#336397 PO without Order class

Submitted Received via Requester

30 May 2022, 11:07 Brett White

 drett.white@goughcat.co.nz> Mail

Assignee Status Type **Priority** Group Solved Service Desk Jess Beattie Normal

Category

NAXT

Brett White 30 May 2022, 11:07

Hello

The following PO has been produced without an Order class (we know how). To fix can you see if you can add Part Equip to this order, or

If this cannot happen, can this be deleted.



Thanks

Brett White

Parts Support Manager - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421769041 |

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



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Jess Beattie 30 May 2022, 11:35

I cannot seem to find this PO. Has it already been deleted? (Even though it should be cancelled instead of 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

Brett White 30 May 2022, 11:42

That is the problem, I think you need to go behind the scenes as it has no order class.

Regards

Brett White

Parts Support Manager - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421769041 |

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







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

Sent: Monday, 30 May 2022 11:36 AM

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

Cc: IT Service Desk <ServiceDesk@terracat.co.nz> Subject: [IT Service Desk] Re: PO without Order class

Your request (336397) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

30 May 2022, 11:35 NZST

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Jess Beattie 30 May 2022, 11:45

Where was your screenshot from? Naxt? Because if it is showing for you then I do not know why it isn't showing for me when I have complete administrative rights and no order class filter on

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

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Brett White 30 May 2022, 11:53

Item Availability, then transactions using one of the part numbers on the PO (FFF1012MN)

Brett White

Parts Support Manager - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421769041 |



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

Sent: Monday, 30 May 2022 11:46 AM

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

Subject: [IT Service Desk] Ticket Resolved: PO without Order class

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Jess Beattie 30 May 2022, 11:56

