

Submitted	Received via	Requester
25 August 2021 at 06:43	Mail	Adriaan Vandenberg <adriaan.vandenberg@goughcat.co.nz>

CCs

Bradley Harrison <bradley.harrison@terracat.co.nz>, Gillian McMillan <gillian.mcmillan@goughcat.co.nz>, ITHD <ithd.ithd@ad.ggh.co.nz>

Status	Type	Priority	Group	Assignee
Open	Problem	Normal	Service Desk	Jess Beattie


Category


NAXT


Adriaan Vandenberg August 25, 2021 at 6:43 AM


Hi,


I'm unable to edit any NAXT fields?



Edit



Delete



Customer



Contacts



Transactions



Balance



Credit balance



Bank accounts



Summary update


Credit limit by business...



Generate from template


Attachments


Taxes


Registration number search

3037220 : Warin Build Ltd (Cash Sale)


Change party association

Customer

Account: 3037220
Record type: Organisation
Name: Warin Build Ltd (Cash Sale)
Search name: Warin Build Ltd
Customer group: EXT - CASH
Classification group: DG RS 2018
CAPP Code:
UCID:

Organisation details

Number of employees: 0
Organisation number: 9429045921490
ABC code: None
DUNS number:

Other information

Address books:
Language: en-nz
Doing business as:

Export information

CK Reg #
Local Dealer Code:

TEPS

TEPS Code:
RDD Type:
Stock order limit:

Show more fields

Regards,

Adriaan Vandenberg

Senior Applications Specialist - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421914470 | **DDI:** +6439832907

E: Adriaan.Vandenberg@terraecat.co.nz | **W:** terraecat.co.nz |  



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Jess Beattie August 25, 2021 at 7:11 AM

Hey Adriaan,
Have you ever been able to edit the fields of a customer? If so, when was the last time you did?

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@terraecat.co.nz W: terraecat.co.nz

Jess Beattie August 25, 2021 at 7:11 AM

Internal note

Request [#321350](#) ""Adriaan Vandenberg" (+64 (21) 9..." was closed and merged into this request. Last comment in request [#321350](#):

Please see the file attached.

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voicemail_4813_345267.wav

Adriaan Vandenberg August 25, 2021 at 7:37 AM

Hi Jess,

Yes, I could edit, last time was last week Friday. To be honest I can't edit anything in NAXT.



Cheers,

Adriaan Vandenberg

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Branston Street, PO Box 16168, Christchurch, 8441

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From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Wednesday, 25 August 2021 7:11 am
To: Adriaan Vandenberg <Adriaan.Vandenberg@terracat.co.nz>
Cc: ITHD <ITHD.ITHD@goughgroup.co.nz>
Subject: [IT Service Desk] Re: Error | Edit NAXT

Your request (321345) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

25/08/2021, 7:11 am NZST

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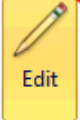
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Adriaan Vandenberg

25/08/2021, 6:43 am NZST

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Delete

Customer

Contacts

Transactions

Balance

Credit balance

Bank accounts

Summary update

Credit limit by business...

Generate from template

Attachments

Taxes

Registration number search

3037220 : Warin Build Ltd (Cash Sale)

General

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Organisation details

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Organisation number: 9429045921490
ABC code: None
DUNS number:

Other information

Address books:
Language: en-nz
Doing business as:

Export information

CK Reg #
Local Dealer Code:

TEPS

TEPS Code:
RDD Type:
Stock order limit:

Show more fields

Addresses



Regards,

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M: +6421914470 **|DDI:** +6439832907

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[3LX436-V4X0]

Jess Beattie August 25, 2021 at 7:41 AM



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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

Adriaan Vandenberg August 25, 2021 at 7:43 AM

Still can't edit

Adriaan Vandenberg
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Cc: ITHD <ITHD.ITHD@goughgroup.co.nz>

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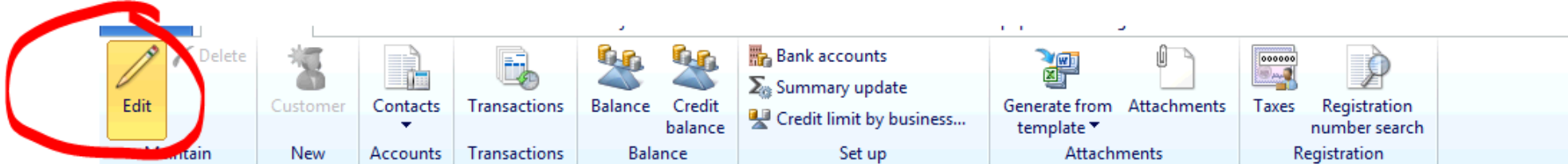
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Adriaan Vandenberg

25/08/2021, 6:43 am NZST

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3037220 : Warin Build Ltd (Cash Sale)

General

Change party association

Customer

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Record type: Organisation
Name: Warin Build Ltd (Cash Sale)
Search name: Warin Build Ltd
Customer group: EXT - CASH
Classification group: DG RS 2018
CAPP Code:
UCID:

Organisation details

Number of employees: 0
Organisation number: 9429045921490
ABC code: None
DUNS number:

Other information

Address books:
Language: en-nz
Doing business as:

Export information

CK Reg #
Local Dealer Code:

TEPS

TEPS Code:
RDD Type:
Stock order limit: ☐

Show more fields

Addresses

Regards,

Adriaan Vandenberg

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[3LX436-V4X0]

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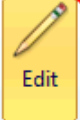
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Adriaan Vandenberg


25/08/2021, 6:43 am NZST


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Delete



Customer



Contacts



Transactions



Balance



Credit balance



Bank accounts



Summary update


Credit limit by business...


Generate from template



Attachments


Taxes


Registration number search

Registration

3037220 : Warin Build Ltd (Cash Sale)


Change party association

Customer

Account: 3037220

Record type: Organisation

Name: Warin Build Ltd (Cash Sale)

Search name: Warin Build Ltd

Customer group: EXT - CASH

Classification group: DG RS 2018

CAPP Code:

UCID:

Organisation details

Number of employees: 0

Organisation number: 9429045921490

ABC code: None

DUNS number:

Other information

Address books:

Language: en-nz

Doing business as:

Export information

CK Reg #:

Local Dealer Code:

TEPS

TEPS Code:

RDD Type:

Stock order limit:

Show more fields

Addresses



Regards,

Adriaan Vandenberg

Senior Applications Specialist - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421914470 | **DDI:** +6439832907

E: Adriaan.Vandenberg@terra.cat.co.nz | **W:** terra.cat.co.nz |  

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[3LX436-V4X0]

Jess Beattie August 25, 2021 at 7:47 AM

Bugger!



I am not quite sure as to why you are unable to edit anything all of a sudden. I could try clear all your usage data and see if that fixes things? (Bear in mind this will reset any personalisations you may have back to default)

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

Adriaan Vandenberg August 25, 2021 at 7:49 AM

Will this reset my Que's?

Adriaan Vandenberg
Senior Applications Specialist - Terra Cat
Branston Street, PO Box 16168, Christchurch, 8441
M: +6421914470 | **DDI:** +6439832907
E: Adriaan.Vandenberg@terracat.co.nz | **W:** terracat.co.nz |  



From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Wednesday, 25 August 2021 7:48 am
To: Adriaan Vandenberg <Adriaan.Vandenberg@terracat.co.nz>
Subject: [IT Service Desk] Re: Error | Edit NAXT

Your request (321345) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

25/08/2021, 7:47 am NZST

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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

Adriaan Vandenberg

25/08/2021, 7:43 am NZST

Still can't edit

Adriaan Vandenberg

Senior Applications Specialist - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421914470 **|DDI:** +6439832907

E: Adriaan.Vandenberg@terracat.co.nz **|W:** terracat.co.nz |  



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

Sent: Wednesday, 25 August 2021 7:41 am

To: Adriaan Vandenberg <Adriaan.Vandenberg@terracat.co.nz>

Subject: [IT Service Desk] Re: Error | Edit NAXT

Your request (321345) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

25/08/2021, 7:41 am NZST

Ok that is odd. I have just logged off your session. Please reopen Naxt and let me know if you can edit now or not :)

Kind regards,

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P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Adriaan Vandenberg

25/08/2021, 7:37 am NZST



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Subject: [IT Service Desk] Re: Error | Edit NAXT

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25/08/2021, 7:11 am NZST


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

Customer



Contacts



Transactions



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Attachments



Taxes


Registration number search


Registration

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Export information

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Local Dealer Code:

Other information

Address books:
Language: en-nz
Doing business as:

TEPS

TEPS Code:
RDD Type:
Stock order limit:

Show more fields

Addresses

Regards,

Adriaan Vandenberg
Senior Applications Specialist - Terra Cat
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[3LX436-V4X0]

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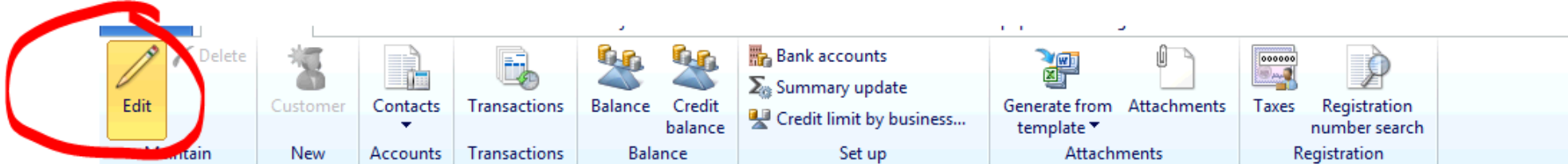
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Adriaan Vandenberg
Senior Applications Specialist - Terra Cat
Branston Street, PO Box 16168, Christchurch, 8441
M: +6421914470 | **DDI:** +6439832907
E: Adriaan.Vandenberg@terracat.co.nz | **W:** terracat.co.nz |  



From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Wednesday, 25 August 2021 7:11 am
To: Adriaan Vandenberg <Adriaan.Vandenberg@terracat.co.nz>
Cc: ITHD <ITHD.ITHD@goughgroup.co.nz>
Subject: [IT Service Desk] Re: Error | Edit NAXT

Your request (321345) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

25/08/2021, 7:11 am NZST

Hey Adriaan,

Have you ever been able to edit the fields of a customer? If so, when was the last time you did?

