

#334493 removing GST on antartic nz a/c 3010347 for service call 260950

Submitted Received via Requester

21 April 2022 at 13:59 Mail Geoff Clapp <geoff.clapp@terracat.co.nz>

CCs

Sue Petersen <sue.petersen@terracat.co.nz>, Darren Fleck <darren.fleck@goughcat.co.nz>, IT Service Desk <servicedesk@terracat.co.nz>, Katrina Lenz <katrina.lenz@goughgroup.co.nz>, Sonia Sherlock <sonia.sherlock@terracat.co.nz>

StatusTypePriorityGroupAssigneeOpenTaskDue dateNormalService DeskJess Beattie

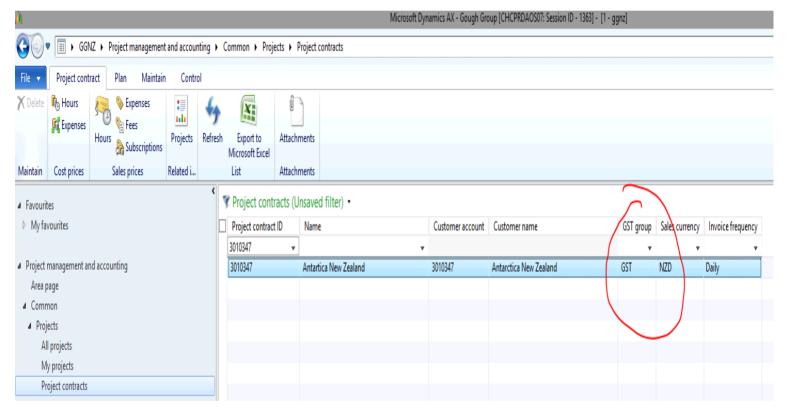
Category

NAXT

Geoff Clapp April 21, 2022 at 13:59

Hi All,

I believe if we remove the GST on the project contract it will then it may allow the GST – the field is locked and can only be changed by IT. Suggest we do this in Sandbox to see if this works...



Regards

Geoff Clapp

Support Services Manager - Terra Cat

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

M: +64292009044 | DDI: +6439832468

W: terracat.co.nz | I @



Jess Beattie April 21, 2022 at 14:05

Hey Darren,

With the help Geoff, I have changed the GST group on the project contract to zero in Sandbox for you to test out first before we make the change in Prod, provided it works. Please could you open Sandbox and try it in there :) Let us know how you get 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

Darren Fleck April 21, 2022 at 15:00

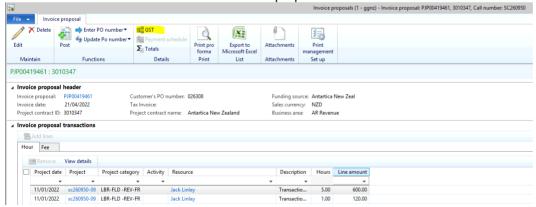
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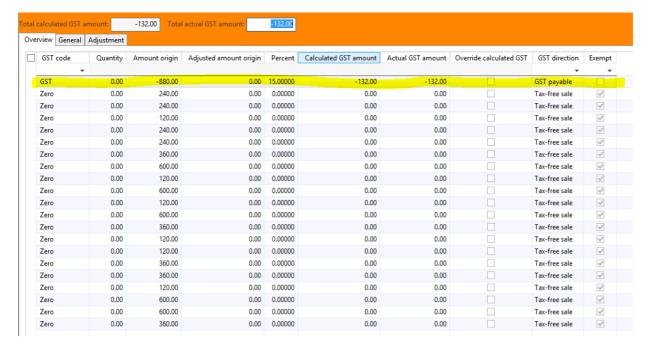
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From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>

Sent: Thursday, 21 April 2022 2:05 pm

To: Geoff Clapp <Geoff.Clapp@terracat.co.nz>

Cc: Jess Beattie <Jess.Beattie@terracat.co.nz>; Sue Petersen <Sue.Petersen@terracat.co.nz>; IT Service Desk

<ServiceDesk@terracat.co.nz>; Katrina Lenz <katrina.lenz@goughgroup.co.nz>; Sonia Sherlock

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Subject: [IT Service Desk] Re: removing GST on antartic nz a/c 3010347 for service call 260950

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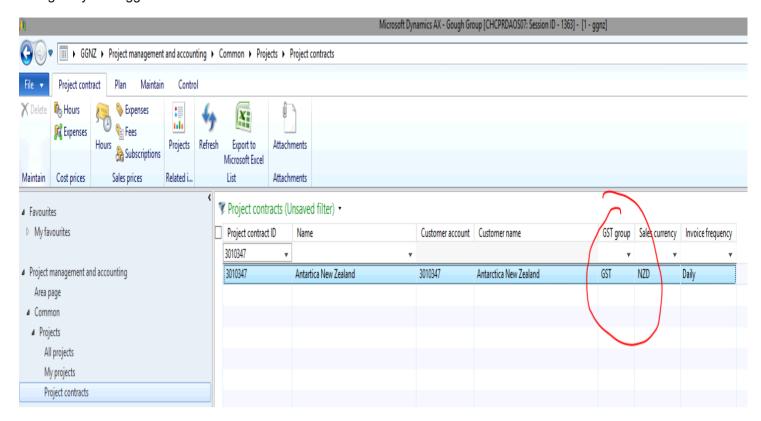
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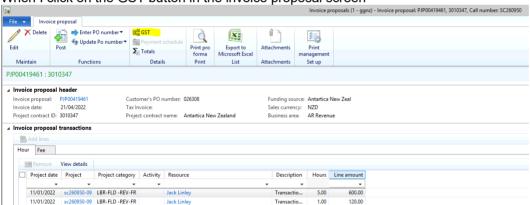
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GST code	Quantity	Amount origin	Adjusted amount origin	Percent	Calculated GST amount	Actual GST amount	Override calculated GST	GST direction	Exempt
*								▼	
GST	0.00	-880.00		15.00000	-132.00	-132.00		GST payable	
Zero	0.00	240.00	0.00	0.00000	0.00	0.00	Ш	Tax-free sale	✓
Zero	0.00	240.00	0.00	0.00000	0.00	0.00		Tax-free sale	✓
Zero	0.00	120.00	0.00	0.00000	0.00	0.00		Tax-free sale	✓
Zero	0.00	240.00	0.00	0.00000	0.00	0.00		Tax-free sale	✓
Zero	0.00	240.00	0.00	0.00000	0.00	0.00		Tax-free sale	✓
Zero	0.00	360.00	0.00	0.00000	0.00	0.00		Tax-free sale	✓
Zero	0.00	600.00	0.00	0.00000	0.00	0.00		Tax-free sale	✓
Zero	0.00	120.00	0.00	0.00000	0.00	0.00		Tax-free sale	✓
Zero	0.00	600.00	0.00	0.00000	0.00	0.00		Tax-free sale	✓
Zero	0.00	120.00	0.00	0.00000	0.00	0.00		Tax-free sale	✓
Zero	0.00	600.00	0.00	0.00000	0.00	0.00		Tax-free sale	✓
Zero	0.00	360.00	0.00	0.00000	0.00	0.00		Tax-free sale	✓
Zero	0.00	120.00	0.00	0.00000	0.00	0.00		Tax-free sale	✓
Zero	0.00	120.00	0.00	0.00000	0.00	0.00		Tax-free sale	✓
Zero	0.00	360.00	0.00	0.00000	0.00	0.00		Tax-free sale	✓
Zero	0.00	360.00	0.00	0.00000	0.00	0.00		Tax-free sale	~
Zero	0.00	120.00	0.00	0.00000	0.00	0.00		Tax-free sale	~
Zero	0.00	600.00	0.00	0.00000	0.00	0.00		Tax-free sale	✓
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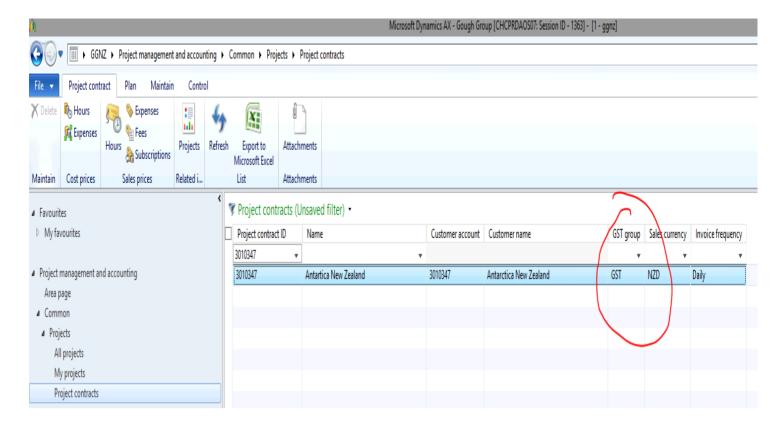
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Sue Petersen April 21, 2022 at 15:15