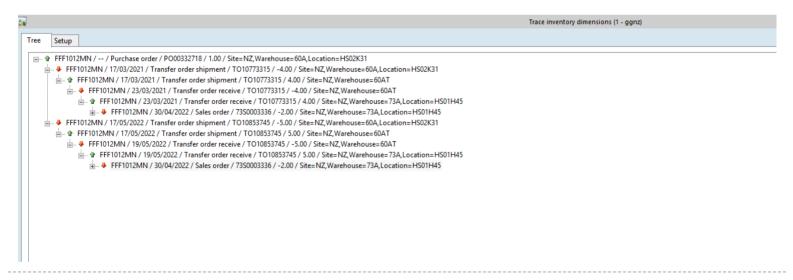
Internal note

view	General Upd	ate Ledger	Reference	Other Finan	cial dimensions	- financial Finar	ncial dimensions - physical	Inventory dimens	sions									
Site	Warehouse	Location	Pallet ID	Serial number	Physical date	Financial date	Reference	Number	Receipt	Issue	Quantity	Cost amount	Cell Id	Stocked status	Created date	and time	Modified dat	e and time
-	-	-	-	•	-	-	•	-	-	-	-		-	-		-		•
NZ	73A	HS01H45					Transfer order receive	TO10853745	Registered		5.00		00	Non-stocked	16/05/2022	07:34:52 pm	19/05/2022	07:29:11 am
NZ	60A	HS02K31					Purchase order	PO00332718	Ordered		1.00		00	Stocked	30/05/2022	10:58:54 am	30/05/2022	10:58:54 am
NZ	60A	HS02K31					Purchase order	60A0049359	Ordered		1.00		00	Stocked	30/05/2022	11:17:18 am	30/05/2022	11:17:18 am
NZ	60AT						Transfer order receive	TO10853745		Picked	-5.00			Non-stocked	17/05/2022	07:12:15 am	19/05/2022	07:29:11 am
NZ	60A	NO-LOC			26/06/2018	27/06/2018	Purchase order	60APO000021751	Purchased		6.00	40.81		Non-stocked	25/06/2018	04:47:07 pm	28/06/2018	12:30:41 pm
NZ	60A	NO-LOC			26/06/2018	26/06/2018	Transfer order shipment	TO10469883		Sold	-2.00	-11.78		Stocked	26/06/2018	12:27:52 pm	27/06/2018	02:32:18 am
NZ	60AT				26/06/2018	26/06/2018	Transfer order shipment	TO10469883	Purchased		2.00	11.78		Non-stocked	26/06/2018	12:31:03 pm	27/06/2018	02:32:18 am
NZ	21A	HS04L62			27/06/2018	27/06/2018	Transfer order receive	TO10469883	Purchased		2.00	11.78		Non-stocked	26/06/2018	12:27:52 pm	28/06/2018	02:31:55 am
NZ	60AT				27/06/2018	27/06/2018	Transfer order receive	TO10469883		Sold	-2.00	-11.78		Non-stocked	26/06/2018	12:31:03 pm	28/06/2018	02:31:55 am
NZ	60A	NO-LOC			26/07/2018	26/07/2018	Transfer	IJ0149415		Sold	-4.00	-27.21		Stocked	26/07/2018	12:35:24 pm	1/08/2018	05:41:03 pm
NZ	60A	HS02K31			26/07/2018	26/07/2018	Transfer	IJ0149415	Purchased		4.00	27.21		Stocked	26/07/2018	12:35:24 pm	1/08/2018	05:41:03 pm
NZ	60A	HS02K31			4/03/2021	3/03/2021	Purchase order	60A0041363	Purchased		6.00	37.42	00	Stocked	3/03/2021	02:02:42 pm	10/03/2021	08:48:18 am
NZ	60AT				17/03/2021	17/03/2021	Transfer order shipment	TO10773315	Purchased		4.00	26.08		Non-stocked	17/03/2021	10:27:53 am	18/03/2021	02:45:25 am
NZ	60A	HS02K31			17/03/2021	17/03/2021	Transfer order shipment	TO10773315		Sold	-4.00	-26.08	00	Exhaust-stock	17/03/2021	10:07:30 am	18/03/2021	02:45:25 am
NZ	60AT				23/03/2021	23/03/2021	Transfer order receive	TO10773315		Sold	-4.00	-26.08		Non-stocked	17/03/2021	10:27:53 am	24/03/2021	02:46:01 am
NZ	73A	HS01H45			23/03/2021	23/03/2021	Transfer order receive	TO10773315	Purchased		4.00	26.08		Non-stocked	17/03/2021	10:07:30 am	24/03/2021	02:46:01 am
NZ	73A	HS01H45			30/04/2022	26/05/2022	Sales order	73S0003336		Sold	-2.00	-13.04	00	Non-stocked	30/04/2022	11:15:20 pm	30/05/2022	01:45:56 am
NZ	60A	HS02K31			17/05/2022	17/05/2022	Transfer order shipment	TO10853745		Sold	-5.00	-32.60	00	Exhaust-stock	16/05/2022	07:34:52 pm	18/05/2022	01:44:20 am
NZ	60AT				17/05/2022	17/05/2022	Transfer order shipment	TO10853745	Purchased		5.00	32.60		Non-stocked	17/05/2022	07:12:15 am	18/05/2022	01:44:20 am

