



#325916 CAT Amend User - Charl Venter

Submitted

4 November 2021 at 14:43

Received via

Mail

Requester

Candice Fourie <candice.fourie@goughcat.co.nz>

CCs

IT Service Desk <servicedesk@terracat.co.nz>

Status	Type	Due date	Priority	Group	Assignee
On-hold	Task	February 1, 2022	Normal	Service Desk	Jess Beattie

Category

NAXT

Charl Venter

November 4, 2021 at 14:43

Service Category: New Service Request

: CAT

New or Amend Current User: Amend

Start Date (dd/mm/yyyy): 04/11/2021

First Name: Charl

Middle Initial:

Surname: Venter

Job Title: Supervisor

{Phone:caption}: {Phone:value}

Similar User: Carlos Monsalve

Branch: Whangarei

Managers Email: Candice.fourie@terracat.co.nz

Type: Temporary

End Date (If known):

=====

System Access

{New Role:caption}: {New Role:value}

{NAXT Position:caption}: {NAXT Position:value}

Other Applications:

NAXT: Yes

{Similar Job Function NAXT:caption}: {Similar Job Function NAXT:value}

=====

Hardware

{Hardware Type:caption}: {Hardware Type:value}

Additional Notes: Charl is acting Supervisor and require access more functions on Naxt

=====

Requester Information

Requester Name: Candice Fourie

Requester Email: Charl.Venter@terracat.co.nz

{Requester Phone:caption}: {Requester Phone:value}

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Jess Beattie November 8, 2021 at 11:50

Internal note

Charls current roles

User

Edit Delete User Import Options Relations

Maintain New Set up

CarlosM

General

User ID: CarlosM

User name: Carlos Monsalve

Network domain: ad.ggh.co.nz

Alias: CarlosM

Account type: Active Directory user

User's roles

Assign roles Remove Assign orga

Roles

- ExFlow web user role
- GGH Client Access Log
- GGH Sales Administrator
- SDI Purchase Order Approver
- SDI Purchase Order Creator V2
- SDI Purchasing Approver
- SDI Service Call Credit Note
- SDI Time Approval
- System user
- TC CRM Contact Creator
- TC CRM Customer Viewer
- TC CRM Prospect Creator
- TC Employee User Role
- TC Freight Estimator Assistant
- TC Service Call Closing Summary
- TC Service End 2 End
- TC Service Module Advanced Functions
- TC Service Module Basic Functions
- TC Service Time Entry

User (1) - User ID: CharlV, Charl Venter

Edit Delete User Import Options Relations Profiles Log Online time Attachments

Maintain New Set up Related inform... Attachments

CharlV

General

User ID: CharlV

User name: Charl Venter

Network domain: ad.ggh.co.nz

Alias: CharlV

Account type: Active Directory user

Default company: ggnz

Enabled: ☒

Current partition is default partition: ☒

External: ☐

User's roles

Assign roles Remove Assign organisations Edit role

Roles

- ExFlow web user role
- GGH Client Access Log
- SDI Purchase Order Approver
- SDI Purchase Order Creator V2
- SDI Purchasing Approver
- SDI Service Basic V2 without Express Journal
- SDI Service Call Credit Note
- SDI Time Approval
- System user
- TC CRM Contact Creator
- TC CRM Customer Viewer
- TC CRM Prospect Creator
- TC Employee User Role
- TC Freight Estimator Assistant
- TC Service End 2 End
- TC Service Module Basic Functions
- TC Service Time Entry

Jess Beattie November 8, 2021 at 12:36

Internal note

Have added the extra roles to match Carlos
Have ticked a few more boxes on worker

Before change:

Worker (1) - Name: Charl Venter, 02204

File Worker Time registration Project management Expense management Payroll WMS

New case Image Delete Hire new worker Transfer worker Terminate Create eligibility event Worker position assignments Add assignment Edit assignment End assignment Employment history Maintain versions Buyer groups Dispatch team User requests Worker task assignments Dispatcher's default wor... Set up View in hierarchy Related in... Attachments Taxes Registration number search