Internal note

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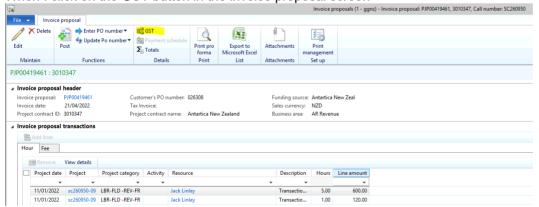
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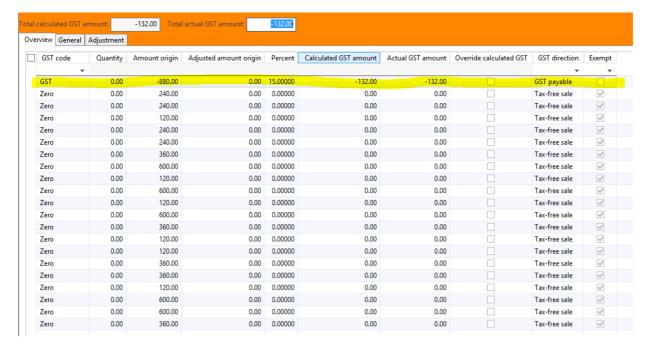
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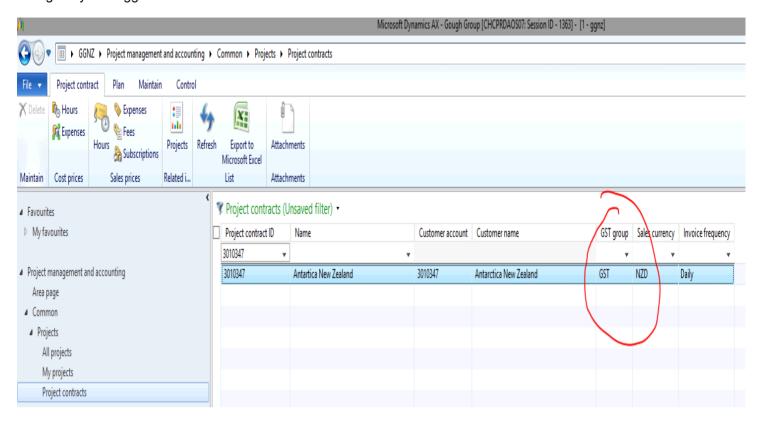
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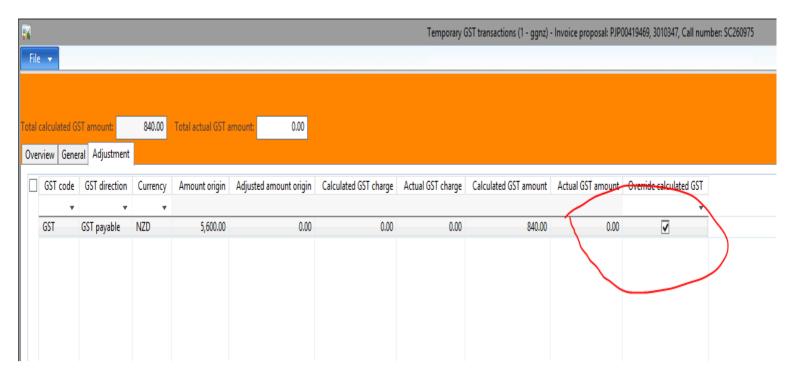
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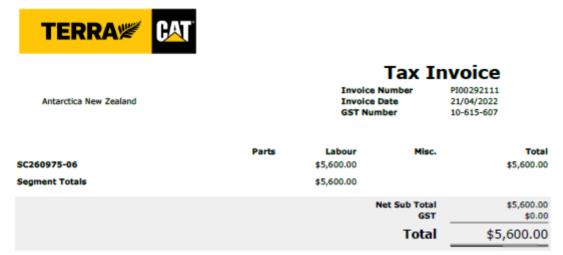
Darren Fleck April 21, 2022 at 16:27

OK I think we are there..

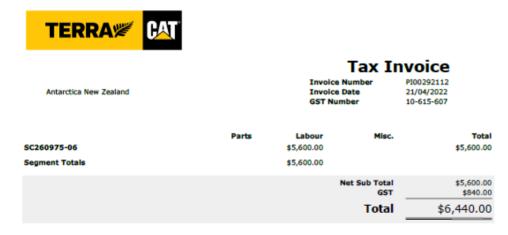
Once the proforma is produced. I used the GST button in the invoice proposal screen In the adjusment tab, select over ride and adjust actual GST to 0.00



Proforma still shows GST, but if I post it the invoice has no GST



I re-invoiced the same segment without changing the GST in the proposal screen and invoice has GST showing.



Looks like the change made to the customer account allows you to remove the GST as required rather than from every invoice. Could be handy on this account ©

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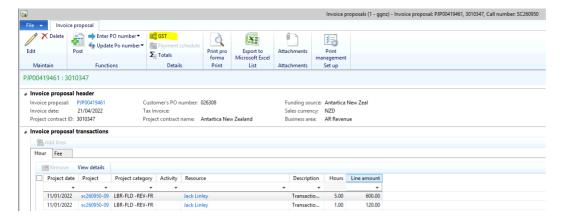
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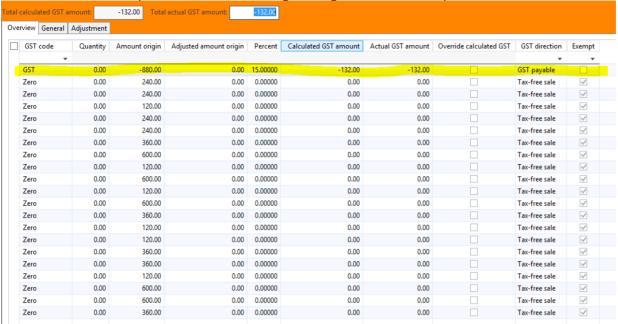
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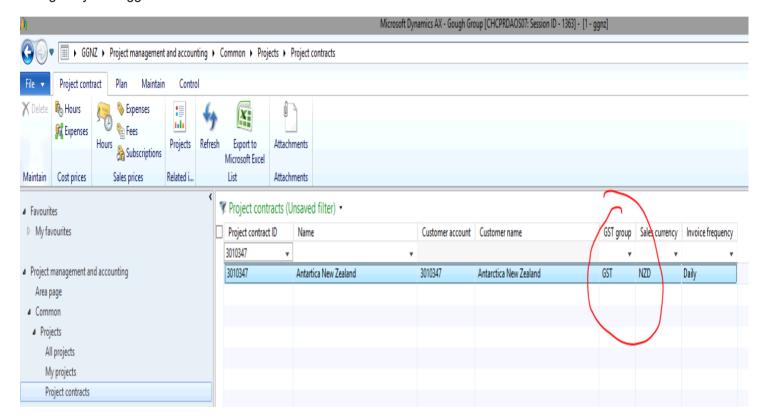
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Regards

Geoff Clapp

Support Services Manager - Terra Cat

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

M: +64292009044 |DDI: +6439832468

W: terracat.co.nz



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Jess Beattie April 22, 2022 at 09:22

I have now changed the Project contract to zero in Sandbox to be tested again :)