Jess Beattie 30 May 2022, 12:05

Internal note

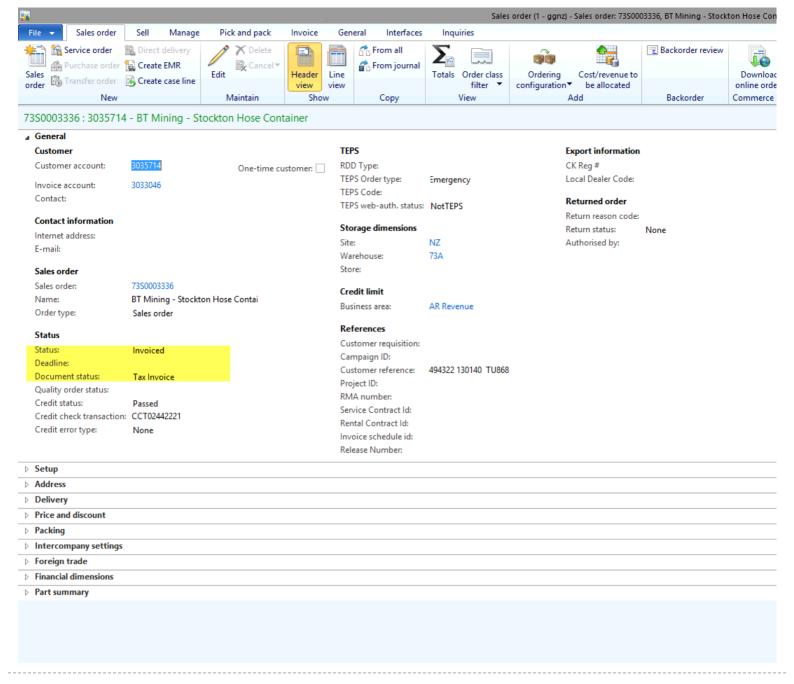
73S0003336



Jess Beattie 30 May 2022, 12:09

Internal note

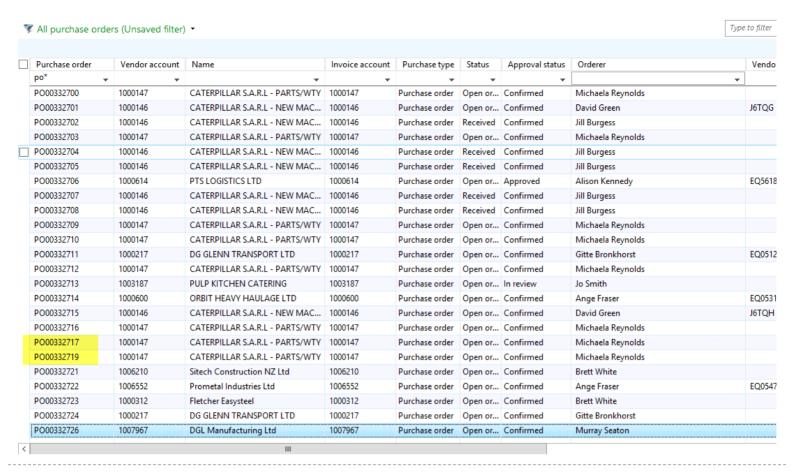
Sales order related has been invoiced



Jess Beattie 30 May 2022, 12:11

Internal note

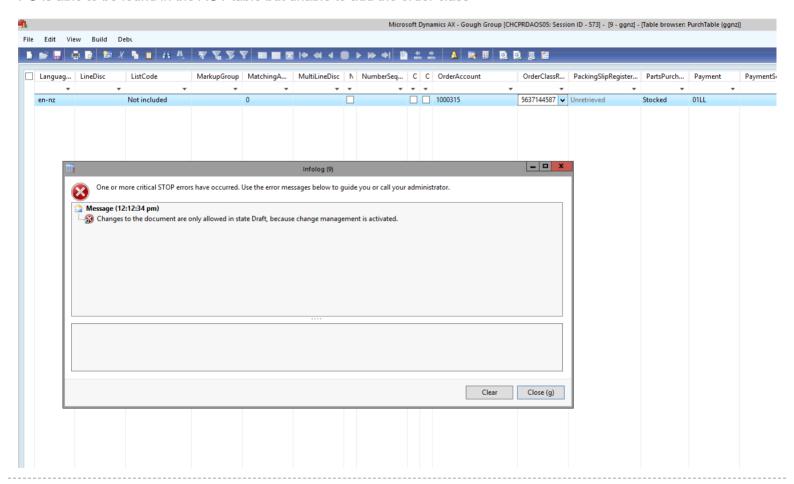
PO definitely doesn't show - should be in between these 2 highlighted



Jess Beattie 30 May 2022, 12:13

Internal note

PO is able to be found in the AOT table but unable to add the order class

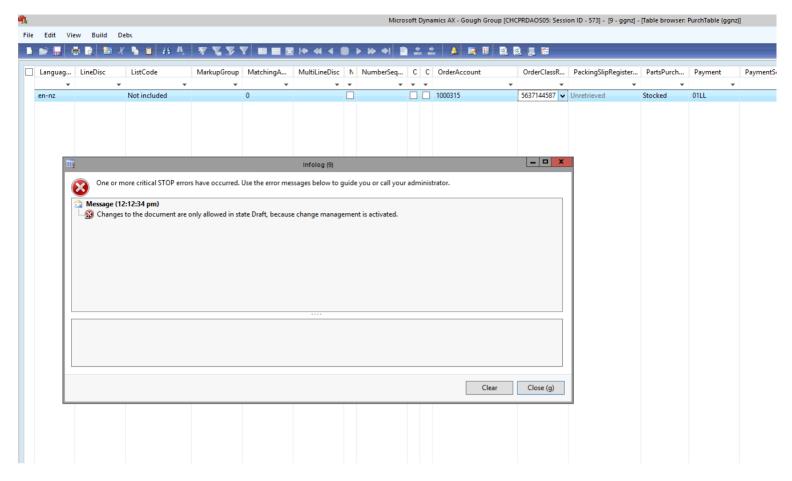


Jess Beattie 30 May 2022, 12:14

Internal note

Maureen Aberilla Stephanie Lister

So.. there's this PO = PO00332718, that does not show in Naxt but shows in the AOT table but we are unable to add the order class to it because of the below error



Is there any other way we can add it as it was created without one

Stephanie Lister 30 May 2022, 12:31

Internal note

Hey Jess!

This PO doesn't seem to allow you to open it from the AOT table at all which is odd,

If it is in draft state, could we delete this one and have Ruby create a new one?

Typically, you should be able right click view details on the PO number in the AOT but this doesn't seem to work.