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

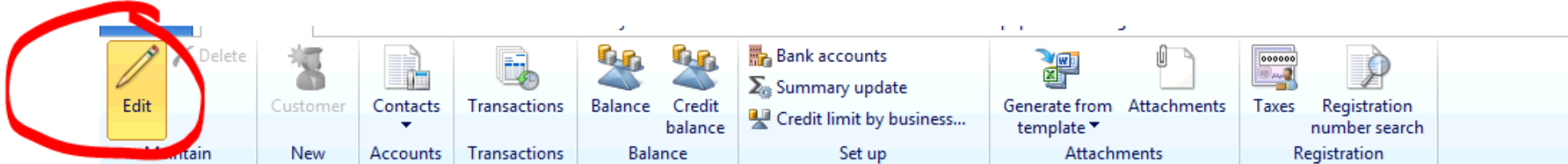
P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Adriaan Vandenberg

25/08/2021, 6:43 am NZST

Hi,

I'm unable to edit any NAXT fields?



3037220 : Warin Build Ltd (Cash Sale)

General

Change party association

Customer

Account: 3037220
Record type: Organisation
Name: Warin Build Ltd (Cash Sale)
Search name: Warin Build Ltd
Customer group: EXT - CASH
Classification group: DG RS 2018
CAPP Code:
UCID:

Organisation details

Number of employees: 0
Organisation number: 9429045921490
ABC code: None
DUNS number:

Other information

Address books:
Language: en-nz
Doing business as:

Export information

CK Reg #
Local Dealer Code:

TEPS

TEPS Code:
RDD Type:
Stock order limit: ☐

Show more fields

Addresses

Regards,

Adriaan Vandenberg

Senior Applications Specialist - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421914470 | DDI: +6439832907

E: Adriaan.Vandenberg@terra.cat.co.nz | W: terra.cat.co.nz |



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[3LX436-V4X0]

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Jess Beattie August 25, 2021 at 7:58 AM



No they should be fine :)

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

Adriaan Vandenberg August 25, 2021 at 8:04 AM

Sweet, go for it!

Adriaan Vandenberg
Senior Applications Specialist - Terra Cat
Branston Street, PO Box 16168, Christchurch, 8441
M: +6421914470 | **DDI:** +6439832907
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Service Desk Analyst - Terra Cat
24 Amyes Road, PO Box 16168, Christchurch, 8042

Adriaan Vandenberg

25/08/2021, 7:49 am NZST

Will this reset my Que's?

Adriaan Vandenberg

Senior Applications Specialist - Terra Cat

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E: Adriaan.Vandenberg@terracat.co.nz | **W:** terracat.co.nz |  



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

Sent: Wednesday, 25 August 2021 7:48 am

To: Adriaan Vandenberg <Adriaan.Vandenberg@terracat.co.nz>

Subject: [IT Service Desk] Re: Error | Edit NAXT

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Jess Beattie (ITSD - Terra Cat)

25/08/2021, 7:47 am NZST

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Kind regards,

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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

Adriaan Vandenberg

25/08/2021, 7:43 am NZST

Still can't edit

Adriaan Vandenberg
Senior Applications Specialist - Terra Cat
Branston Street, PO Box 16168, Christchurch, 8441
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Sent: Wednesday, 25 August 2021 7:41 am
To: Adriaan Vandenberg <Adriaan.Vandenberg@terracat.co.nz>
Subject: [IT Service Desk] Re: Error | Edit NAXT

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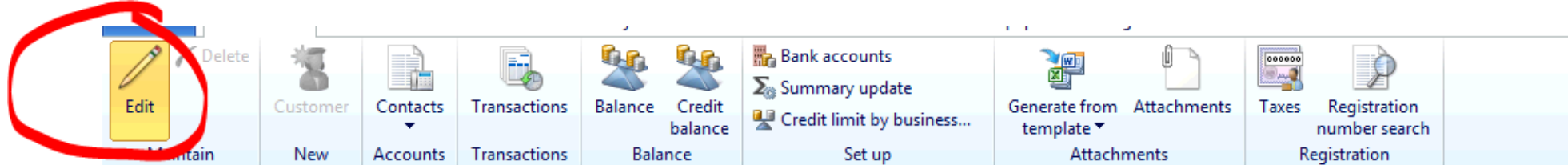
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General

Change party association

Customer

Account: 3037220
Record type: Organisation
Name: Warin Build Ltd (Cash Sale)
Search name: Warin Build Ltd
Customer group: EXT - CASH
Classification group: DG RS 2018
CAPP Code:
UCID:

Organisation details

Number of employees: 0
Organisation number: 9429045921490
ABC code: None
DUNS number:

Other information

Address books:
Language: en-nz
Doing business as:

Export information

CK Reg #
Local Dealer Code:

TEPS

TEPS Code:
RDD Type:
Stock order limit: ☐

Show more fields

Addresses

Regards,

Adriaan Vandenberg

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[3LX436-V4X0]

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Adriaan Vandenberg


25/08/2021, 6:43 am NZST


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I'm unable to edit any NAXT fields?



Delete



Customer



Contacts



Transactions



Balance



Credit balance



Bank accounts



Summary update



Credit limit by business...


Generate from template


Attachments


Taxes


Registration number search


Registration

3037220 : Warin Build Ltd (Cash Sale)

General

Change party association

Customer

Account: 3037220
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Search name: Warin Build Ltd
Customer group: EXT - CASH
Classification group: DG RS 2018
CAPP Code:
UCID:

Organisation details

Number of employees: 0
Organisation number: 9429045921490
ABC code: None
DUNS number:

Export information

CK Reg #:
Local Dealer Code:

TEPS

TEPS Code:
RDD Type:
Stock order limit:

Other information

Address books:
Language: en-nz
Doing business as:

Show more fields

Addresses

Regards,

Adriaan Vandenberg
Senior Applications Specialist - Terra Cat
 Branston Street, PO Box 16168, Christchurch, 8441
M: +6421914470 | **DDI:** +6439832907
E: Adriaan.Vandenberg@terraecat.co.nz | **W:** terraecat.co.nz



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[3LX436-V4X0]

Jess Beattie (ITSD - Terra Cat)

25/08/2021, 7:41 am NZST

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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



Adriaan Vandenberg

25/08/2021, 7:37 am NZST

Hi Jess,

Yes, I could edit, last time was last week Friday. To be honest I can't edit anything in NAXT.

Cheers,

Adriaan Vandenberg
Senior Applications Specialist - Terra Cat
Branston Street, PO Box 16168, Christchurch, 8441
M: +6421914470 | **DDI:** +6439832907
E: Adriaan.Vandenberg@terracat.co.nz | **W:** terracat.co.nz |  



From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Wednesday, 25 August 2021 7:11 am
To: Adriaan Vandenberg <Adriaan.Vandenberg@terracat.co.nz>
Cc: ITHD <ITHD.ITHD@goughgroup.co.nz>
Subject: [IT Service Desk] Re: Error | Edit NAXT

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Jess Beattie (ITSD - Terra Cat)

25/08/2021, 7:11 am NZST

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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


Adriaan Vandenberg


25/08/2021, 6:43 am NZST


Hi,


I'm unable to edit any NAXT fields?



Delete



Customer



Contacts



Transactions



Balance



Credit balance



Bank accounts



Summary update



Credit limit by business...