Kind regards, Jess Beattie

Service Desk Analyst - Terra Cat

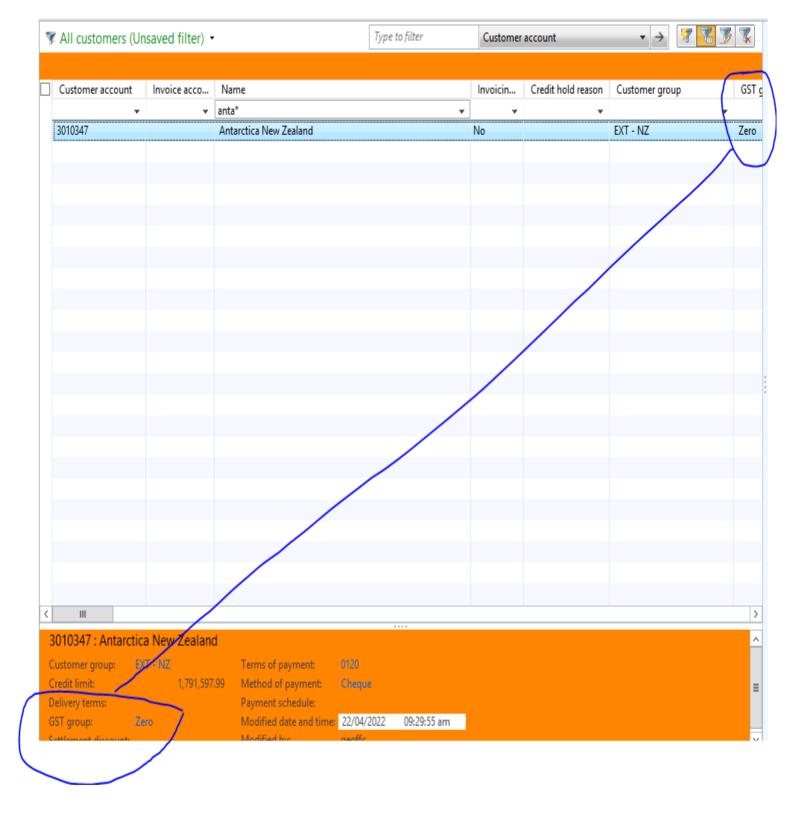
24 Amyes Road, PO Box 16168, Christchurch, 8042

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

Geoff Clapp April 22, 2022 at 09:34

Hi,

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Regards, Geoff Clapp

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

Sent: Friday, 22 April 2022 9:23 am

To: Geoff Clapp <Geoff.Clapp@terracat.co.nz>

Cc: Sue Petersen <Sue.Petersen@terracat.co.nz>; IT Service Desk <ServiceDesk@terracat.co.nz>; Katrina Lenz

<katrina.lenz@goughgroup.co.nz>; Sonia Sherlock <Sonia.Sherlock@terracat.co.nz>; Darren Fleck

<Darren.Fleck@terracat.co.nz>

Subject: [IT Service Desk] Re: removing GST on antartic nz a/c 3010347 for service call 260950

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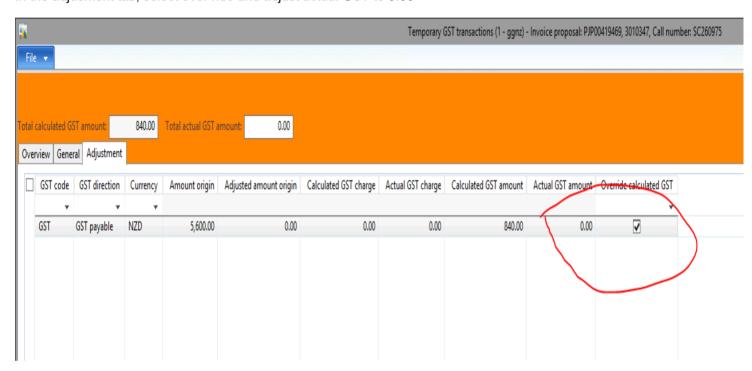
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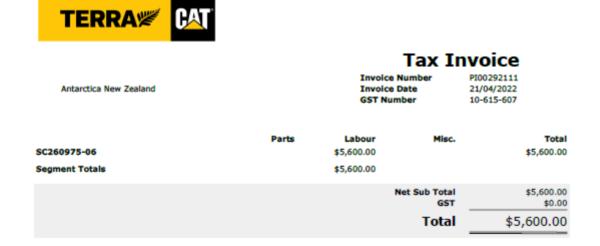
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Once the proforma is produced. I used the GST button in the invoice proposal screen In the adjusment tab, select over ride and adjust actual GST to 0.00



Proforma still shows GST, but if I post it the invoice has no GST



I re-invoiced the same segment without changing the GST in the proposal screen and invoice has GST showing.



Antarctica New Zealand

Tax Invoice

Involce Date

P100292112

\$6,440.00

	Parts	Labour	Misc.	Total
SC260975-06		\$5,600.00		\$5,600.00
Segment Totals		\$5,600.00		
			Net Sub Total	\$5,600.00

Looks like the change made to the customer account allows you to remove the GST as required rather than from every invoice.

Total

Could be handy on this account (c)

Darren Fleck

Component Rebuild Centre Manager - Terra Cat Branston Street, PO Box 16168, Christchurch, 8441

M: +64292968270 |DDI: +6439832376





From: Sue Petersen <Sue.Petersen@terracat.co.nz>

Sent: Thursday, 21 April 2022 3:15 pm

To: Geoff Clapp < Geoff.Clapp@terracat.co.nz >; Darren Fleck < Darren.Fleck@terracat.co.nz >; IT

Service Desk < support+id334493@itsdterracat.zendesk.com >

Cc: Jess Beattie < Jess.Beattie@terracat.co.nz >; IT Service Desk < ServiceDesk@terracat.co.nz >; Katrina Lenz < katrina.lenz@goughgroup.co.nz >; Sonia Sherlock < Sonia.Sherlock@terracat.co.nz > Subject: RE: [IT Service Desk] Re: removing GST on antartic nz a/c 3010347 for service call 260950

I think that is a good idea as I played with the original call today as well. **Thanks**

Sue Petersen

Business Analyst - Terra Cat

24 Amyes Road, Hornby, PO Box 16-168, Christchurch, 8441

M: +64274870656 |





From: Geoff Clapp < Geoff. Clapp@terracat.co.nz >

Sent: Thursday, 21 April 2022 3:13 pm

To: Darren Fleck < Darren. Fleck@terracat.co.nz >: IT Service Desk

<support+id334493@itsdterracat.zendesk.com>

Cc: Jess Beattie < Jess.Beattie@terracat.co.nz >; Sue Petersen < Sue.Petersen@terracat.co.nz >; IT Service Desk <<u>ServiceDesk@terracat.co.nz</u>>; Katrina Lenz <<u>katrina.lenz@goughgroup.co.nz</u>>; Sonia

Sherlock <Sonia.Sherlock@terracat.co.nz>

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Sent: Thursday, 21 April 2022 3:00 pm

To: IT Service Desk <support+id334493@itsdterracat.zendesk.com>; Geoff Clapp

<Geoff.Clapp@terracat.co.nz>

Cc: Jess Beattie < <u>Jess.Beattie@terracat.co.nz</u>>; Sue Petersen < <u>Sue.Petersen@terracat.co.nz</u>>; IT Service Desk < <u>ServiceDesk@terracat.co.nz</u>>; Katrina Lenz < <u>katrina.lenz@goughgroup.co.nz</u>>; Sonia Sherlock < <u>Sonia.Sherlock@terracat.co.nz</u>>