I see Ruby has no default order class on her worker which may be the cause of it.

We should consider deleting this over using SQL to edit just in case we get issues down the line with the PO by manually populating that field – I don't believe we have tested that before.

If the PO number hasn't been given to the vendor and its not linked to a SC or SO there shouldn't be an issue getting rid of it that way

Cheers,

Stephanie Lister

Business Systems Engineer - Terra Cat

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

M: +64273068466 | DDI: +6439832911



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

Sent: Monday, 30 May 2022 12:15 pm

Cc: Stephanie Lister <stephanie.lister@terracat.co.nz>; Maureen Aberilla <Maureen.Aberilla@terracat.co.nz>

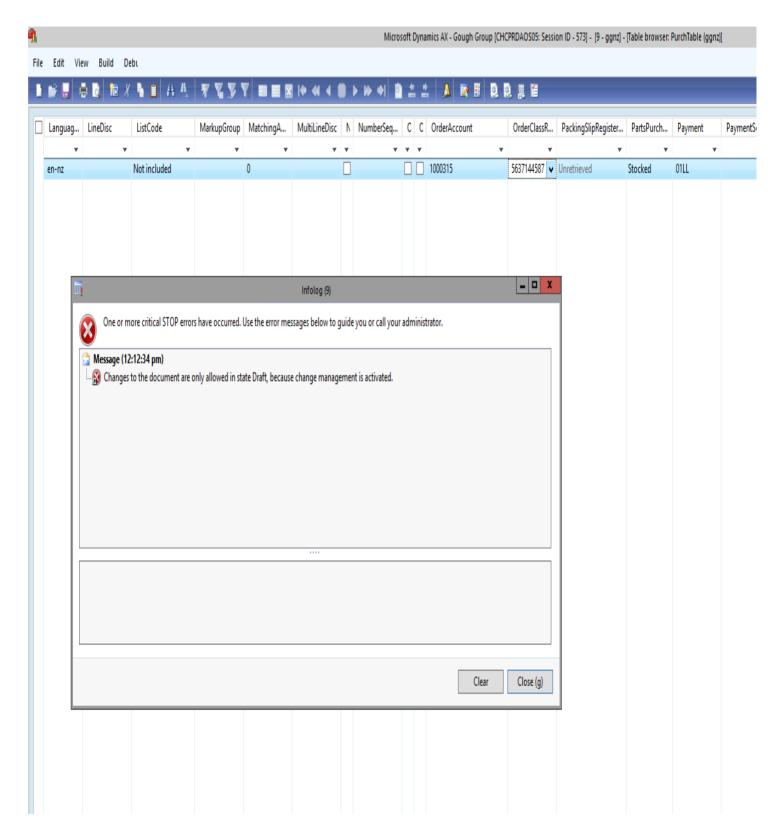
Subject: PO without Order class

You are a follower on this request (336397). Reply to this email to add an internal note to the request.

Private note

Maureen Aberilla Stephanie Lister

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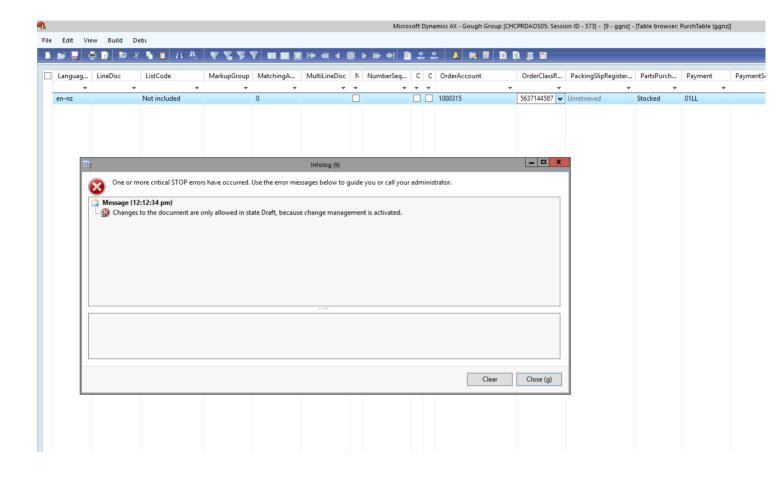


