#334011 Deleting of PO's

Submitted Received via Requester

Toni Bull <toni.bull@terracat.co.nz> 11 April 2022 at 11:41 Mail

CCs

Status Priority Group Assignee

Pending Problem Jess Beattie Normal Service Desk

Category

NAXT

Toni Bull April 11, 2022 at 11:41

Hi All

I did an extract this morning from NAXT for a report I do each month. However, I cannot see who raised the following PO"s as it appears to Claudia and I that they may have been deleted?

Created(IMPORTED) Invoice First PO confirm Document PO Orderer Vendor name Purchase order Surname Vendor account date and time amount date/Invoice date 1000384 PO00328887 22/03/2022 3638 03 13/03/2022 #N/A 7/03/2022 Hilton Haulage Statesmen 1008175 PO00329773 28/03/2022 304.75 28/03/2022 #N/A 28/03/2022 Engineering

Should we only be allowing to have PO's cancelled and not deleted?

Regards

Toni Bull Procurement Specialist - Terra Cat



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Internal note

Jess Beattie April 11, 2022 at 12:17

PO00328887 - Natasha Thompson

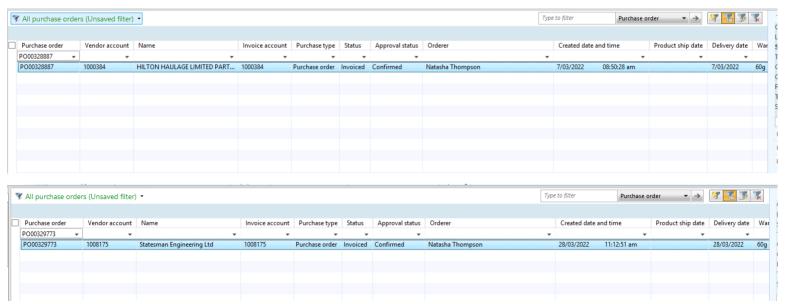
PO00329773 - Natasha Thompson

Jess Beattie April 11, 2022 at 12:19

Hey Toni

These PO's do exist in Naxt and they were both created by Natasha Thompson.

Yes, Po's should only be cancelled not deleted



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

Toni Bull April 11, 2022 at 12:59 Hi Jess Neither Claudia or I can see these PO's in All Purchase Orders. An Employee can delete a PO so we should really make it so this is not possible. Regards, Toni Bull From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com> Sent: Monday, 11 April 2022 12:19 pm
To: Toni Bull <Toni.Bull@terracat.co.nz> Subject: [IT Service Desk] Ticket Resolved: Deleting of PO's Your request (334011) 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. Jess Beattie (ITSD - Terra Cat) 11/04/2022, 12:19 NZST Hey Toni, These PO's do exist in Naxt and they were both created by Natasha Thompson.

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Procurement Specialist - Terra Cat
24 Amyes Rd, Hornby, PO Box 16168, Christchurch, 8042
M: +6421989772 |DDI: +6439832434

W: terracat.co.nz

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Jess Beattie April 11, 2022 at 13:58

This will be because Natasha is Power Systems and you and Claudia didn't have the Power Systems order class loaded on your Naxt profile. I have now loaded it for you both:) As for the deletion of PO's, I will have a chat with the team and Bradley about what we can do

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

Jess Beattie April 11, 2022 at 14:20

Internal note

Hev Wendy.

I have now added the Power Systems order class to your naxt profile.



Kind regards.

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 | II @



From: Wendy Westwood < Wendy. Westwood@terracat.co.nz>

Sent: Monday, 11 April 2022 2:19 pm To: Jess Beattie < Jess.Beattie@terracat.co.nz> Subject: FW: [IT Service Desk] Re: Deleting of PO's

Hi Jess.

I should be able to view these POs as well please.