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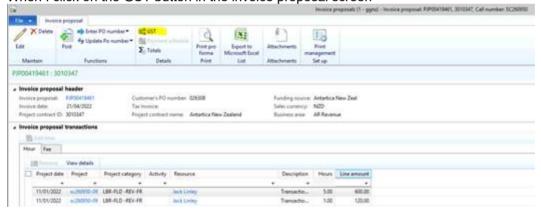
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T man .	4 1000	the state of the s	District Control of the Control of t	ALCOHOL: UNKNOWN	Mary Company of the C	The same of the same of the same of	Carlo Control Control Control Control	Laborator Services	10000
GST code	Quantity	Amount origin	Adjusted amount origin	Percent	Calculated GST amount	Actual GST amount	Override calculated GST	GST direction	Exempt
GST	0.00	-880.00	0.00	15.00000	-132.00	-132.00		GST payable	-0
Zero	0.00	240.00	0.00	0.00000	0.00	0.00		Tax-free sale	8
Zero	0.00	240.00	0.00	0.00000	0.00	0.00	- 10	Tax-free sale	12
Zero	0.00	120.00	0.00	0.00000	0.00	0.00		Tax-free sale	50
Zero	0.00	240.00	0.00	0.00000	0.00	0.00		Tax-free sale	12
Zero	0.00	240.00	0.00	0.00000	0.00	0.00	0	Tax-free sale	50
Zero	0.00	360.00	0.00	0.00000	0.00	0.00		Tax-free sale	83
Zero	0.00	600.00	0.00	0.00000	0.00	0.00		Tax-free sale	83
Zero	0.00	120.00	0.00	0.00000	0.00	0.00		Tax-free sale	(2)
Zero	0.00	600.00	0.00	0.00000	0.00	0.00		Tax-free sale	- 53
Zero	0.00	120.00	0.00	0.00000	0.00	0.00	0	Tax-free sale	52
Zero	0.00	600.00	0.00	0.00000	0.00	0.00		Tax-free sale	88
Zero	0.00	360.00	0.00	0.00000	0.00	0.00	0	Tax-free sale	52
Zero	0.00	120.00	0.00	0.00000	0.00	0.00	- 0	Tax-free sale	8
Zero	0.00	120.00	0.00	0.00000	0.00	0.00	- 0	Tax-free sale	- 12
Zero	0.00	360.00	0.00	0.00000	0.00	0.00		Tax-free sale	58
Zero	0.00	360.00	0.00	0.00000	0.00	0.00		Tax-free sale	53
Zero	0.00	120.00	0.00	0.00000	0.00	0.00		Tax-free sale	13
Zero	0.00	600.00	0.00	0.00000	0.00	0.00	0	Tax-free sale	83
Zero	0.00	600.00	0.00	0.00000	0.00	0.00		Tax-free sale	183
Zero	0.00	360.00	0.00	0.00000	0.00	0.00		Tax-free sale	(2)

Kinda looks like the system is taking the GST off the GST amount resulting in the negative ???

Darren Fleck

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M: +64292968270 |DDI: +6439832376

E:Darren.Fleck@terracat.co.nz |W: terracat.co.nz | 6



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

Sent: Thursday, 21 April 2022 2:05 pm

To: Geoff Clapp@terracat.co.nz>

Cc: Jess Beattie < <u>Jess.Beattie@terracat.co.nz</u>>; Sue Petersen < <u>Sue.Petersen@terracat.co.nz</u>>; IT Service Desk < <u>ServiceDesk@terracat.co.nz</u>>; Katrina Lenz < <u>katrina.lenz@goughgroup.co.nz</u>>; Sonia

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21/04/2022, 14:05 NZST

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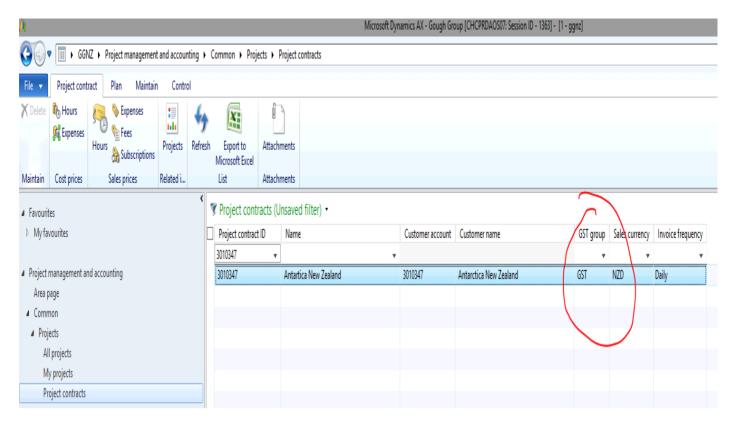
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< Geoff. Clapp@terracat.co.nz >

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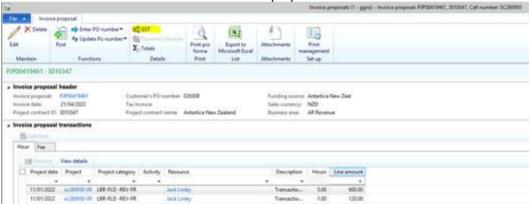
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Zero	0.00	240.00	0.00	0.00000	0.00	0.00		Tax-free sale	8
Zero	0.00	240.00	0.00	0.00000	0.00	0.00		Tax-free sale	9
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Zero	0.00	240.00	0.00	0.00000	0.00	0.00		Tax-free sale	9
Zero	0.00	240.00	0.00	0.00000	0.00	0.00	0	Tax-free sale	- 12
Zero	0.00	360.00	0.00	0.00000	0.00	0.00		Tax-free sale	8
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Zero	0.00	120.00	0.00	0.00000	0.00	0.00	- 0	Tax-free sale	52
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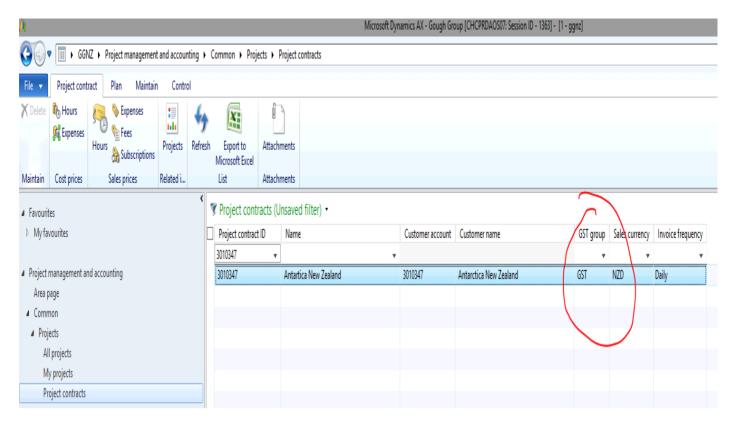
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Darren Fleck

21/04/2022, 15:00 NZST

So so close !!!

I have now invoiced out all the segments to Antarctica NZ that are to include GST (in production)

Jess

Could you change the account setting in production and I will invoice out the last three segments that are to be GST zero rated. As soon as I have the invoices produced I will let you know so you can change it back

Segments to be zero rated are;

SC236933-14 SC260970-09

SC260975-06

Thanks

Darren Fleck

Component Rebuild Centre Manager - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +64292968270 | DDI: +6439832376