Is there any other way we can add it as it was created without one

30 May 2022, 12:13 GMT+12

Private note

PO is able to be found in the AOT table but unable to add the order class

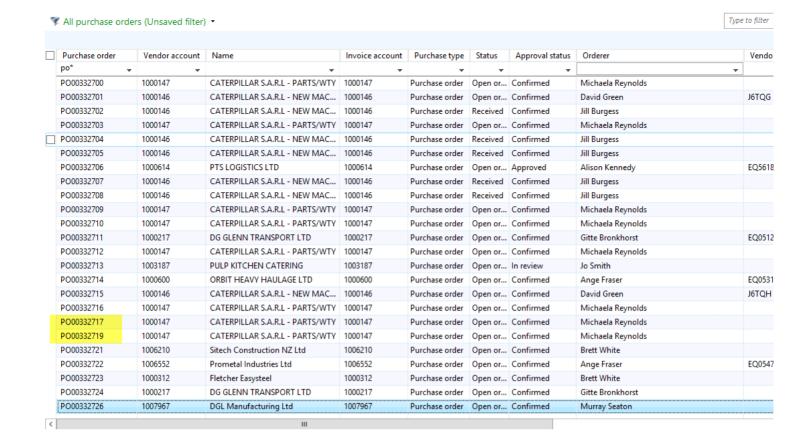


Jess Beattie (ITSD - Terra Cat)

30 May 2022, 12:11 GMT+12

Private note

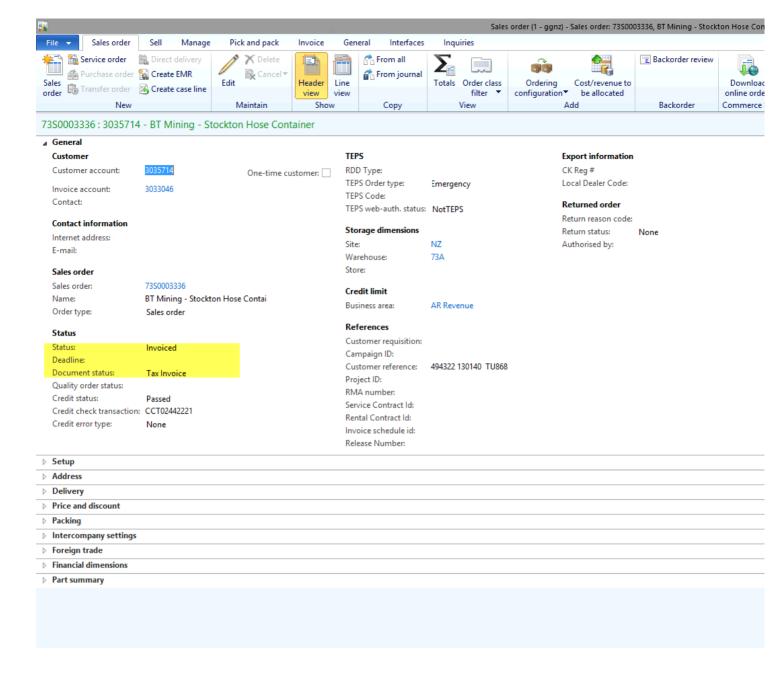
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30 May 2022, 12:09 GMT+12

Private note

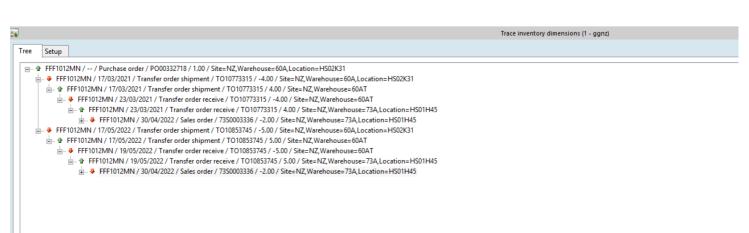
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30 May 2022, 12:05 GMT+12

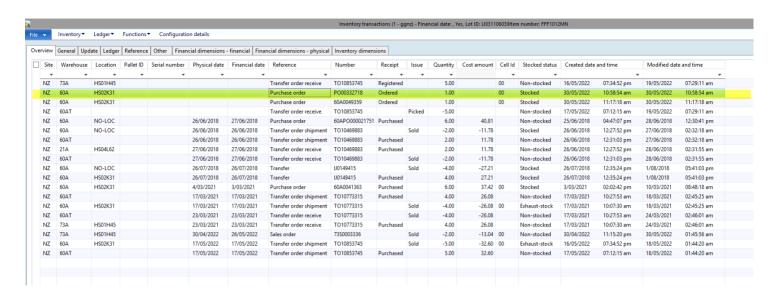
Private note

73S0003336



30 May 2022, 11:56 GMT+12

Private note



Brett White

30 May 2022, 11:53 GMT+12

Item Availability, then transactions using one of the part numbers on the PO (FFF1012MN)