Generate from template


Attachments



Taxes


Registration number search


Registration

3037220 : Warin Build Ltd (Cash Sale)

General


Change party association

Customer

Account: 3037220
Record type: Organisation
Name: Warin Build Ltd (Cash Sale)
Search name: Warin Build Ltd
Customer group: EXT - CASH
Classification group: DG RS 2018
CAPP Code:
UCID:

Organisation details

Number of employees: 0
Organisation number: 9429045921490
ABC code: None
DUNS number:

Export information

CK Reg #:
Local Dealer Code:

TEPS

TEPS Code:
RDD Type:
Stock order limit:

Other information

Address books:
Language: en-nz
Doing business as:

Show more fields

Addresses

Jess Beattie August 25, 2021 at 8:06 AM



Sweet, done. Please close and reopen Naxt for the change to take effect. Let me know if that has made a difference

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

Adriaan Vandenberg August 25, 2021 at 8:12 AM

Still can't change it

Adriaan Vandenberg
Senior Applications Specialist - Terra Cat
Branston Street, PO Box 16168, Christchurch, 8441
M: +6421914470 | DDI: +6439832907
E: Adriaan.Vandenberg@terracat.co.nz | W: terracat.co.nz |  



From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Wednesday, 25 August 2021 8:07 am
To: Adriaan Vandenberg <Adriaan.Vandenberg@terracat.co.nz>
Subject: [IT Service Desk] Re: Error | Edit NAXT

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Jess Beattie (ITSD - Terra Cat)

25/08/2021, 8:06 am NZST

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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

Adriaan Vandenberg

25/08/2021, 8:04 am NZST

Sweet, go for it!

Adriaan Vandenberg
Senior Applications Specialist - Terra Cat
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M: +6421914470 | **DDI:** +6439832907
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Sent: Wednesday, 25 August 2021 7:58 am
To: Adriaan Vandenberg <Adriaan.Vandenberg@terracat.co.nz>
Subject: [IT Service Desk] Re: Error | Edit NAXT

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Jess Beattie (ITSD - Terra Cat)

25/08/2021, 7:58 am NZST

No they should be fine :)

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

Adriaan Vandenberg

25/08/2021, 7:49 am NZST

Will this reset my Que's?

Adriaan Vandenberg

Senior Applications Specialist - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

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Kind regards,

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Adriaan Vandenberg

25/08/2021, 7:43 am NZST

Still can't edit

Adriaan Vandenberg

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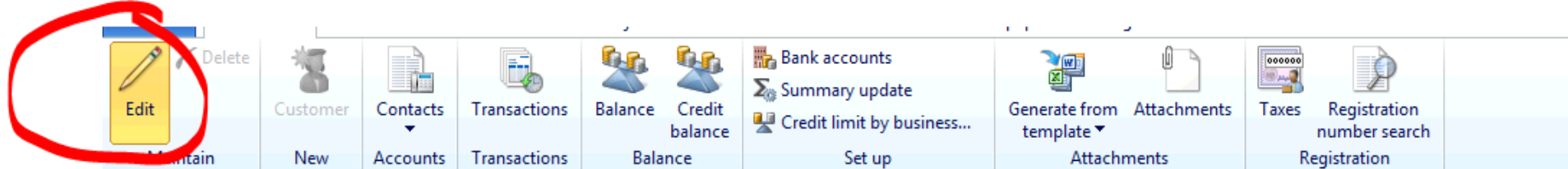
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Organisation details

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Organisation number: 9429045921490
ABC code: None
DUNS number:

Other information

Address books:
Language: en-nz
Doing business as:

Export information

CK Reg #
Local Dealer Code:

TEPS

TEPS Code:
RDD Type:
Stock order limit: ☐

Show more fields

Addresses

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[3LX436-V4X0]

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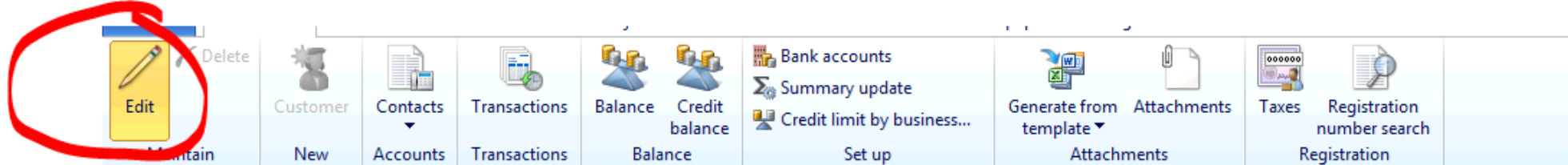
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Hi,

I'm unable to edit any NAXT fields?



3037220 : Warin Build Ltd (Cash Sale)

General

Change party association

Customer

Account: 3037220
Record type: Organisation
Name: Warin Build Ltd (Cash Sale)
Search name: Warin Build Ltd
Customer group: EXT - CASH
Classification group: DG RS 2018
CAPP Code:
UCID:

Organisation details

Number of employees: 0
Organisation number: 9429045921490
ABC code: None
DUNS number:

Other information

Address books:
Language: en-nz
Doing business as:

Export information

CK Reg #
Local Dealer Code:

TEPS

TEPS Code:
RDD Type:
Stock order limit: ☐

Show more fields

Addresses

Regards,

Adriaan Vandenberg

Senior Applications Specialist - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421914470 | **DDI:** +6439832907

E: Adriaan.Vandenberg@terracat.co.nz | **W:** terracat.co.nz |



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[3LX436-V4X0]

Jess Beattie (ITSD - Terra Cat)

25/08/2021, 7:41 am NZST

Ok that is odd. I have just logged off your session. Please reopen Naxt and let me know if you can edit now or not :)

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

Adriaan Vandenberg

25/08/2021, 7:37 am NZST

Hi Jess,

Yes, I could edit, last time was last week Friday. To be honest I can't edit anything in NAXT.

Cheers,

Adriaan Vandenberg
Senior Applications Specialist - Terra Cat
Branston Street, PO Box 16168, Christchurch, 8441
M: +6421914470 **DDI:** +6439832907
E:

Adriaan Vandenberg August 25, 2021 at 8:21 AM

I now notice that I can edit contact information, alter Equipment Monitoring data, but I can't add a UCID number in the customer account info?

Customer		Organisation details		Export information	
Account:	<input type="text" value="3036758"/>	Number of employees:	<input type="text" value="0"/>	CK Reg #	<input type="text"/>
Record type:	<input type="text" value="Organisation"/>	Organisation number:	<input type="text" value="9429048272520"/>	Local Dealer Code:	<input type="text"/>
Name:	<input type="text" value="DSM Ag and Civil Ltd"/>	ABC code:	<input type="text" value="None"/>	TEPS	
Search name:	<input type="text" value="DSM AG and Civil Ltd"/>	DUNS number:	<input type="text"/>	TEPS Code:	<input type="text"/>
Customer group:	<input type="text" value="EXT - NZ"/>	Other information		RDD Type:	<input type="text"/>
Classification group:	<input type="text" value=""/>	Address books:	<input type="text"/>	Stock order limit:	<input type="checkbox"/>
CAPP Code:	<input type="text"/>	Known as:	<input type="text"/>		
UCID:	<input type="text" value="2970083729"/>	Phonetic name:	<input type="text"/>		
		Language:	<input type="text" value="en-nz"/>		
		Doing business as:	<input type="text"/>		



Your request (321345) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

25/08/2021, 8:06 am NZST

Sweet, done. Please close and reopen Naxt for the change to take effect. Let me know if that has made a difference

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

Adriaan Vandenberg

25/08/2021, 8:04 am NZST



Sweet, go for it!

Adriaan Vandenberg

Senior Applications Specialist - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421914470 **DDI:** +6439832907

E: Adriaan.Vandenberg@terracat.co.nz **W:** terracat.co.nz |  



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

Sent: Wednesday, 25 August 2021 7:58 am

To: Adriaan Vandenberg <Adriaan.Vandenberg@terracat.co.nz>

Subject: [IT Service Desk] Re: Error | Edit NAXT

Your request (321345) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

25/08/2021, 7:58 am NZST

No they should be fine :)

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

Adriaan Vandenberg

25/08/2021, 7:49 am NZST

Will this reset my Que's?

Adriaan Vandenberg

Senior Applications Specialist - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421914470 |DDI: +6439832907

E:Adriaan.Vandenberg@terracat.co.nz |W: terracat.co.nz |  



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

Sent: Wednesday, 25 August 2021 7:48 am

To: Adriaan Vandenberg <Adriaan.Vandenberg@terracat.co.nz>

Subject: [IT Service Desk] Re: Error | Edit NAXT

Your request (321345) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

25/08/2021, 7:47 am NZST

Bugger!

I am not quite sure as to why you are unable to edit anything all of a sudden. I could try clear all your usage data and see if that fixes things? (Bear in mind this will reset any personalisations you may have back to default)

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

Adriaan Vandenberg

25/08/2021, 7:43 am NZST

Still can't edit

Adriaan Vandenberg

Senior Applications Specialist - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421914470 **DDI:** +6439832907

E: Adriaan.Vandenberg@terracat.co.nz **|W:** terracat.co.nz |  



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

Sent: Wednesday, 25 August 2021 7:41 am

To: Adriaan Vandenberg <Adriaan.Vandenberg@terracat.co.nz>

Subject: [IT Service Desk] Re: Error | Edit NAXT

Your request (321345) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

25/08/2021, 7:41 am NZST

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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

Adriaan Vandenberg

25/08/2021, 7:37 am NZST

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Cheers,

Adriaan Vandenberg

Senior Applications Specialist - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421914470 **DDI:** +6439832907

E: Adriaan.Vandenberg@terracat.co.nz **|W:** terracat.co.nz |  

From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Wednesday, 25 August 2021 7:11 am
To: Adriaan Vandenberg <Adriaan.Vandenberg@terracat.co.nz>
Cc: ITHD <ITHD.ITHD@goughgroup.co.nz>
Subject: [IT Service Desk] Re: Error | Edit NAXT

Your request (321345) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

25/08/2021, 7:11 am NZST

Hey Adriaan,

Have you ever been able to edit the fields of a customer? If so, when was the last time you did?