E: Darren.Fleck@terracat.co.nz | W: terracat.co.nz | I @



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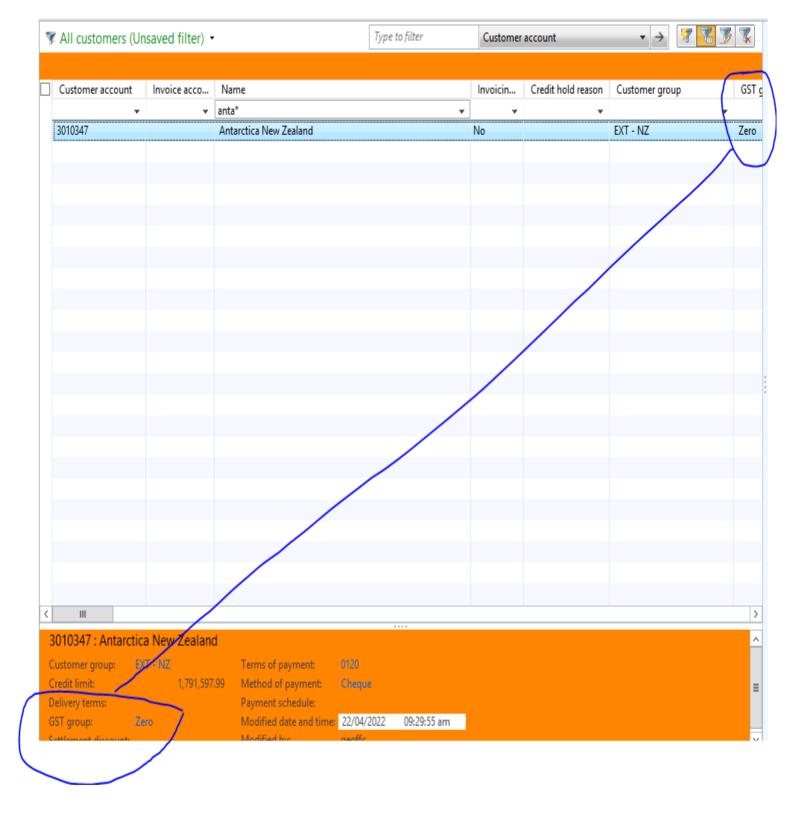
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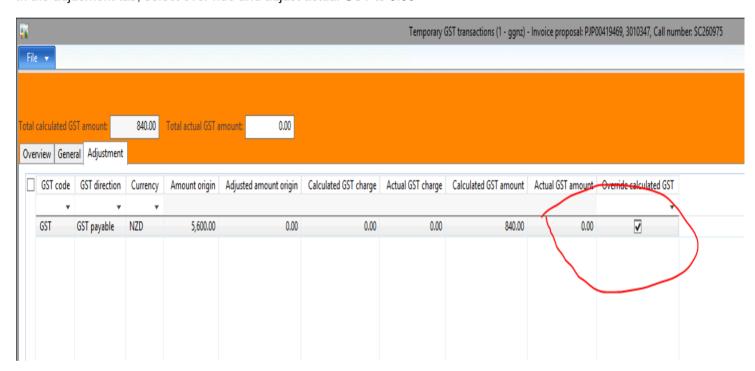
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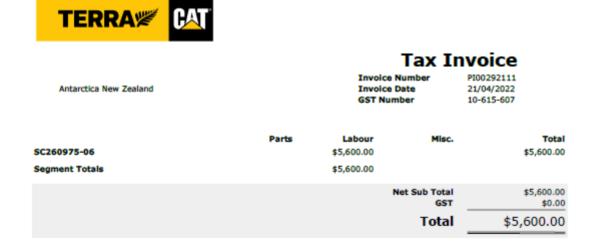
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Antarctica New Zealand

Tax Invoice

Involce Date

P100292112

\$6,440.00

Parts Labour	Misc.	Total
\$5,600.00		\$5,600.00
\$5,600.00		
	Net Sub Total	\$5,600.00
	\$5,600.00 \$5,600.00	\$5,600.00 \$5,600.00

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To: Geoff Clapp < Geoff.Clapp@terracat.co.nz >; Darren Fleck < Darren.Fleck@terracat.co.nz >; IT

Service Desk < support+id334493@itsdterracat.zendesk.com >

Cc: Jess Beattie < Jess.Beattie@terracat.co.nz >; IT Service Desk < ServiceDesk@terracat.co.nz >; Katrina Lenz < katrina.lenz@goughgroup.co.nz >; Sonia Sherlock < Sonia.Sherlock@terracat.co.nz > Subject: RE: [IT Service Desk] Re: removing GST on antartic nz a/c 3010347 for service call 260950

I think that is a good idea as I played with the original call today as well. **Thanks**

Sue Petersen

Business Analyst - Terra Cat

24 Amyes Road, Hornby, PO Box 16-168, Christchurch, 8441

M: +64274870656 |





From: Geoff Clapp < Geoff.Clapp@terracat.co.nz>

Sent: Thursday, 21 April 2022 3:13 pm

To: Darren Fleck < Darren. Fleck@terracat.co.nz >: IT Service Desk

<support+id334493@itsdterracat.zendesk.com>

Cc: Jess Beattie < Jess.Beattie@terracat.co.nz >; Sue Petersen < Sue.Petersen@terracat.co.nz >; IT Service Desk <<u>ServiceDesk@terracat.co.nz</u>>; Katrina Lenz <<u>katrina.lenz@goughgroup.co.nz</u>>; Sonia

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Sent: Thursday, 21 April 2022 3:00 pm

To: IT Service Desk <support+id334493@itsdterracat.zendesk.com>; Geoff Clapp

<Geoff.Clapp@terracat.co.nz>

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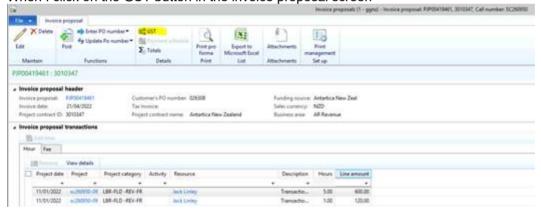
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Zero	0.00	120.00	0.00	0.00000	0.00	0.00	- 0	Tax-free sale	- 12
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Darren Fleck

Component Rebuild Centre Manager - Terra Cat Branston Street, PO Box 16168, Christchurch, 8441

M: +64292968270 |DDI: +6439832376



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

Sent: Thursday, 21 April 2022 2:05 pm

To: Geoff Clapp@terracat.co.nz>

Cc: Jess Beattie < <u>Jess.Beattie@terracat.co.nz</u>>; Sue Petersen < <u>Sue.Petersen@terracat.co.nz</u>>; IT Service Desk < <u>ServiceDesk@terracat.co.nz</u>>; Katrina Lenz < <u>katrina.lenz@goughgroup.co.nz</u>>; Sonia

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Subject: [IT Service Desk] Re: removing GST on antartic nz a/c 3010347 for service call 260950

Your request (334493) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

21/04/2022, 14:05 NZST

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Kind regards,

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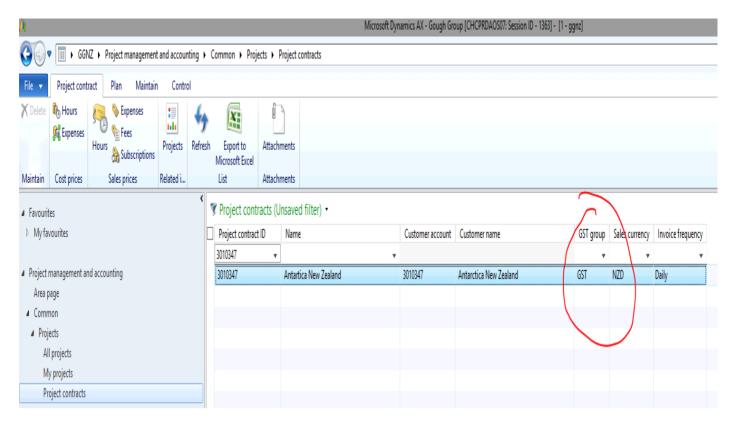
P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

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21/04/2022, 13:59 NZST

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Regards

Geoff Clapp

Support Services Manager - Terra Cat

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

M: +64292009044 | DDI: +6439832468

W: terracat.co.nz



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[K7YZ42-QOP6]

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Geoff Clapp

21/04/2022, 15:12 NZST

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Sent: Thursday, 21 April 2022 3:00 pm

To: IT Service Desk <support+id334493@itsdterracat.zendesk.com>; Geoff Clapp

< Geoff. Clapp@terracat.co.nz >

Cc: Jess Beattie < <u>Jess.Beattie@terracat.co.nz</u>>; Sue Petersen < <u>Sue.Petersen@terracat.co.nz</u>>; IT Service Desk < <u>ServiceDesk@terracat.co.nz</u>>; Katrina Lenz < <u>katrina.lenz@goughgroup.co.nz</u>>; Sonia Sherlock < <u>Sonia.Sherlock@terracat.co.nz</u>>

Subject: RE: [IT Service Desk] Re: removing GST on antartic nz a/c 3010347 for service call 260950

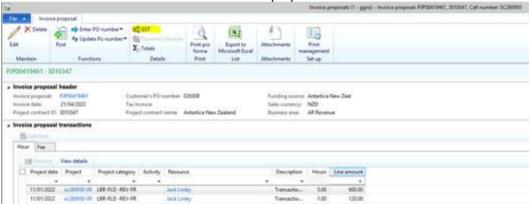
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Zero	0.00	240.00	0.00	0.00000	0.00	0.00		Tax-free sale	2
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Darren Fleck