Brett White

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Sent: Monday, 30 May 2022 11:46 AM

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

Subject: [IT Service Desk] Ticket Resolved: PO without Order class

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Cc: IT Service Desk < <u>ServiceDesk@terracat.co.nz</u>> **Subject:** [IT Service Desk] Re: PO without Order class

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rubyr 60A H506RS4 Purchase order P000332718 rubyr Ordered FLUID FITTINGS LIMITED 3.00

Thanks

Brett White

Parts Support Manager - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421769041 |

E:Brett.White@terracat.co.nz |W: terracat.co.nz | III 0



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- 1				·		'		'					'	
	rubyr	60A	HS06R54					Purchase order	PO00332718	rubyr	Ordered	FLUID FITTINGS LIMITED		3.00

Brett White Parts Support Manager - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

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

Brett White

30 May 2022, 11:42 GMT+12

That is the problem, I think you need to go behind the scenes as it has no order class.

Regards

Brett White

Parts Support Manager - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421769041 |

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



So we found the PO in behind the scenes but we are unable to add the order class to it. If the PO hasn't been given to the vendor yet and isn't linked to anything else then we can delete it and have Ruby create a new PO?

It was also found that Ruby didn't have a default order class set on her Naxt profile. I have just added this now.

Kind regards, Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

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

Brett White 30 May 2022, 12:48

Please delete the PO but reinstate her blank order class, it needs to be blank for her other duties (Landed costing)

Thanks

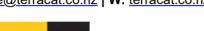
Brett White

Parts Support Manager - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421769041 |

TERRA



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

Sent: Monday, 30 May 2022 12:39 PM

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

Subject: [IT Service Desk] Re: PO without Order class

Your request (336397) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

30 May 2022, 12:38 NZST

So we found the PO in behind the scenes but we are unable to add the order class to it. If the PO hasn't been given to the vendor yet and isn't linked to anything else then we can delete it and have Ruby create a new PO? It was also found that Ruby didn't have a default order class set on her Naxt profile. I have just added this now.

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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

Brett White

30 May 2022, 11:53 NZST

Item Availability, then transactions using one of the part numbers on the PO (FFF1012MN)

Brett White

Parts Support Manager - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421769041 |

E:Brett.White@terracat.co.nz |W: terracat.co.nz | I 0







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

Sent: Monday, 30 May 2022 11:46 AM

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

Subject: [IT Service Desk] Ticket Resolved: PO without Order class

Your request (336397) 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)

30 May 2022, 11:45 NZST

Where was your screenshot from? Naxt? Because if it is showing for you then I do not know why it isn't showing for me when I have complete administrative rights and no order class filter on

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

Brett White

30 May 2022, 11:42 NZST

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Branston Street, PO Box 16168, Christchurch, 8441

M: +6421769041 |

E:Brett.White@terracat.co.nz | W: terracat.co.nz | 1 0



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

Sent: Monday, 30 May 2022 11:36 AM

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

Cc: IT Service Desk < Service Desk @terracat.co.nz > Subject: [IT Service Desk] Re: PO without Order class

Your request (336397) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

30 May 2022, 11:35 NZST

Hi Brett,

I cannot seem to find this PO. Has it already been deleted? (Even though it should be cancelled instead of

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

Brett White

30 May 2022, 11:07 NZST

Hello

The following PO has been produced without an Order class (we know how). To fix can you see if you can add Part Equip to this order, or

If this cannot happen, can this be deleted.



Thanks

Brett White

Parts Support Manager - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421769041 |



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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

Brett White

30 May 2022, 11:07 NZST

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Branston Street, PO Box 16168, Christchurch, 8441

M: +6421769041 |



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Jess Beattie (ITSD - Terra Cat)

30 May 2022, 11:45 NZST

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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

Brett White

30 May 2022, 11:42 NZST

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Brett White

Parts Support Manager - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421769041 |



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

Sent: Monday, 30 May 2022 11:36 AM

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

Cc: IT Service Desk < Subject: [IT Service Desk] Re: PO without Order class]

Your request (336397) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

30 May 2022, 11:35 NZST

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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

Brett White

30 May 2022, 11:07 NZST

Hello

The following PO has been produced without an Order class (we know how). To fix can you see if you can add Part Equip to this order, or

If this cannot happen, can this be deleted.

rubyr 60A HSI6RS4 Purchase order POU0332718 rubyr Ordered FLUID RITTINGS LIMITED 3.00

Thanks Brett White Parts Support Manager - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421769041 I







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Jess Beattie 30 May 2022, 12:54

