; Chantelle Fasen <Chantelle.Fasen@terracat.co.nz>

Subject: [IT Service Desk] Re: RE: Issue with 21S0116247

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Cnr Te Ngae and Marino Roads, PO Box, Rotorua, 3010







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Cc: Brett White < Brett.White@terracat.co.nz >; IT Service Desk < ServiceDesk@terracat.co.nz >;

Steven Thomasen < Steven. Thomasen @terracat.co.nz >; Liam Wathne

<<u>Liam.Wathne@terracat.co.nz</u>>; Parts Support Head Office <<u>PartsTech@terracat.co.nz</u>>; Chantelle

Fasen < Chantelle. Fasen@terracat.co.nz >

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#### 21S0116247: 5000281 - 1023 - EEQ New Equipment Inventory 102 Customer Delivery date Discounts Setup 5000281 0.00 Customer account: Promised date: Total discount % Disable auto replacement: Name: 1023 - EEQ New Equipment Invento Requested ship date: 24/08/2021 Sales responsible: Chantelle Fasen Equipment Requested receipt date: 24/08/2021 21A Warehouse: Customer requisition CATERPILLAR Make: RMA number: Customer reference: Confirmed ship date: 325-07 Pool: Contact ID: Confirmed receipt date: ī Serial number: TEL00825 INTRMARGIN 24/08/2021 Contact: ٧ Need by date: Part price group: EO050650 Equipment: SOS: Telephone: Customer equipment number: Delivery SERVICE 5000281 Order class: Invoice account: Mode of delivery: Transmission arrangement number: 1023 - EEQ New Equipment Invento Parts invoice method: Name: Default Delivery reason: Status Delivery terms: Abnormal call Delivery address Status: Open order ISO Ltd - Attn: Accounts Payable Abnormal call: Name: Document status: References Project - delivery note Terra CAT Delivery address: Customer requisition: Credit status: Address: 280 Te Ngae Road Credit check transaction: Customer reference: Ngapuna Rotorua 3010 ESV Division: ٧ Government Order: \*Essential Services\* Delivery contact: Sales order lines Add line Kanner Remove § Sales order line ▼ Financials ▼ ♣ Inventory ▼ ♣ Product and supply ▼ ★ Update line ▼ Interface ▼ Reservation ▼ BOM Reference lot Phantom Level Type Text Original price Original discount Adjusted net amount Deliver now Freeze price Sales category Currency Exchange rate type Exchange rate | Contract 6.14 0.00 0.00 NZD 1.000000000000 Key

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#### Regards

# **Brett White**

Parts Support Manager - Terra Cat

0 🛗 Key

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Branston Street, PO Box 16168, Christchurch, 8441

M: +6421769041 |DDI: +6439832352

E:Brett.White@terracat.co.nz | W: terracat.co.nz | I @

Strap-Cable

Paint-Yellow

Adblue 10Lt



From: Emmalee Giddens < <a href="mailto:Emmalee.Giddens@terracat.co.nz">Emmalee.Giddens@terracat.co.nz</a>>

8.52

0.28

15.30

14.20

0.00

0.00

0.00

0.00

0.00

0.00

0.00

0.00

Sent: Thursday, 26 August 2021 5:11 PM

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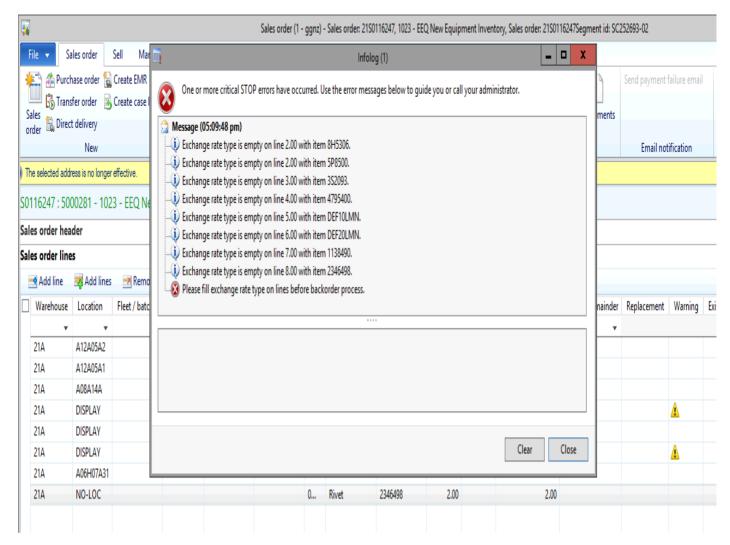
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E:Emmalee.Giddens@terracat.co.nz | W: terracat.co.nz | 1 0