Component Rebuild Centre Manager - Terra Cat Branston Street, PO Box 16168, Christchurch, 8441

M: +64292968270 |DDI: +6439832376



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Sent: Thursday, 21 April 2022 2:05 pm

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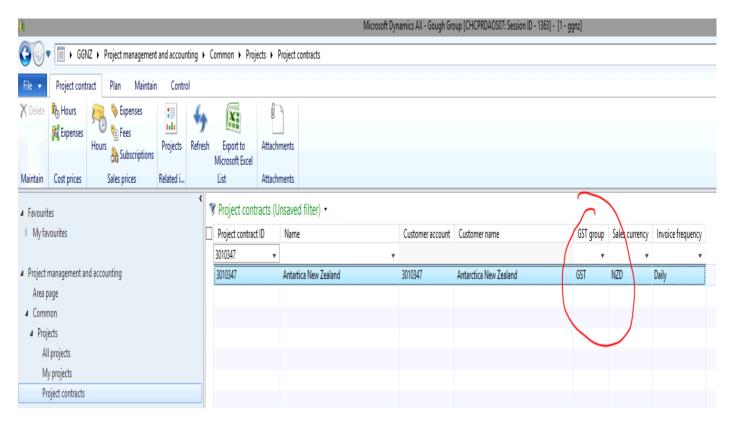
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Regards

Geoff Clapp Support Services Manager - Terra Cat 24 Amyes Road, Hornby, PO Box 16168, Christchurch, 8441

M: +64292009044 |**DDI**: +6439832468

W: terracat.co.nz

Jess Beattie April 22, 2022 at 14:02

Done:)

Kind regards, Jess Beattie

Service Desk Analyst - Terra Cat

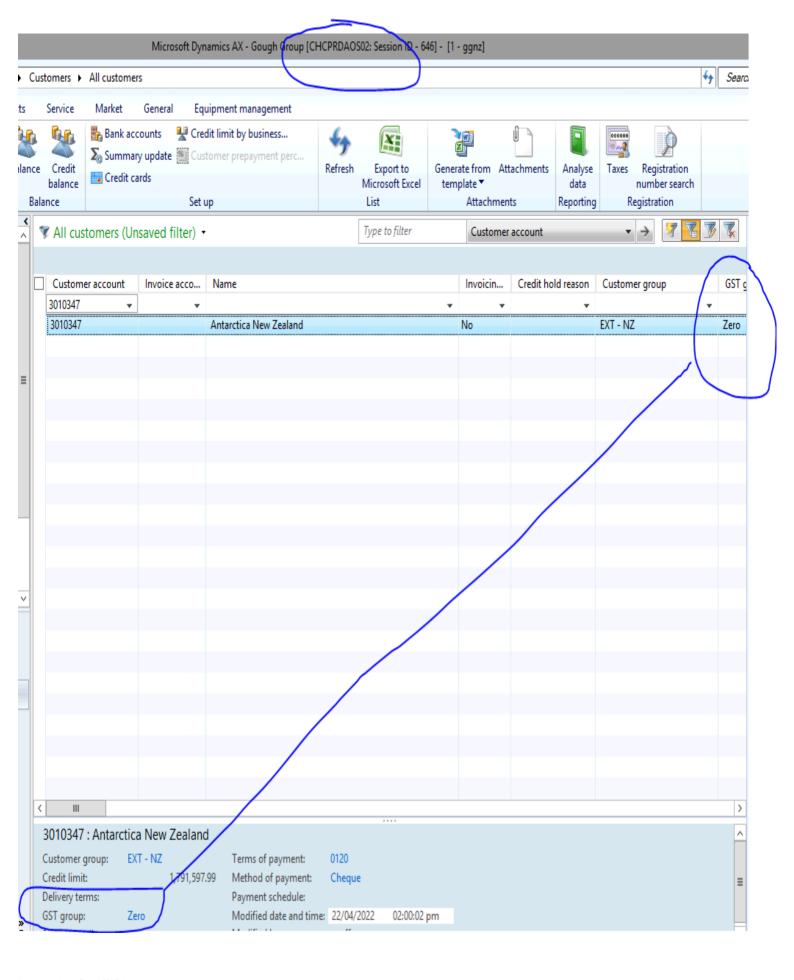
24 Amyes Road, PO Box 16168, Christchurch, 8042

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

Geoff Clapp April 22, 2022 at 14:02

Hi All,

I've updated the cust GST setting to zero rated in Prod . Just needs Jess to update the Project Contract.



Regards, Geoff Clapp

From: Darren Fleck < Darren. Fleck @terracat.co.nz>

Sent: Friday, 22 April 2022 1:58 pm

To: Geoff Clapp <Geoff.Clapp@terracat.co.nz>; IT Service Desk <support+id334493@itsdterracat.zendesk.com>

Cc: Sue Petersen <Sue.Petersen@terracat.co.nz>; IT Service Desk <ServiceDesk@terracat.co.nz>; Katrina Lenz

katrina.lenz@goughgroup.co.nz; Sonia Sherlock <Sonia.Sherlock@terracat.co.nz>

Subject: RE: [IT Service Desk] Re: removing GST on antartic nz a/c 3010347 for service call 260950

Afternoon All

I have now invoiced out all the segments to Antarctica NZ that are to include GST (in production)

Jess

Could you change the account setting in production and I will invoice out the last three segments that are to be GST zero rated. As soon as I have the invoices produced I will let you know so you can change it back

Segments to be zero rated are:

SC236933-14 SC260970-09 SC260975-06

Thanks

Darren Fleck

Component Rebuild Centre Manager - Terra Cat Branston Street, PO Box 16168, Christchurch, 8441

M: +64292968270 | DDI: +6439832376

E: Darren.Fleck@terracat.co.nz | W: terracat.co.nz |



From: Geoff Clapp < Geoff. Clapp@terracat.co.nz >

Sent: Friday, 22 April 2022 9:35 am

To: IT Service Desk <support+id334493@itsdterracat.zendesk.com>

Cc: Sue Petersen <Sue.Petersen@terracat.co.nz>; IT Service Desk <ServiceDesk@terracat.co.nz>; Katrina Lenz

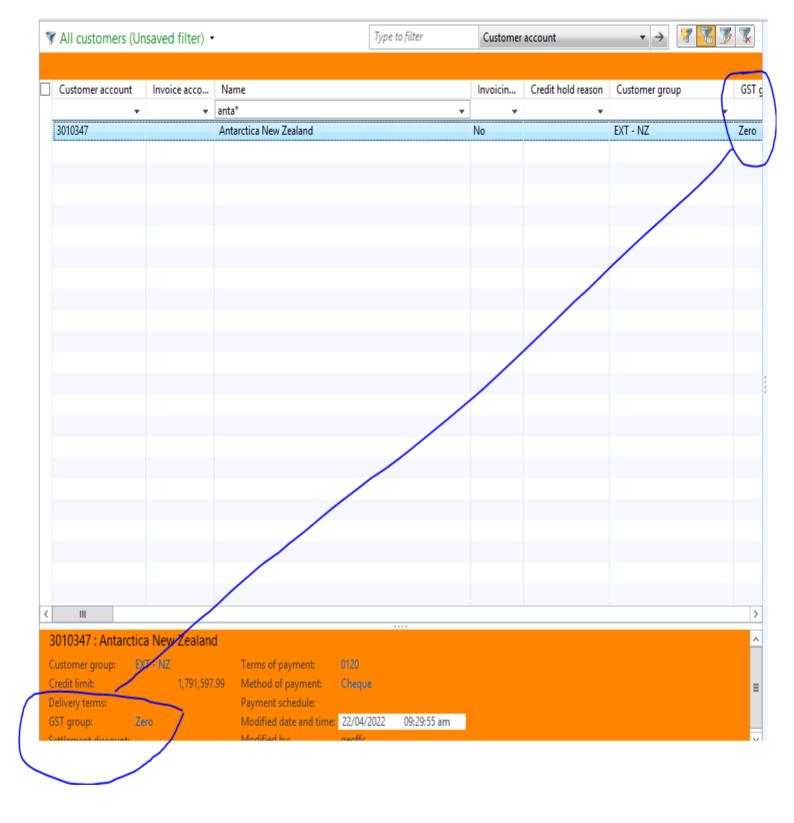
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<Darren.Fleck@terracat.co.nz>

Subject: RE: [IT Service Desk] Re: removing GST on antartic nz a/c 3010347 for service call 260950

Hi,

I have set the CUST to zero rated in sandbox.