Ok, I have removed the default order class from Ruby. It seems that we cannot delete the PO either so Steph is going to take a further look into this for us Kind regards, Jess Beattie

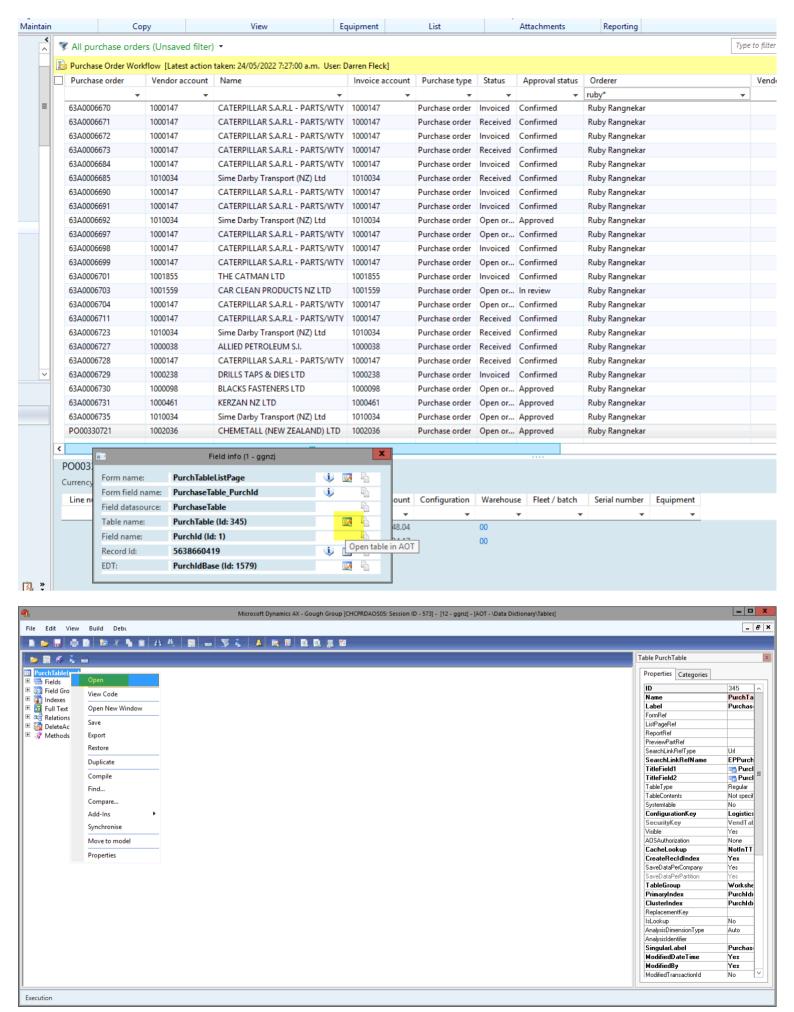
Service Desk Analyst - Terra Cat 24 Amyes Road, PO Box 16168, Christchurch, 8042

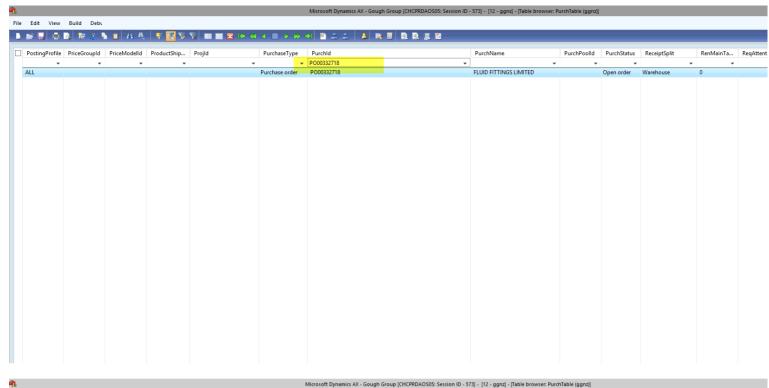
P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