Regards

Wendy Westwood Senior Accounts Payable Administrator - Terra Cat 16 Branston St, PO Box 16 168, Christchurch, 8042

DDI: +6439433103

W: terracat.co.nz | III @



From: Claudia van Herp < Claudia.vanHerp@terracat.co.nz>

Sent: Monday, 11 April 2022 2:09 PM

To: Wendy Westwood < Wendy. Westwood@terracat.co.nz > Subject: FW: [IT Service Desk] Re: Deleting of PO's

Regards, Claudia van Herp

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

Sent: Monday, 11 April 2022 1:58 pm To: Toni Bull < Toni.Bull@terracat.co.nz >

Cc: Claudia van Herp < Claudia van Herp@terracat.co.nz>

Subject: [IT Service Desk] Re: Deleting of PO's

Your request (334011) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

11/04/2022, 13:58 NZST

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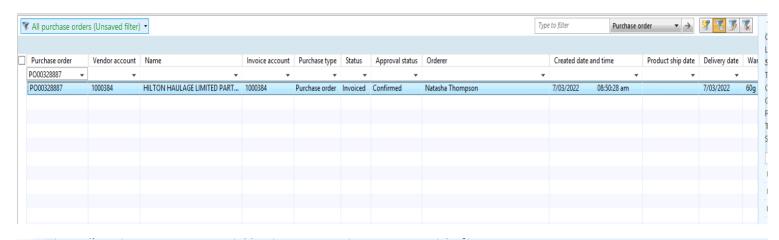
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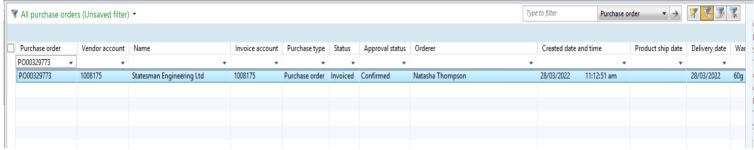
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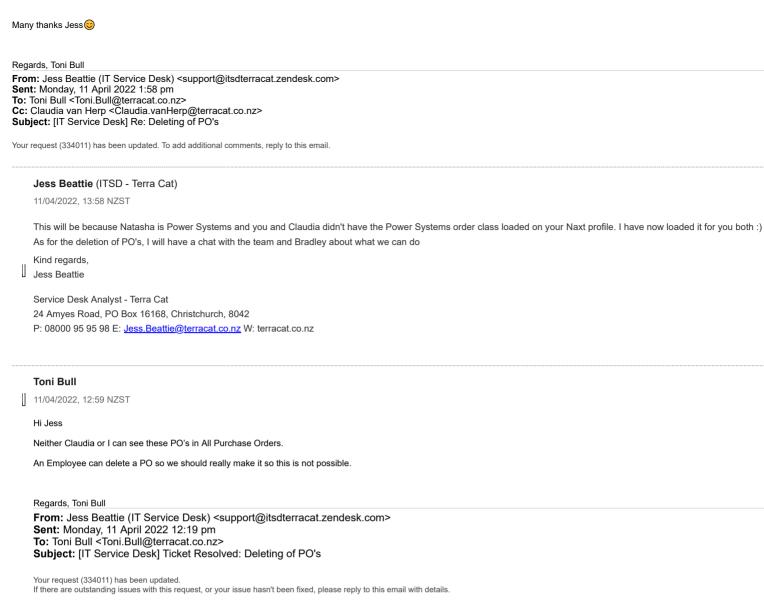


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	Toni Bull Procurement Special 24 Amyes Rd, Hornby M: +6421989772 DDI W: terracat.co.nz	, PO Box 16168, Christe	church, 8042					
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Jess Beattie April 12, 2022 at 10:34 Hey Brad and Steph, I know we have had this question raised before but I cannot remember what the end result was. Is there a way of stopping people from being able to delete purchase orders so they can only cancel them?
Kind regards, 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: Toni Bull (IT Service Desk) <support@itsdterracat.zendesk.com> Sent: Monday, 11 April 2022 3:27 pm To: Jess Beattie <jess.beattie@terracat.co.nz> Subject: [IT Service Desk] Re: Deleting of PO's This ticket (#334011) has been updated. tsdterracat.zendesk.com/agent/tickets/334011</jess.beattie@terracat.co.nz></support@itsdterracat.zendesk.com>
isuteriacazeriuesk.com//agerivitikeis/so4011
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Ticket # 334011 Status Open Requester Toni Bull CCs Followers -

Group Service Desk Assignee Jess Beattie **Priority** Normal

Type Problem Channel By Mail

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Hev Jess.

It is possible to remove the delete button so a user would never have the delete option unless they are a sys admin.

We could put this into the TC Employee role to make sure all users have this access.