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

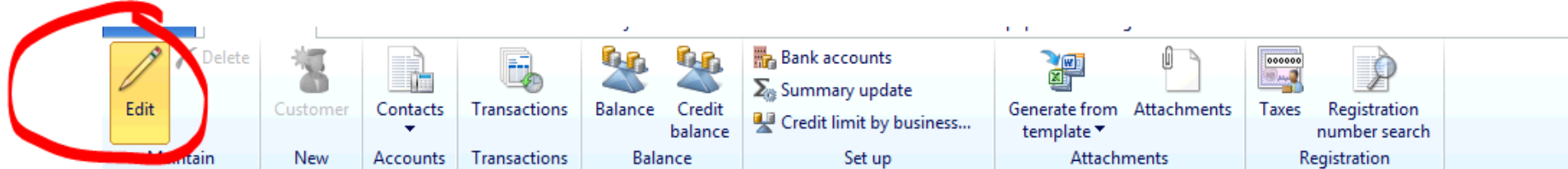
P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Adriaan Vandenberg

25/08/2021, 6:43 am NZST

Hi,

I'm unable to edit any NAXT fields?



3037220 : Warin Build Ltd (Cash Sale)

General

Change party association

Customer

Account: 3037220
Record type: Organisation
Name: Warin Build Ltd (Cash Sale)
Search name: Warin Build Ltd
Customer group: EXT - CASH
Classification group: DG RS 2018
CAPP Code:
UCID:

Organisation details

Number of employees: 0
Organisation number: 9429045921490
ABC code: None
DUNS number:

Other information

Address books:
Language: en-nz
Doing business as:

Export information

CK Reg #
Local Dealer Code:

TEPS

TEPS Code:
RDD Type:
Stock order limit: ☐

Show more fields

Addresses

Regards,

Adriaan Vandenberg

Senior Applications Specialist - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421914470 | **DDI:** +6439832907

E: Adriaan.Vandenberg@terracat.co.nz | **W:** terracat.co.nz |



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[3LX436-V4X0]

Jess Beattie (ITSD - Terra Cat)

25/08/2021, 7:11 am NZST

Hey Adriaan,

Have you ever been able to edit the fields of a customer? If so, when was the last time you did?

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

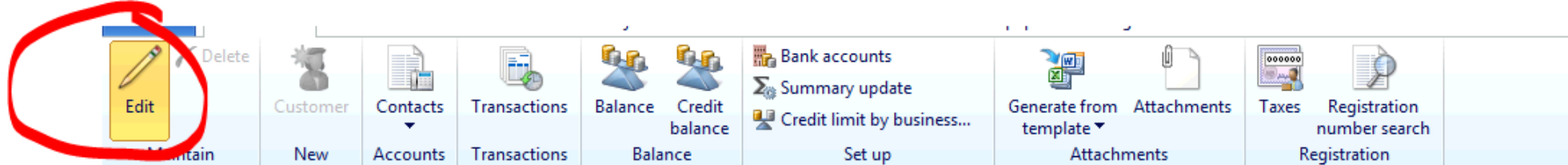
P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Adriaan Vandenberg

25/08/2021, 6:43 am NZST

Hi,

I'm unable to edit any NAXT fields?



3037220 : Warin Build Ltd (Cash Sale)

General

Change party association

Customer

Account: 3037220
Record type: Organisation
Name: Warin Build Ltd (Cash Sale)
Search name: Warin Build Ltd
Customer group: EXT - CASH
Classification group: DG RS 2018
CAPP Code:
UCID:

Organisation details

Number of employees: 0
Organisation number: 9429045921490
ABC code: None
DUNS number:

Other information

Address books:
Language: en-nz
Doing business as:

Export information

CK Reg #
Local Dealer Code:

TEPS

TEPS Code:
RDD Type:
Stock order limit: ☐

Show more fields

Addresses

Regards,

Adriaan Vandenberg

Senior Applications Specialist - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421914470 | **DDI:** +6439832907

E: Adriaan.Vandenberg@terracat.co.nz | **W:** terracat.co.nz |



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[3LX436-V4X0]

Jess Beattie (ITSD - Terra Cat)

25/08/2021, 7:41 am NZST

Ok that is odd. I have just logged off your session. Please reopen Naxt and let me know if you can edit now or not :)

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

Adriaan Vandenberg

25/08/2021, 7:37 am NZST

Hi Jess,

Yes, I could edit, last time was last week Friday. To be honest I can't edit anything in NAXT.

Cheers,

Jess Beattie August 25, 2021 at 8:39 AM

Ok, looks like this is a SOD issue. I will need to refer to the SOD team about this and get back to you

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 August 25, 2021 at 8:43 AM

Internal note

Hey Brad,
Hope you are feeling a bit better.

Adriaan has said that he used to be able to edit fields on a customer, reckons he did on Friday however is now unable to. I just checked his roles on my account and he definitely cannot edit customer fields. Am I correct in saying that he now shouldn't be able to edit those fields and that it is a CRM job?

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 |  



From: Adriaan Vandenberg (IT Service Desk) <support@itsdterracat.zendesk.com>

Sent: Wednesday, 25 August 2021 8:22 am

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

Subject: [IT Service Desk] Re: Error | Edit NAXT

This ticket ([#321345](#)) has been updated.
itsdterracat.zendesk.com/agent/tickets/321345

Adriaan Vandenberg

25 Aug 2021, 08:21 GMT+12

I now notice that I can edit contact information, alter Equipment Monitoring data, but I can't add a UCID number in the customer account info?

File	Customer	Sell	Invoice	Collect	Projects	Service	Market	General	Equipment management
Edit	Delete	Customer	Contacts	Transactions	Balance	Credit balance	Bank accounts Summary update Credit limit by business...	Generate from template Attachments	Taxes Registration number search
Maintain	New	Accounts	Transactions	Balance	Set up		Attachments	Registration	

3036758 : DSM Ag and Civil Ltd

General

Change party association

Customer

Account: 3036758
 Record type: Organisation
 Name: DSM Ag and Civil Ltd
 Search name: DSM AG and Civil Ltd
 Customer group: EXT - NZ
 Classification group:
 CAPP Code:
 UCID: 2970083729

Organisation details

Number of employees: 0
 Organisation number: 9429048272520
 ABC code: None
 DUNS number:

Other information

Address books:
 Known as:
 Phonetic name:
 Language: en-nz
 Doing business as:

Export information

CK Reg #
 Local Dealer Code:

TEPS

TEPS Code:
 RDD Type:
 Stock order limit: ☐

Show fewer fields

Addresses

Contact information

Miscellaneous details

Adriaan Vandenberg

Senior Applications Specialist - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421914470 |DDI: +6439832907

E: Adriaan.Vandenberg@terraecat.co.nz |W: terraecat.co.nz |



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

Sent: Wednesday, 25 August 2021 8:07 am

To: Adriaan Vandenberg <Adriaan.Vandenberg@terraecat.co.nz>

Subject: [IT Service Desk] Re: Error | Edit NAXT

Your request (321345) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

25/08/2021, 8:06 am NZST

Sweet, done. Please close and reopen Naxt for the change to take effect. Let me know if that has made a difference

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

Adriaan Vandenberg

25/08/2021, 8:04 am NZST

Sweet, go for it!

Adriaan Vandenberg

Senior Applications Specialist - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421914470 | **DDI:** +6439832907

E: Adriaan.Vandenberg@terracat.co.nz | **W:** terracat.co.nz |  



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

Sent: Wednesday, 25 August 2021 7:58 am

To: Adriaan Vandenberg <Adriaan.Vandenberg@terracat.co.nz>

Subject: [IT Service Desk] Re: Error | Edit NAXT

Your request (321345) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

25/08/2021, 7:58 am NZST

No they should be fine :)

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

Adriaan Vandenberg

25/08/2021, 7:49 am NZST

Will this reset my Que's?

Adriaan Vandenberg
Senior Applications Specialist - Terra Cat
Branston Street, PO Box 16168, Christchurch, 8441
M: +6421914470 | **DDI:** +6439832907
E: Adriaan.Vandenberg@terracat.co.nz | **W:** terracat.co.nz |  



From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Wednesday, 25 August 2021 7:48 am
To: Adriaan Vandenberg <Adriaan.Vandenberg@terracat.co.nz>
Subject: [IT Service Desk] Re: Error | Edit NAXT

Your request (321345) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

25/08/2021, 7:47 am NZST

Bugger!