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

Sent: Friday, 22 April 2022 9:23 am

To: Geoff Clapp < Geoff.Clapp@terracat.co.nz >

Cc: Sue Petersen < Sue.Petersen@terracat.co.nz >; IT Service Desk < ServiceDesk@terracat.co.nz >; Katrina Lenz

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Subject: [IT Service Desk] Re: removing GST on antartic nz a/c 3010347 for service call 260950

Your request (334493) has been updated. To add additional comments, reply to this email.

I have now changed the Project contract to zero in Sandbox to be tested again :)

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

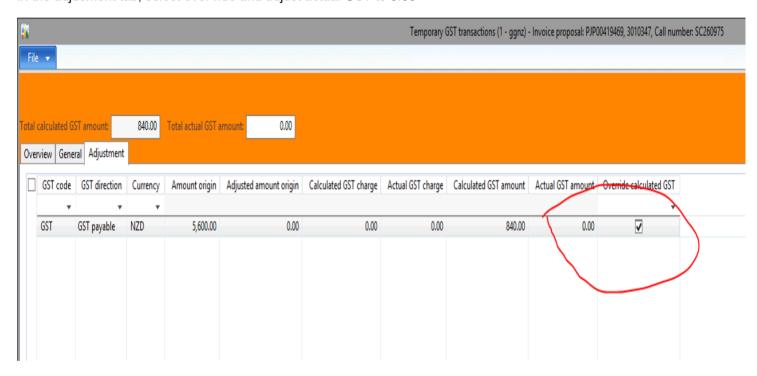
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Darren Fleck

21/04/2022, 16:27 NZST

OK I think we are there ..

Once the proforma is produced. I used the GST button in the invoice proposal screen In the adjusment tab, select over ride and adjust actual GST to 0.00



Proforma still shows GST, but if I post it the invoice has no GST



I re-invoiced the same segment without changing the GST in the proposal screen and invoice has GST showing.



Antarctica New Zealand

Tax Invoice

Involce Date

P100292112

\$6,440.00

	Parts	Labour	Misc.	Total
SC260975-06		\$5,600.00		\$5,600.00
Segment Totals		\$5,600.00		
			Net Sub Total	\$5,600.00

Looks like the change made to the customer account allows you to remove the GST as required rather than from every invoice.

Total

Could be handy on this account (c)

Darren Fleck

Component Rebuild Centre Manager - Terra Cat Branston Street, PO Box 16168, Christchurch, 8441

M: +64292968270 |DDI: +6439832376





From: Sue Petersen <Sue.Petersen@terracat.co.nz>

Sent: Thursday, 21 April 2022 3:15 pm

To: Geoff Clapp <Geoff.Clapp@terracat.co.nz>; Darren Fleck <Darren.Fleck@terracat.co.nz>; IT

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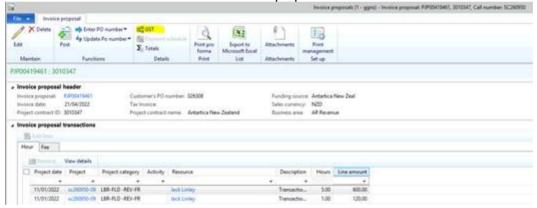
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Zero	0.00	600.00	0.00	0.00000	0.00	0.00	0	Tax-free sale	83
Zero	0.00	600.00	0.00	0.00000	0.00	0.00		Tax-free sale	8
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Darren Fleck

Component Rebuild Centre Manager - Terra Cat Branston Street, PO Box 16168, Christchurch, 8441

M: +64292968270 |DDI: +6439832376

E:Darren.Fleck@terracat.co.nz |W: terracat.co.nz | [] []



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

Sent: Thursday, 21 April 2022 2:05 pm

To: Geoff Clapp@terracat.co.nz>

Cc: Jess Beattie < <u>Jess.Beattie@terracat.co.nz</u>>; Sue Petersen < <u>Sue.Petersen@terracat.co.nz</u>>; IT Service Desk < <u>ServiceDesk@terracat.co.nz</u>>; Katrina Lenz < <u>katrina.lenz@goughgroup.co.nz</u>>; Sonia

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Subject: [IT Service Desk] Re: removing GST on antartic nz a/c 3010347 for service call 260950

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Jess Beattie (ITSD - Terra Cat)

21/04/2022, 14:05 NZST

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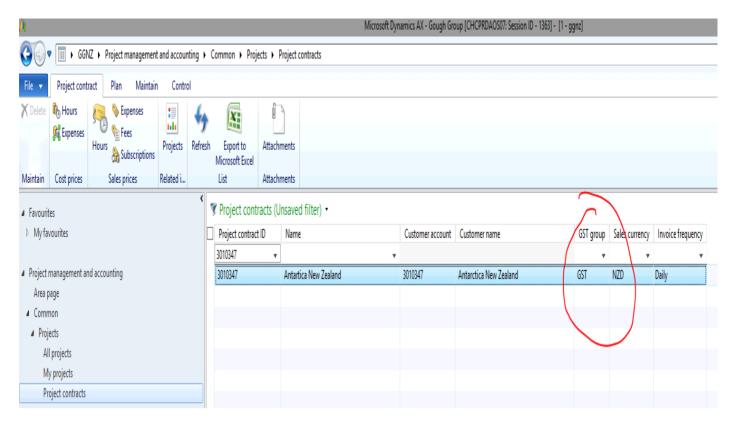
P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

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M: +64292009044 | DDI: +6439832468

W: terracat.co.nz



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[K7YZ42-QOP6]

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Sent: Thursday, 21 April 2022 3:00 pm

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< Geoff. Clapp@terracat.co.nz >

Cc: Jess Beattie < <u>Jess.Beattie@terracat.co.nz</u>>; Sue Petersen < <u>Sue.Petersen@terracat.co.nz</u>>; IT Service Desk < <u>ServiceDesk@terracat.co.nz</u>>; Katrina Lenz < <u>katrina.lenz@goughgroup.co.nz</u>>; Sonia Sherlock < <u>Sonia.Sherlock@terracat.co.nz</u>>

Subject: RE: [IT Service Desk] Re: removing GST on antartic nz a/c 3010347 for service call 260950

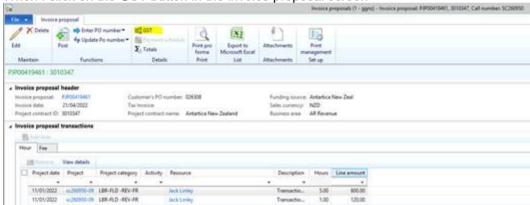
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	Adjustment								
GST code	Quantity	Amount origin	Adjusted amount origin	Percent	Calculated GST amount	Actual GST amount	Override calculated GST	GST direction	Exempt
GST	0.00	-880.00	0.00	15.00000	-132.00	-132.00		GST payable	
Zero	0.00	240.00	0.00	0.00000	0.00	0.00		Tax-free sale	[4]
Zero	0.00	240.00	0.00	0.00000	0.00	0.00		Tax-free sale	9
Zero	0.00	120.00	0.00	0.00000	0.00	0.00		Tax-free sale	50
Zero	0.00	240.00	0.00	0.00000	0.00	0.00		Tax-free sale	9
Zero	0.00	240.00	0.00	0.00000	.0.00	0.00	- 0	Tax-free sale	- 12
Zero	0.00	360.00	0.00	0.00000	0.00	0.00		Tax-free sale	8
Zero	0.00	600.00	0.00	0.00000	0.00	0.00		Tax-free sale	88
Zero	0.00	120.00	0.00	0.00000	0.00	0.00		Tax-free sale	83
Zero	0.00	600.00	0.00	0.00000	0.00	0.00	0	Tax-free sale	- 53
Zero	0.00	120.00	0.00	0.00000	0.00	0.00		Tax-free sale	52
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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

Darren Fleck April 22, 2022 at 14:27

Thanks Everyone

I have the three Zero rated proforma invoices that the customer requires, account changes can be reversed.