This type of change would need to go through Triage to make sure the whole business would be ok with it 😊

Stephanie Lister

Business Systems Engineer - Terra Cat

24 Amyes Road, PO Box 16 168, Christchurch, 8042

M: +64273068466 | DDI: +6439832911

E: Stephanie.Lister@terracat.co.nz | W: terracat.co.nz | M = 0





From: Jess Beattie < Jess.Beattie@terracat.co.nz> Sent: Tuesday, 12 April 2022 10:34 a.m.

To: Bradley Harrison <Bradley.Harrison@terracat.co.nz>; Stephanie Lister <stephanie.lister@terracat.co.nz>

Cc: Zendesk ITSD Terra Cat <support@itsdterracat.zendesk.com>; Ciaran Gardiner <Ciaran.Gardiner@terracat.co.nz>; Blair Doherty <Blair.Doherty@terracat.co.nz>; Sue

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

Subject: FW: [IT Service Desk] Re: Deleting of PO's

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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: Toni Bull (IT Service Desk) < support@itsdterracat.zendesk.com >

Sent: Monday, 11 April 2022 3:27 pm

To: Jess Beattie < Jess.Beattie@terracat.co.nz

Subject: [IT Service Desk] Re: Deleting of PO's

This ticket (#334011) has been updated. itsdterracat.zendesk.com/agent/tickets/334011

Toni Bull

11 Apr 2022, 15:26 GMT+12

Many thanks Jess

Regards, Toni Bull

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

Sent: Monday, 11 April 2022 1:58 pm To: Toni Bull < Toni.Bull@terracat.co.nz >

Cc: Claudia van Herp < <u>Claudia.vanHerp@terracat.co.nz</u>> Subject: [IT Service Desk] Re: Deleting of PO's

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11/04/2022, 13:58 NZST

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Should we only be allowing to have PO's cancelled and not deleted?

Regards

Toni Bull **Procurement Specialist - Terra Cat**

24 Amyes Rd, Hornby, PO Box 16168, Christchurch, 8042 M: +6421989772 | DDI: +6439832434

W: terracat.co.nz

Jess Beattie April 13, 2022 at 07:12

Internal note

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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: Stephanie Lister <stephanie.lister@terracat.co.nz> Sent: Tuesday, 12 April 2022 4:13 pm

To: Jess Beattie <Jess.Beattie@terracat.co.nz>; Bradley Harrison <Bradley.Harrison@terracat.co.nz>

Cc: Zendesk ITSD Terra Cat <support@itsdterracat.zendesk.com>; Ciaran Gardiner @ciaran.Gardiner@terracat.co.nz>; Blair Doherty @terracat.co.nz>; Sue

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Cheers

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Business Systems Engineer - Terra Cat 24 Amyes Road, PO Box 16 168, Christchurch, 8042

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Sent: Tuesday, 12 April 2022 10:34 a.m.

To: Bradley Harrison Bradley.Harrison@terracat.co.nz; Stephanie Lister stephanie.lister@terracat.co.nz; Stephanie Lister stephanie.lister@terracat.co.nz; Blair Doherty Blair.Doherty@terracat.co.nz; Sue

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From: Toni Bull (IT Service Desk) < support@itsdterracat.zendesk.com > Sent: Monday, 11 April 2022 3:27 pm
To: Jess Beattie < Jess.Beattie@terracat.co.nz >

Subject: [IT Service Desk] Re: Deleting of PO's

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11 Apr 2022, 15:26 GMT+12

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Stephanie Lister April 13 2022 at 08:24

Internal note

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Cheers,

Stephanie Lister

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E: <u>Stephanie.Lister@terracat.co.nz</u> | W: <u>terracat.co.nz</u> | M



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

Sent: Wednesday, 13 April 2022 7:13 a.m.

To: Stephanie Lister <stephanie.lister@terracat.co.nz>; Bradley Harrison <Bradley.Harrison@terracat.co.nz>

Cc: Zendesk ITSD Terra Cat <support@itsdterracat.zendesk.com>; Ciaran Gardiner <Ciaran.Gardiner@terracat.co.nz>; Blair Doherty <Blair.Doherty@terracat.co.nz>; Sue

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Document

3638.03 13/03/2022

304 75 28/03/2022

date/Invoice

PO Orderer

#N/A

#N/A

Surname

d

Invoice amount

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