I am not quite sure as to why you are unable to edit anything all of a sudden. I could try clear all your usage data and see if that fixes things? (Bear in mind this will reset any personalisations you may have back to default)

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

Adriaan Vandenberg

25/08/2021, 7:43 am NZST



Still can't edit

Adriaan Vandenberg

Senior Applications Specialist - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421914470 | **DDI:** +6439832907

E: Adriaan.Vandenberg@terracat.co.nz | **W:** terracat.co.nz |  



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

Sent: Wednesday, 25 August 2021 7:41 am

To: Adriaan Vandenberg <Adriaan.Vandenberg@terracat.co.nz>

Subject: [IT Service Desk] Re: Error | Edit NAXT

Your request (321345) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

25/08/2021, 7:41 am NZST

Ok that is odd. I have just logged off your session. Please reopen Naxt and let me know if you can edit now or not :)

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

Adriaan Vandenberg

25/08/2021, 7:37 am NZST

Hi Jess,

Yes, I could edit, last time was last week Friday. To be honest I can't edit anything in NAXT.



Cheers,

Adriaan Vandenberg

Senior Applications Specialist - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421914470 | **DDI:** +6439832907

E: Adriaan.Vandenberg@terracat.co.nz | **W:** terracat.co.nz |  



From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Wednesday, 25 August 2021 7:11 am
To: Adriaan Vandenberg <Adriaan.Vandenberg@terracat.co.nz>
Cc: ITHD <ITHD.ITHD@goughgroup.co.nz>
Subject: [IT Service Desk] Re: Error | Edit NAXT

Your request (321345) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

25/08/2021, 7:11 am NZST

Hey Adriaan,

Have you ever been able to edit the fields of a customer? If so, when was the last time you did?

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

Adriaan Vandenberg

25/08/2021, 6:43 am NZST

Hi,

I'm unable to edit any NAXT fields?

Jess Beattie (ITSD - Terra Cat)

25/08/2021, 7:11 am NZST

Hey Adriaan,

Have you ever been able to edit the fields of a customer? If so, when was the last time you did?

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


Adriaan Vandenberg


25/08/2021, 6:43 am NZST


Hi,


I'm unable to edit any NAXT fields?



Delete



Customer



Contacts



Transactions



Balance



Credit balance



Bank accounts



Summary update


Credit limit by business...



Generate from template


Attachments


Taxes


Registration number search

3037220 : Warin Build Ltd (Cash Sale)


Change party association

Customer

Account: 3037220
Record type: Organisation
Name: Warin Build Ltd (Cash Sale)
Search name: Warin Build Ltd
Customer group: EXT - CASH
Classification group: DG RS 2018
CAPP Code:
UCID:

Organisation details

Number of employees: 0
Organisation number: 9429045921490
ABC code: None
DUNS number:

Other information

Address books:
Language: en-nz
Doing business as:

Export information

CK Reg #:
Local Dealer Code:

TEPS

TEPS Code:
RDD Type:
Stock order limit:

Show more fields



Regards,

Adriaan Vandenberg

Senior Applications Specialist - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421914470 | **DDI:** +6439832907

E: Adriaan.Vandenberg@terracat.co.nz | **W:** terracat.co.nz |  



This email and any attachments, is i...

Bradley Harrison August 25, 2021 at 9:00 AM

Internal note

Doing better, thank you.

Correct, as part of CRM and SOD. We will need a role created to give access to specific fields, with Geoff C's approval.

Cheers

Bradley Harrison

Business Systems Manager - Terra Cat

24 Amyes Road, Hornby, PO Box 16168, Christchurch, 8441

M: +6421589126 | **DDI:** +6439433122

E: Bradley.Harrison@terraecat.co.nz | **W:** terraecat.co.nz |  



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

Sent: Wednesday, 25 August 2021 8:43 am

To: Bradley Harrison <Bradley.Harrison@terraecat.co.nz>

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

Subject: FW: [IT Service Desk] Re: Error | Edit NAXT

Hey Brad,
Hope you are feeling a bit better.

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Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

DDI: 0800 95 95 98 option 1

E: Jess.Beattie@terraecat.co.nz | **W:** terraecat.co.nz |  



From: Adriaan Vandenberg (IT Service Desk) <support@itsdterraecat.zendesk.com>

Sent: Wednesday, 25 August 2021 8:22 am

To: Jess Beattie <Jess.Beattie@terraecat.co.nz>

Subject: [IT Service Desk] Re: Error | Edit NAXT

This ticket ([#321345](#)) has been updated.
itsdterraecat.zendesk.com/agent/tickets/321345

Adriaan Vandenberg

25 Aug 2021, 08:21 GMT+12

I now notice that I can edit contact information, alter Equipment Monitoring data, but I can't add a UCID number in the customer account info?

File	Customer	Sell	Invoice	Collect	Projects	Service	Market	General	Equipment management
Edit	Delete	Customer	Contacts	Transactions	Balance	Credit balance	Bank accounts Summary update Credit limit by business...	Generate from template Attachments	Taxes Registration number search
Maintain	New	Accounts	Transactions	Balance	Set up		Attachments	Registration	

3036758 : DSM Ag and Civil Ltd

General

Change party association

Customer

Account: 3036758
 Record type: Organisation
 Name: DSM Ag and Civil Ltd
 Search name: DSM AG and Civil Ltd
 Customer group: EXT - NZ
 Classification group:
 CAPP Code:
 UCID: 2970083729

Organisation details

Number of employees: 0
 Organisation number: 9429048272520
 ABC code: None
 DUNS number:

Other information

Address books:
 Known as:
 Phonetic name:
 Language: en-nz
 Doing business as:

Export information

CK Reg #
 Local Dealer Code:

TEPS

TEPS Code:
 RDD Type:
 Stock order limit: ☐

Show fewer fields

Addresses

Contact information

Miscellaneous details

Adriaan Vandenberg

Senior Applications Specialist - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421914470 |DDI: +6439832907

E: Adriaan.Vandenberg@terraecat.co.nz |W: terraecat.co.nz |



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

Sent: Wednesday, 25 August 2021 8:07 am

To: Adriaan Vandenberg <Adriaan.Vandenberg@terraecat.co.nz>

Subject: [IT Service Desk] Re: Error | Edit NAXT

Your request (321345) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

25/08/2021, 8:06 am NZST

Sweet, done. Please close and reopen Naxt for the change to take effect. Let me know if that has made a difference

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

Adriaan Vandenberg

25/08/2021, 8:04 am NZST

Sweet, go for it!

Adriaan Vandenberg

Senior Applications Specialist - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421914470 | **DDI:** +6439832907

E: Adriaan.Vandenberg@terracat.co.nz | **W:** terracat.co.nz |  



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

Sent: Wednesday, 25 August 2021 7:58 am

To: Adriaan Vandenberg <Adriaan.Vandenberg@terracat.co.nz>

Subject: [IT Service Desk] Re: Error | Edit NAXT

Your request (321345) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

25/08/2021, 7:58 am NZST

No they should be fine :)

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

Adriaan Vandenberg

25/08/2021, 7:49 am NZST

Will this reset my Que's?

Adriaan Vandenberg
Senior Applications Specialist - Terra Cat
Branston Street, PO Box 16168, Christchurch, 8441
M: +6421914470 | **DDI:** +6439832907
E: Adriaan.Vandenberg@terracat.co.nz | **W:** terracat.co.nz |  



From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Wednesday, 25 August 2021 7:48 am
To: Adriaan Vandenberg <Adriaan.Vandenberg@terracat.co.nz>
Subject: [IT Service Desk] Re: Error | Edit NAXT

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Jess Beattie (ITSD - Terra Cat)

25/08/2021, 7:47 am NZST

Bugger!

I am not quite sure as to why you are unable to edit anything all of a sudden. I could try clear all your usage data and see if that fixes things? (Bear in mind this will reset any personalisations you may have back to default)

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

Adriaan Vandenberg

25/08/2021, 7:43 am NZST



Still can't edit

Adriaan Vandenberg

Senior Applications Specialist - Terra Cat

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Sent: Wednesday, 25 August 2021 7:41 am

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Subject: [IT Service Desk] Re: Error | Edit NAXT

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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

Adriaan Vandenberg

25/08/2021, 7:37 am NZST

Hi Jess,

Yes, I could edit, last time was last week Friday. To be honest I can't edit anything in NAXT.



Cheers,

Adriaan Vandenberg

Senior Applications Specialist - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

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Subject: [IT Service Desk] Re: Error | Edit NAXT

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25/08/2021, 7:11 am NZST

Hey Adriaan,

Have you ever been able to edit the fields of a customer? If so, when was the last time you did?