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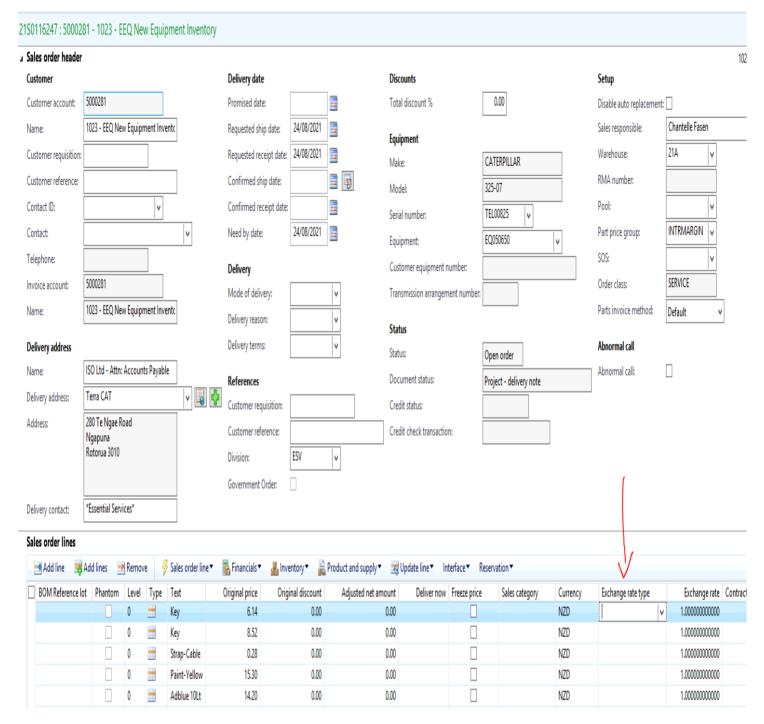
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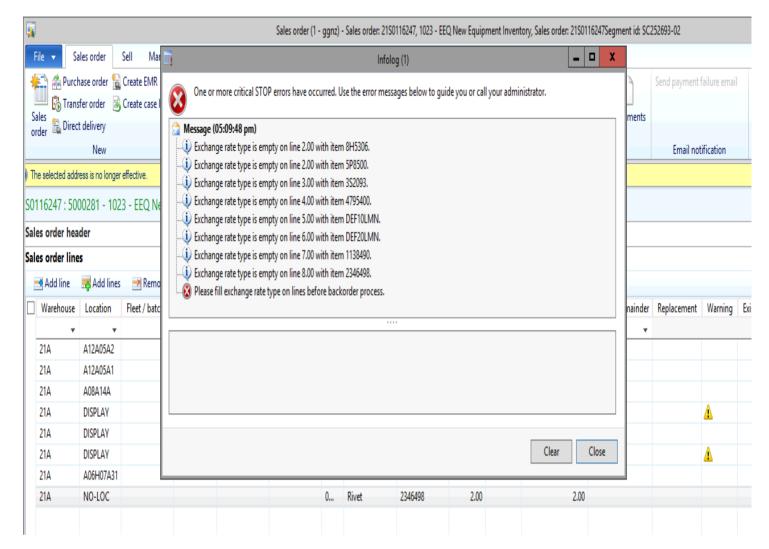
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Jess Beattie August 27, 2021 at 2:58 PM

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I will be saving this to my notes for future reference :)

Good work!

Kind regards, Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

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