Profile
Employment
Sales/Purch details
Absence
Compensation
Payroll
Competencies and development
Parts
Order class
WMS
• Service
Power Systems
IT

Current record
Charl Venter

Setup

Administration

Call type: SERIALIZED EQUIPME
Call status: Registered

Enable backorder for technician: ☐
Enable Payment territory change: ☐
Override line property: ☐

Invoicing

Partial invoicing: ☐
Warranty invoicing: ☐
Contract invoicing: ☐

Warranty

Enable last labour date change: ☐
Enable claim status change: ☐
Enable claim class change: ☐

Inquiry defaults

Warehouse: 11A
Tool warehouse: 11A

Enable spell checking

Spell check: ☐

Return location

Parts return warehouse:
Parts return location:

Jess Beattie November 8, 2021 at 12:38

Hey Candice,
I have now given Charl that extra access. Do you know a date on when he will revert to his own role?
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 November 24, 2021 at 15:30

Hey Candice Fourie,
We're wondering if you have had a chance to review our latest update regarding this issue as we haven't had a response yet.

Here is a reminder of the recent update:

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Candice Fourie November 24, 2021 at 16:02

Hi Jess, ongoing at this stage, may be end of Jan 2022

Will advise though closer to the time.

Candice Fourie

Branch Manager - Terra Cat

58 Kioreroa Road, PO Box 333, Whangarei, 0110

M: +64272274992 |

E: Candice.Fourie@terraecat.co.nz | W: terraecat.co.nz |  



From: Jess Beattie (IT Service Desk) <itsd@terraecat.co.nz>

Sent: Wednesday, 24 November 2021 3:30 pm

To: Candice Fourie <Candice.Fourie@terraecat.co.nz>

Subject: [IT Service Desk] Re: CAT New User - Charl Venter

Your request (325916) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

24/11/2021, 15:30 NZDT

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Charl Venter

4/11/2021, 14:43 NZDT

Service Category: New Service Request

: CAT

New or Amend Current User: Amend

Start Date (dd/mm/yyyy): 04/11/2021

First Name: Charl

Middle Initial:

Surname: Venter

Job Title: Supervisor

{Phone:caption}: {Phone:value}

Similar User: Carlos Monsalve

Branch: Whangarei

Managers Email: Candice.fourie@terracat.co.nz

Type: Temporary

End Date (If known):

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System Access

{New Role:caption}: {New Role:value}

{NAXT Position:caption}: {NAXT Position:value}

Other Applications:

NAXT: Yes

{Similar Job Function NAXT:caption}: {Similar Job Function NAXT:value}

=====

Hardware

{Hardware Type:caption}: {Hardware Type:value}

Additional Notes: Charl is acting Supervisor and require access more functions on Naxt

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Requester Information

Requester Name: Candice Fourie

Requester Email: Charl.Venter@terracat.co.nz

{Requester Phone:caption}: {Requester Phone:value}

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Jess Beattie November 24, 2021 at 16:03

That's ok, no worries at all. I will make a note of that :)

Kind regards,
Jess Beattie

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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 February 9, 2022 at 07:52

Hey Candice,
Am I able to remove Charl's extra next access now?

Kind regards,
Jess Beattie

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24 Amyes Road, PO Box 16168, Christchurch, 8042
P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Candice Fourie February 9, 2022 at 08:34

Hi Jess,
No, he is still acting Supervisor till further notice

Thanks, have a great day 😊

Candice Fourie

Branch Manager - Terra Cat

58 Kioreroa Road, PO Box 333, Whangarei, 0110

M: +64272274992 |

E: Candice.Fourie@terraecat.co.nz | **W:** terraecat.co.nz |  



From: Jess Beattie (IT Service Desk) <itsd@terraecat.co.nz>

Sent: Wednesday, 9 February 2022 7:53 am

To: Candice Fourie <Candice.Fourie@terraecat.co.nz>

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

Subject: [IT Service Desk] Re: CAT Amend User - Charl Venter

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Jess Beattie (ITSD - Terra Cat)

9/02/2022, 7:52 NZDT

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