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

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25/08/2021, 6:43 am NZST

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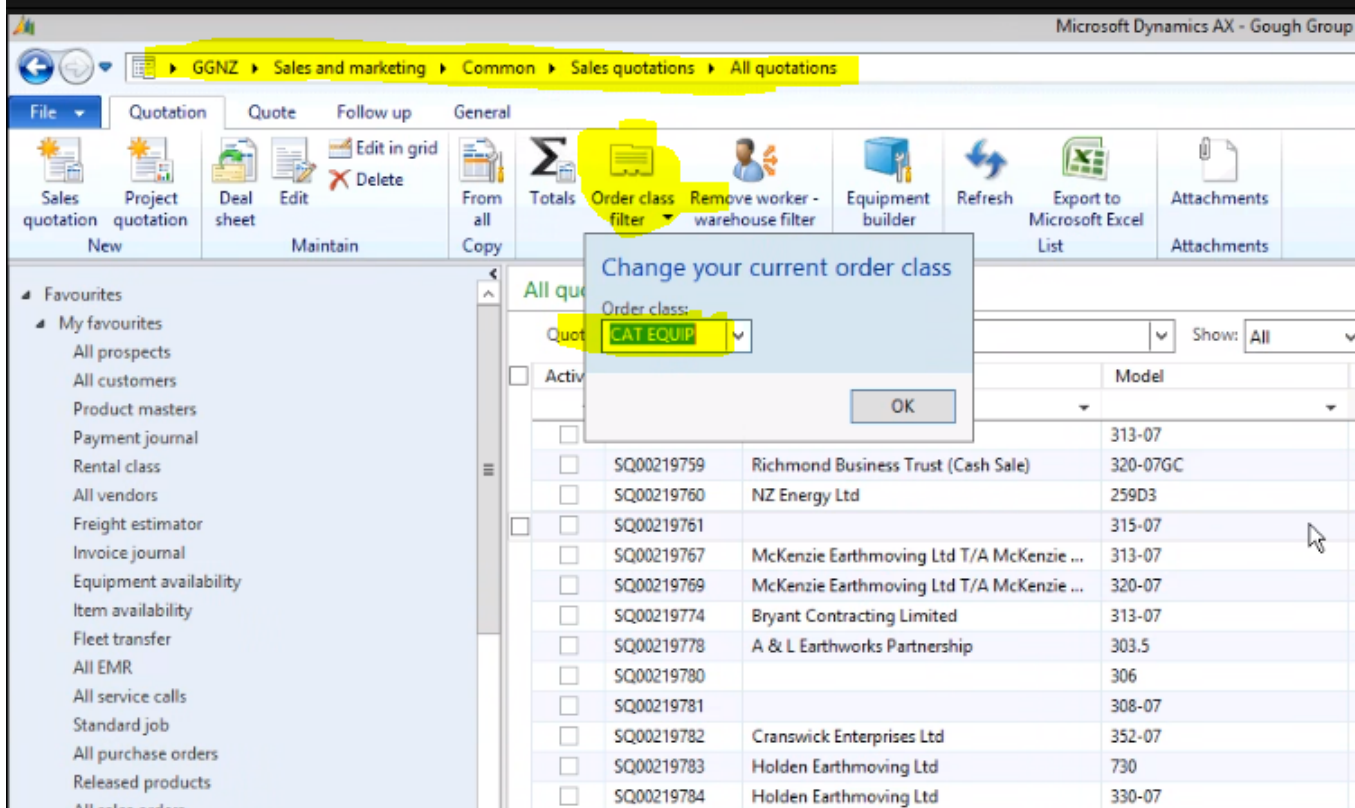
P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Adriaan Vandenberg August 26, 2021 at 12:33 PM

Hi,

Please give me access to view the following information in NAXT. I require this to identify what happens with a quotation towards the sale. If possible could I have access to this across the whole Sales and Marketing section?

Got the screen shot from Gitte Bronkhorst.



Kind Regards,

Adriaan Vandenberg
Senior Applications Specialist - Terra Cat
 Branton Street, PO Box 16168, Christchurch, 8441
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E: Adriaan.Vandenberg@terracat.co.nz | **W:** terracat.co.nz | [f](#) [i](#)



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Adriaan Vandenberg August 30, 2021 at 5:09 AM

Hi Jess,



Any feedback on this ticket?

Cheers,

Adriaan Vandenberg
Senior Applications Specialist - Terra Cat

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M: +6421914470 | DDI: +6439832907

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

Sent: Wednesday, 25 August 2021 8:40 am

To: Adriaan Vandenberg <Adriaan.Vandenberg@terracat.co.nz>

Subject: [IT Service Desk] Re: Error | Edit NAXT

Your request (321345) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

25/08/2021, 8:39 am NZST

Ok, looks like this is a SOD issue. I will need to refer to the SOD team about this and get back to you

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

Adriaan Vandenberg

25/08/2021, 8:21 am NZST

I now notice that I can edit contact information, alter Equipment Monitoring data, but I can't add a UCID number in the customer account info?

File	Customer	Sell	Invoice	Collect	Projects	Service	Market	General	Equipment management
Edit	Delete	Customer	Contacts	Transactions	Balance	Credit balance	Bank accounts Summary update Credit limit by business...	Generate from template Attachments	Taxes Registration number search
Maintain	New	Accounts	Transactions	Balance	Set up		Attachments	Registration	

3036758 : DSM Ag and Civil Ltd

General

Change party association

Customer

Account: 3036758
 Record type: Organisation
 Name: DSM Ag and Civil Ltd
 Search name: DSM AG and Civil Ltd
 Customer group: EXT - NZ
 Classification group:
 CAPP Code:
 UCID: 2970083729

Organisation details

Number of employees: 0
 Organisation number: 9429048272520
 ABC code: None
 DUNS number:

Other information

Address books:
 Known as:
 Phonetic name:
 Language: en-nz
 Doing business as:

Export information

CK Reg #:
 Local Dealer Code:

TEPS

TEPS Code:
 RDD Type:
 Stock order limit: ☐

Show fewer fields

Addresses

Contact information

Miscellaneous details

Adriaan Vandenberg

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Sent: Wednesday, 25 August 2021 8:07 am

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Subject: [IT Service Desk] Re: Error | Edit NAXT

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Jess Beattie (ITSD - Terra Cat)

25/08/2021, 8:06 am NZST

Sweet, done. Please close and reopen Naxt for the change to take effect. Let me know if that has made a difference

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

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Adriaan Vandenberg

25/08/2021, 8:04 am NZST

Sweet, go for it!

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

Sent: Wednesday, 25 August 2021 7:58 am

To: Adriaan Vandenberg <Adriaan.Vandenberg@terracat.co.nz>

Subject: [IT Service Desk] Re: Error | Edit NAXT

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Jess Beattie (ITSD - Terra Cat)

25/08/2021, 7:58 am NZST

No they should be fine :)

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

Adriaan Vandenberg

25/08/2021, 7:49 am NZST

Will this reset my Que's?

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Sent: Wednesday, 25 August 2021 7:48 am
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Subject: [IT Service Desk] Re: Error | Edit NAXT

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25/08/2021, 7:47 am NZST

Bugger!

I am not quite sure as to why you are unable to edit anything all of a sudden. I could try clear all your usage data and see if that fixes things? (Bear in mind this will reset any personalisations you may have back to default)

Kind regards,
Jess Beattie

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Adriaan Vandenberg

25/08/2021, 7:43 am NZST



Still can't edit

Adriaan Vandenberg

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

Sent: Wednesday, 25 August 2021 7:41 am

To: Adriaan Vandenberg <Adriaan.Vandenberg@terracat.co.nz>

Subject: [IT Service Desk] Re: Error | Edit NAXT

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25/08/2021, 7:41 am NZST

Ok that is odd. I have just logged off your session. Please reopen Naxt and let me know if you can edit now or not :)

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

Adriaan Vandenberg

25/08/2021, 7:37 am NZST

Hi Jess,

Yes, I could edit, last time was last week Friday. To be honest I can't edit anything in NAXT.



Cheers,

Adriaan Vandenberg

Senior Applications Specialist - Terra Cat

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Sent: Wednesday, 25 August 2021 7:11 am
To: Adriaan Vandenberg <Adriaan.Vandenberg@terracat.co.nz>
Cc: ITHD <ITHD.ITHD@goughgroup.co.nz>
Subject: [IT Service Desk] Re: Error | Edit NAXT

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25/08/2021, 7:11 am NZST

Hey Adriaan,

Have you ever been able to edit the fields of a customer? If so, when was the last time you did?

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

Adriaan Vandenberg

25/08/2021, 6:43 am NZST

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I'm unable to edit any NAXT fields?

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Adriaan Vandenberg

25/08/2021, 6:43 am NZST

Hi,

I'm unable to edit any NAXT fields?

Edit (highlighted with a red circle)

3037220 : Warin Build Ltd (Cash Sale)

General

Change party association

Customer	Organisation details	Export information
Account: 3037220	Number of employees: 0	CK Reg #:
Record type: Organisation	Organisation number: 9429045921490	Local Dealer Code:
Name: Warin Build Ltd (Cash Sale)	ABC code: None	TEPS
Search name: Warin Build Ltd	DUNS number:	TEPS Code:
Customer group: EXT - CASH	Other information	RDD Type:
Classification group: DG RS 2018	Address books:	Stock order limit: <input type="checkbox"/>
CAPP Code:	Language: en-nz	
UCID:	Doing business as:	

Show more fields

Addresses

Regards,

Adriaan Vandenberg
 Senior Applications Specialist - Terra Cat
 Branston Street, PO Box 16168, Christchurch, 8441
 M: +6421914470 | DDI: +6439832907
 E: Adriaan.Vandenberg@terracat.co.nz | W: terracat.co.nz | [f](#)

Jess Beattie August 30, 2021 at 7:25 AM

Internal note

Hey Geoff,
 Adriaan has sent in this request about no longer being able to edit certain fields of a customer. I understand that he is now not meant to be doing this as it is part of CRM and SOD. Do you approve of us getting a role created so that he can edit certain fields or would you rather he not be able to at all and we leave it to the CRM team? ☺

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 |  



From: Bradley Harrison <Bradley.Harrison@terracat.co.nz>

Sent: Wednesday, 25 August 2021 9:00 am

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

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

Subject: RE: [IT Service Desk] Re: Error | Edit NAXT

Doing better, thank you.