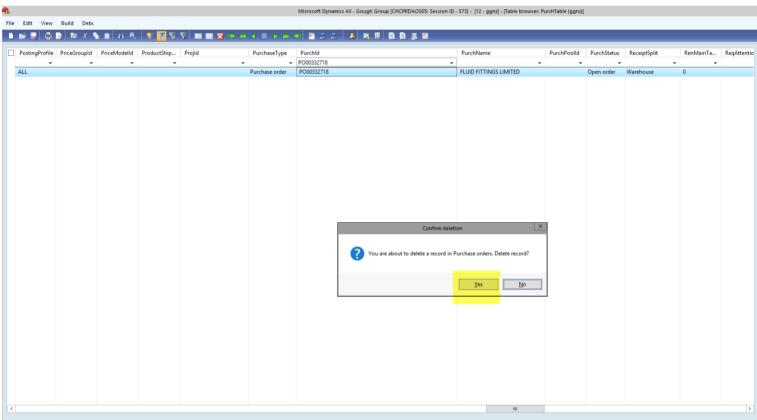
Jess Beattie 30 May 2022, 12:54

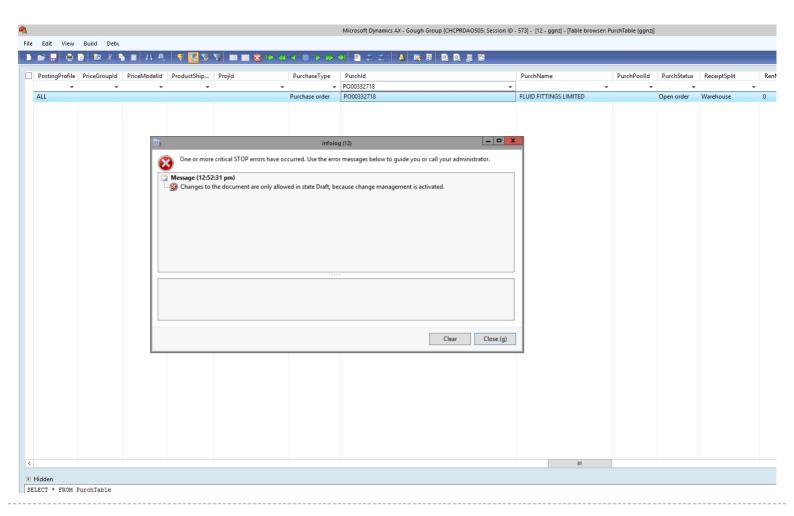
Unable to delete PO

Internal note





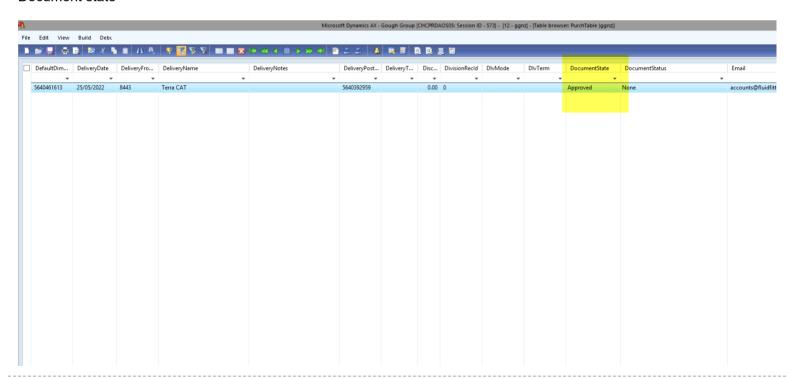




Jess Beattie 30 May 2022, 12:55

Internal note

Document state



Jess Beattie 30 May 2022, 15:03

Sorry, we are unable to delete it also. We are going to have to wait until tomorrow when Sandbox has refreshed so that we can test something out.

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 31 May 2022, 08:52

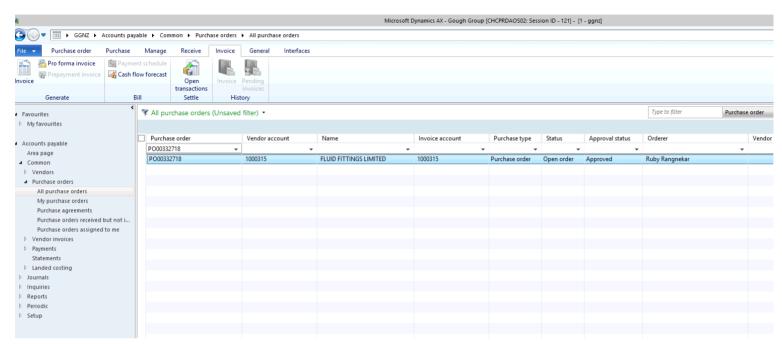
Internal note

<u>Stephanie Lister</u> here is that complicated ticket about the mystery PO only showing in AOT :) I think you were planning on trying something in Sandbox today

Jess Beattie 31 May 2022, 09:08

Hey Brett,

Great news! Steph has magically fixed this PO and added in the order class. It is up to you as to whether you want to keep the PO or delete/cancel it:)



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 31 May 2022, 09:09

Internal note

Steph was able to add in the order class via SQL but tested it in Sandbox first

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