Correct, as part of CRM and SOD. We will need a role created to give access to specific fields, with Geoff C's approval.

Cheers

Bradley Harrison

Business Systems Manager - Terra Cat

24 Amyes Road, Hornby, PO Box 16168, Christchurch, 8441

M: +6421589126 | **DDI:** +6439433122

E: Bradley.Harrison@terracat.co.nz | **W:** terracat.co.nz |  



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

Sent: Wednesday, 25 August 2021 8:43 am

To: Bradley Harrison <Bradley.Harrison@terracat.co.nz>

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

Subject: FW: [IT Service Desk] Re: Error | Edit NAXT

Hey Brad,

Hope you are feeling a bit better.

Adriaan has said that he used to be able to edit fields on a customer, reckons he did on Friday however is now unable to. I just checked his roles on my account and he definitely cannot edit customer fields. Am I correct in saying that he now shouldn't be able to edit those fields and that it is a CRM job?

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 |  



From: Adriaan Vandenberg (IT Service Desk) <support@itsdterracat.zendesk.com>

Sent: Wednesday, 25 August 2021 8:22 am

To: Jess Beattie <Jess.Beattie@terracat.co.nz>
Subject: [IT Service Desk] Re: Error | Edit NAXT

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itsdterracat.zendesk.com/agent/tickets/321345

Adriaan Vandenberg

25 Aug 2021, 08:21 GMT+12

I now notice that I can edit contact information, alter Equipment Monitoring data, but I can't add a UCID number in the customer account info?

File

Customer

Sell

Invoice

Collect

Projects

Service

Market

General

Equipment management

Edit

Delete

Customer

Contacts

Accounts

Transactions

Transactions

Balance

Credit balance

Balance

Bank accounts

Summary update

Credit limit by business...

Set up

Generate from template

Attachments

Taxes

Registration number search

Registration

3036758 : DSM Ag and Civil Ltd

General

Change party association

Customer

Account: 3036758

Record type: Organisation

Name: DSM Ag and Civil Ltd

Search name: DSM AG and Civil Ltd

Customer group: EXT - NZ

Classification group:

CAPP Code:

UCID: 2970083729

Organisation details

Number of employees: 0

Organisation number: 9429048272520

ABC code: None

DUNS number:

Other information

Address books:

Known as:

Phonetic name:

Language: en-nz

Doing business as:

Export information

CK Reg #

Local Dealer Code:

TEPS

TEPS Code:

RDD Type:

Stock order limit:



Show fewer fields

Addresses

Contact information

Miscellaneous details

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Jess Beattie (ITSD - Terra Cat)

25/08/2021, 8:06 am NZST

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Kind regards,

Jess Beattie

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Adriaan Vandenberg

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Subject: [IT Service Desk] Re: Error | Edit NAXT

Jess Beattie (ITSD - Terra Cat)

25/08/2021, 7:58 am NZST

No they should be fine :)



Kind regards,
Jess Beattie

Service Desk Analyst - Terra Cat
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P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Adriaan Vandenberg

25/08/2021, 7:49 am NZST

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M: +6421914470 | **DDI:** +6439832907
E: Adriaan.Vandenberg@terracat.co.nz | **W:** terracat.co.nz |  



From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Wednesday, 25 August 2021 7:41 am
To: Adriaan Vandenberg <Adriaan.Vandenberg@terracat.co.nz>
Subject: [IT Service Desk] Re: Error | Edit NAXT

Your request (321345) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

25/08/2021, 7:41 am NZST

Ok that is odd. I have just logged off your session. Please reopen Naxt and let me know if you can edit now or not :)

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

Adriaan Vandenberg

25/08/2021, 7:37 am NZST

Hi Jess,

Yes, I could edit, last time was last week Friday. To be honest I can't edit anything in NAXT.

Cheers,

Adriaan Vandenberg

Senior Applications Specialist - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421914470 | **DDI:** +6439832907

E: Adriaan.Vandenberg@terracat.co.nz | **W:** terracat.co.nz |  



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

Sent: Wednesday, 25 August 2021 7:11 am

To: Adriaan Vandenberg <Adriaan.Vandenberg@terracat.co.nz>

Cc: ITHD <ITHD.ITHD@goughgroup.co.nz>

Subject: [IT Service Desk] Re: Error | Edit NAXT

Your request (321345) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

25/08/2021, 7:11 am NZST

Hey Adriaan,

Have you ever been able to edit the fields of a customer? If so, when was the last time you did?

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

Adriaan Vandenberg

25/08/2021, 6:43 am NZST

Hi,

I'm unable to edit any NAXT fields?

Edit (highlighted with a red circle)

3037220 : Warin Build Ltd (Cash Sale)

General

Change party association

Customer	Organisation details	Export information
Account: 3037220	Number of employees: 0	CK Reg #:
Record type: Organisation	Organisation number: 9429045921490	Local Dealer Code:
Name: Warin Build Ltd (Cash Sale)	ABC code: None	TEPS
Search name: Warin Build Ltd	DUNS number:	TEPS Code:
Customer group: EXT - CASH	Other information	RDD Type:
Classification group: DG RS 2018	Address books:	Stock order limit: <input type="checkbox"/>
CAPP Code:	Language: en-nz	
UCID:	Doing business as:	

Show more fields

Addresses

Regards,

Adriaan Vandenberg
Senior Applications Specialist - Terra Cat
 Branston Street, PO Box 16168, Christchurch, 8441
M: +6421914470 | **DDI:** +6439832907
E: Adriaan.Vandenberg@terra.cat.co.nz | **W:** terra.cat.co.nz | [f](#) [ig](#)

Jess Beattie August 30, 2021 at 7:30 AM

Hey Adriaan,
 This area has actually now been locked down to CRM and SOD so I need to seek further advice on this.

Kind regards,
 Jess Beattie

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

Jess Beattie September 8, 2021 at 10:33 AM

Hey Geoff,
Just checking in to see if you received my previous email? 😊

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@terraecat.co.nz | **W:** terraecat.co.nz |  



From: Jess Beattie
Sent: Monday, 30 August 2021 7:25 am
To: Geoff Clapp <Geoff.Clapp@terraecat.co.nz>
Cc: itsd@terraecat.co.nz
Subject: FW: [IT Service Desk] Re: Error | Edit NAXT

Hey Geoff,
Adriaan has sent in this request about no longer being able to edit certain fields of a customer. I understand that he is now not meant to be doing this as it is part of CRM and SOD. Do you approve of us getting a role created so that he can edit certain fields or would you rather he not be able to at all and we leave it to the CRM team? 😊



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@terraecat.co.nz | **W:** terraecat.co.nz |  



From: Bradley Harrison <Bradley.Harrison@terraecat.co.nz>
Sent: Wednesday, 25 August 2021 9:00 am
To: Jess Beattie <Jess.Beattie@terraecat.co.nz>
Cc: IT Service Desk <ServiceDesk@terraecat.co.nz>
Subject: RE: [IT Service Desk] Re: Error | Edit NAXT

Doing better, thank you.
Correct, as part of CRM and SOD. We will need a role created to give access to specific fields, with Geoff C's approval.
Cheers

Bradley Harrison
Business Systems Manager - Terra Cat
24 Amyes Road, Hornby, PO Box 16168, Christchurch, 8441
M: +6421589126 | **DDI:** +6439433122
E: Bradley.Harrison@terraecat.co.nz | **W:** terraecat.co.nz |  



From: Jess Beattie <Jess.Beattie@terracat.co.nz>
Sent: Wednesday, 25 August 2021 8:43 am
To: Bradley Harrison <Bradley.Harrison@terracat.co.nz>
Cc: IT Service Desk <ServiceDesk@terracat.co.nz>
Subject: FW: [IT Service Desk] Re: Error | Edit NAXT

Hey Brad,
Hope you are feeling a bit better.

Adriaan has said that he used to be able to edit fields on a customer, reckons he did on Friday however is now unable to. I just checked his roles on my account and he definitely cannot edit customer fields. Am I correct in saying that he now shouldn't be able to edit those fields and that it is a CRM job?

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 |  



From: Adriaan Vandenberg (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Wednesday, 25 August 2021 8:22 am
To: Jess Beattie <Jess.Beattie@terracat.co.nz>
Subject: [IT Service Desk] Re: Error | Edit NAXT

This ticket ([#321345](#)) has been updated.
itsdterracat.zendesk.com/agent/tickets/321345

Adriaan Vandenberg

25 Aug 2021, 08:21 GMT+12

I now notice that I can edit contact information, alter Equipment Monitoring data, but I can't add a UCID number in the customer account info?

File	Customer	Sell	Invoice	Collect	Projects	Service	Market	General	Equipment management
Edit	Delete	Customer	Contacts	Transactions	Balance	Credit balance	Bank accounts Summary update Credit limit by business...	Generate from template Attachments	Taxes Registration number search
Maintain	New	Accounts	Transactions	Balance	Set up		Attachments	Registration	

3036758 : DSM Ag and Civil Ltd

General

Change party association

Customer

Account: 3036758
 Record type: Organisation
 Name: DSM Ag and Civil Ltd
 Search name: DSM AG and Civil Ltd
 Customer group: EXT - NZ
 Classification group:
 CAPP Code:
 UCID: 2970083729

Organisation details

Number of employees: 0
 Organisation number: 9429048272520
 ABC code: None
 DUNS number:

Other information

Address books:
 Known as:
 Phonetic name:
 Language: en-nz
 Doing business as:

Export information

CK Reg #
 Local Dealer Code:

TEPS

TEPS Code:
 RDD Type:
 Stock order limit: ☐

Show fewer fields

Addresses

Contact information

Miscellaneous details

Adriaan Vandenberg

Senior Applications Specialist - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421914470 | **DDI:** +6439832907

E: Adriaan.Vandenberg@terra.cat.co.nz | **W:** terra.cat.co.nz |



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

Sent: Wednesday, 25 August 2021 8:07 am

To: Adriaan Vandenberg <Adriaan.Vandenberg@terra.cat.co.nz>

Subject: [IT Service Desk] Re: Error | Edit NAXT

Your request (321345) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

25/08/2021, 8:06 am NZST

Sweet, done. Please close and reopen Naxt for the change to take effect. Let me know if that has made a difference

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

Adriaan Vandenberg

25/08/2021, 8:04 am NZST

Sweet, go for it!

Adriaan Vandenberg

Senior Applications Specialist - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421914470 | **DDI:** +6439832907

E: Adriaan.Vandenberg@terracat.co.nz | **W:** terracat.co.nz |  



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

Sent: Wednesday, 25 August 2021 7:58 am

To: Adriaan Vandenberg <Adriaan.Vandenberg@terracat.co.nz>

Subject: [IT Service Desk] Re: Error | Edit NAXT

Your request (321345) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

25/08/2021, 7:58 am NZST

No they should be fine :)

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

Adriaan Vandenberg

25/08/2021, 7:49 am NZST

Will this reset my Que's?

Adriaan Vandenberg
Senior Applications Specialist - Terra Cat
Branston Street, PO Box 16168, Christchurch, 8441
M: +6421914470 | **DDI:** +6439832907
E: Adriaan.Vandenberg@terracat.co.nz | **W:** terracat.co.nz |  



From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Wednesday, 25 August 2021 7:48 am
To: Adriaan Vandenberg <Adriaan.Vandenberg@terracat.co.nz>
Subject: [IT Service Desk] Re: Error | Edit NAXT

Your request (321345) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

25/08/2021, 7:47 am NZST

Bugger!

I am not quite sure as to why you are unable to edit anything all of a sudden. I could try clear all your usage data and see if that fixes things? (Bear in mind this will reset any personalisations you may have back to default)

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

Adriaan Vandenberg

25/08/2021, 7:43 am NZST



Still can't edit

Adriaan Vandenberg

Senior Applications Specialist - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421914470 | **DDI:** +6439832907

E: Adriaan.Vandenberg@terracat.co.nz | **W:** terracat.co.nz |  



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

Sent: Wednesday, 25 August 2021 7:41 am

To: Adriaan Vandenberg <Adriaan.Vandenberg@terracat.co.nz>

Subject: [IT Service Desk] Re: Error | Edit NAXT

Your request (321345) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

25/08/2021, 7:41 am NZST

Ok that is odd. I have just logged off your session. Please reopen Naxt and let me know if you can edit now or not :)

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

Adriaan Vandenberg

25/08/2021, 7:37 am NZST

Hi Jess,

Yes, I could edit, last time was last week Friday. To be honest I can't edit anything in NAXT.



Cheers,

Adriaan Vandenberg

Senior Applications Specialist - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421914470 | **DDI:** +6439832907

E: Adriaan.Vandenberg@terracat.co.nz | **W:** terracat.co.nz |  



From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Wednesday, 25 August 2021 7:11 am
To: Adriaan Vandenberg <Adriaan.Vandenberg@terracat.co.nz>
Cc: ITHD <ITHD.ITHD@goughgroup.co.nz>
Subject: [IT Service Desk] Re: Error | Edit NAXT

Your request (321345) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

25/08/2021, 7:11 am NZST

Hey Adriaan,
Have you ever been able to edit the fields of a customer? If so, when was the last time you did?
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

Adriaan Vandenberg

25/08/2021, 6:43 am NZST

Hi,
I'm unable to edit any NAXT fields?

Jess Beattie September 16, 2021 at 3:31 PM

Internal note

Have spoken to Geoff and he said he has received my emails, just hasn't replied yet but said that he is happy for us to have a role created for being able to edit just the UCID field

Jess Beattie October 1, 2021 at 9:05 AM

Internal note

Request [#324118](#) "RE: Error | Edit NAXT" was closed and merged into this request. Last comment in request [#324118](#):

Hi,

Any progress with this? Not sure if you are aware of the extra time it takes to ask Gillian McMillan to update it, whereas I can do it myself?

Regards,

Adriaan Vandenberg

Senior Applications Specialist - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421914470 | **DDI:** +6439832907

E: Adriaan.Vandenberg@terracat.co.nz | **W:** terracat.co.nz |  



From: Adriaan Vandenberg

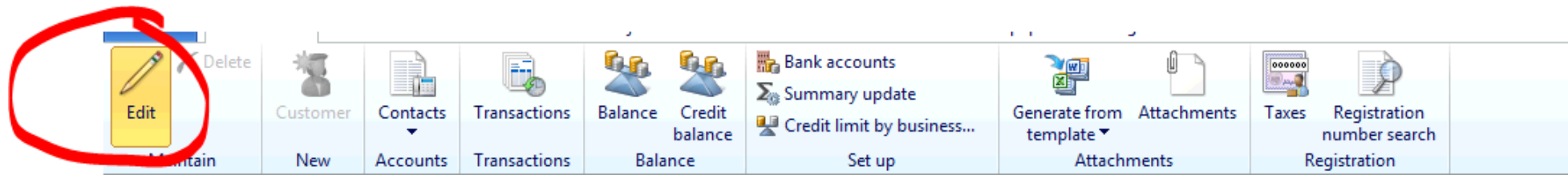
Sent: Wednesday, 25 August 2021 6:43 am

To: ITHD ITHD.ITHD@goughgroup.co.nz

Subject: Error | Edit NAXT

Hi,

I'm unable to edit any NAXT fields?



The screenshot shows the Terra Cat software interface. The top navigation bar includes buttons for 'Edit' (circled in red), 'Delete', 'Customer', 'New', 'Accounts', 'Transactions', 'Balance', 'Credit balance', 'Bank accounts', 'Summary update', 'Credit limit by business...', 'Generate from template', 'Attachments', 'Taxes', and 'Registration number search'. Below the navigation bar, the main content area displays the record for '3037220 : Warin Build Ltd (Cash Sale)'. The 'General' section is expanded, showing fields for 'Customer', 'Organisation details', 'Export information', and 'Other information'. The 'Customer' section includes fields for 'Account', 'Record type', 'Name', 'Search name', 'Customer group', 'Classification group', 'CAPP Code', and 'UCID'. The 'Organisation details' section includes fields for 'Number of employees', 'Organisation number', 'ABC code', 'DUNS number', 'Address books', 'Language', and 'Doing business as'. The 'Export information' section includes fields for 'CK Reg #', 'Local Dealer Code', 'TEPS Code', 'RDD Type', and 'Stock order limit'. The 'Other information' section includes fields for 'Address books', 'Language', and 'Doing business as'. The 'Classification group' field is highlighted in yellow, showing 'DG RS 2018'. The 'UCID' field is also highlighted in yellow. A 'Show more fields' button is located at the bottom of the 'General' section.

3037220 : Warin Build Ltd (Cash Sale)

General

Change party association

Customer	Organisation details	Export information	Other information
Account: 3037220	Number of employees: 0	CK Reg #:	
Record type: Organisation	Organisation number: 9429045921490	Local Dealer Code:	
Name: Warin Build Ltd (Cash Sale)	ABC code: None	TEPS	
Search name: Warin Build Ltd	DUNS number:	TEPS Code:	
Customer group: EXT - CASH		RDD Type:	
Classification group: DG RS 2018	Other information	Stock order limit: <input type="checkbox"/>	
CAPP Code:	Address books:		
UCID:	Language: en-nz		
	Doing business as:		

Show more fields

Addresses

Regards,

Adriaan Vandenberg

Senior Applications Specialist - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

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Jess Beattie October 1, 2021 at 10:52 AM

Internal note

Going to figure out what role of Gillian's that gives her this access then consult Steph to strip out bits of the role that will only give Adriaan access to edit just those 2 fields

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