Appreciate your assistance

Have a great long weekend

Regards

Darren Fleck

Component Rebuild Centre Manager - Terra Cat Branston Street, PO Box 16168, Christchurch, 8441

M: +64292968270 | DDI: +6439832376

E: Darren.Fleck@terracat.co.nz | W: terracat.co.nz | I I I I



From: Geoff Clapp <Geoff.Clapp@terracat.co.nz>

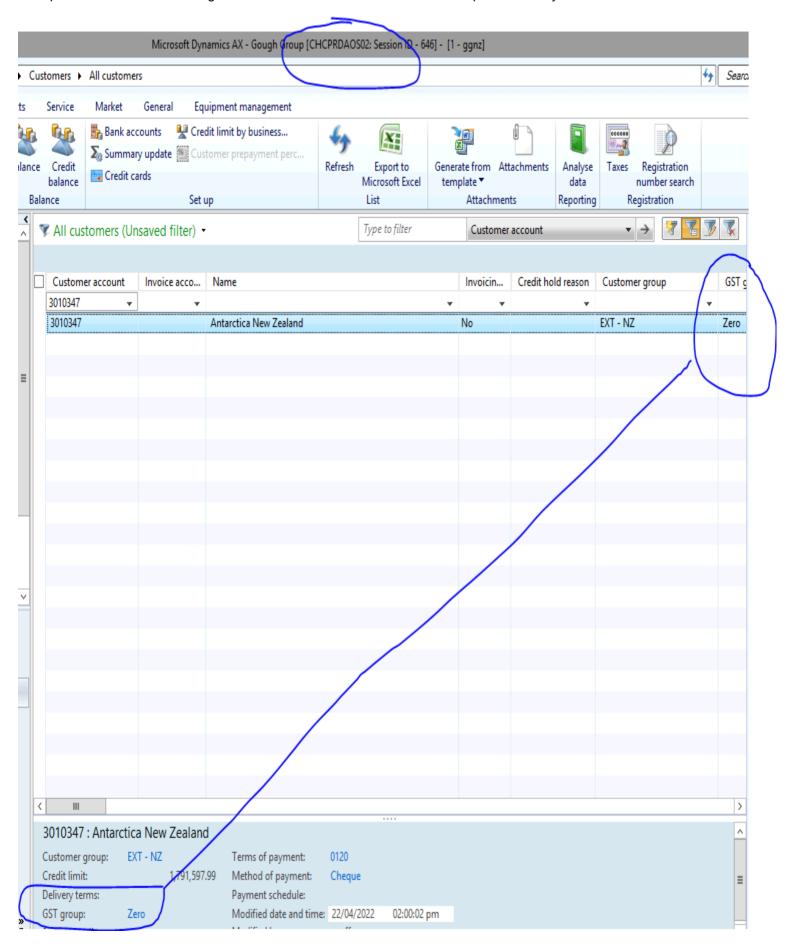
Sent: Friday, 22 April 2022 2:03 pm

To: Darren Fleck <Darren.Fleck@terracat.co.nz>; IT Service Desk <support+id334493@itsdterracat.zendesk.com> **Cc:** Sue Petersen <Sue.Petersen@terracat.co.nz>; IT Service Desk <ServiceDesk@terracat.co.nz>; Katrina Lenz <katrina.lenz@goughgroup.co.nz>; Sonia Sherlock <Sonia.Sherlock@terracat.co.nz>

Subject: RE: [IT Service Desk] Re: removing GST on antartic nz a/c 3010347 for service call 260950

Hi All,

I've updated the cust GST setting to zero rated in Prod . Just needs Jess to update the Project Contract.



From: Darren Fleck < <u>Darren.Fleck@terracat.co.nz</u>>

Sent: Friday, 22 April 2022 1:58 pm

To: Geoff Clapp < Geoff.Clapp@terracat.co.nz >; IT Service Desk < support+id334493@itsdterracat.zendesk.com > Cc: Sue Petersen < Sue.Petersen@terracat.co.nz >; IT Service Desk < ServiceDesk@terracat.co.nz >; Katrina Lenz

katrina.lenz@goughgroup.co.nz; Sonia Sherlock Sonia.Sherlock@terracat.co.nz

Subject: RE: [IT Service Desk] Re: removing GST on antartic nz a/c 3010347 for service call 260950

Afternoon All

I have now invoiced out all the segments to Antarctica NZ that are to include GST (in production)

Jess

Could you change the account setting in production and I will invoice out the last three segments that are to be GST zero rated. As soon as I have the invoices produced I will let you know so you can change it back Segments to be zero rated are:

SC236933-14 SC260970-09

SC260975-06

Thanks

Darren Fleck

Component Rebuild Centre Manager - Terra Cat Branston Street, PO Box 16168, Christchurch, 8441

M: +64292968270 | DDI: +6439832376

E: Darren.Fleck@terracat.co.nz | W: terracat.co.nz | III @



From: Geoff Clapp < Geoff. Clapp@terracat.co.nz >

Sent: Friday, 22 April 2022 9:35 am

To: IT Service Desk < support+id334493@itsdterracat.zendesk.com

Cc: Sue Petersen < Sue.Petersen@terracat.co.nz >; IT Service Desk < ServiceDesk@terracat.co.nz >; Katrina Lenz

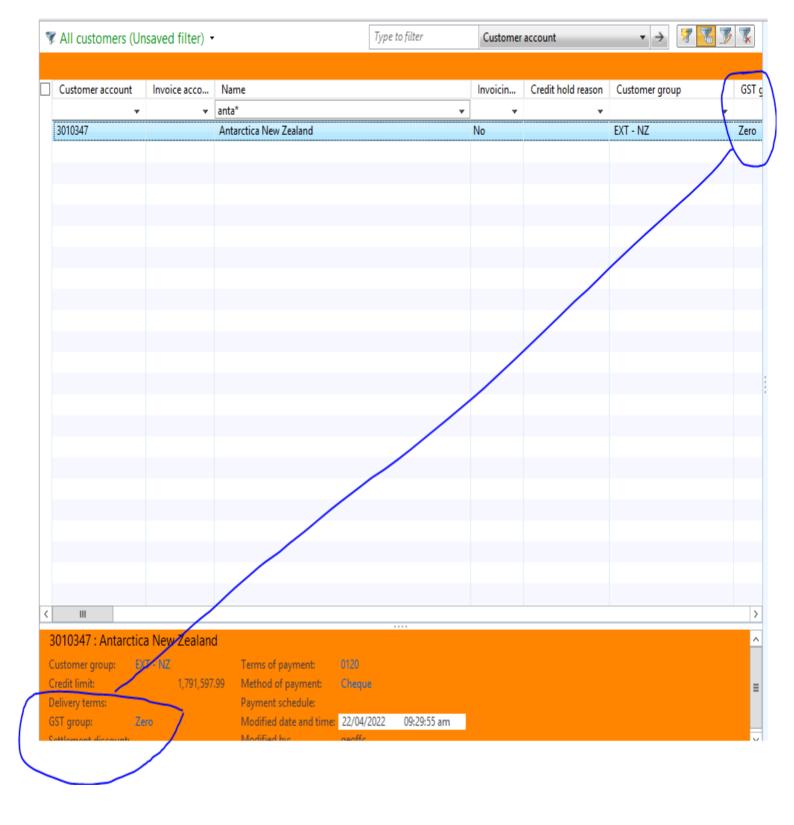
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<<u>Darren.Fleck@terracat.co.nz</u>>

Subject: RE: [IT Service Desk] Re: removing GST on antartic nz a/c 3010347 for service call 260950

Hi,

I have set the CUST to zero rated in sandbox.



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

Sent: Friday, 22 April 2022 9:23 am

To: Geoff Clapp < Geoff.Clapp@terracat.co.nz >

Cc: Sue Petersen < Sue.Petersen@terracat.co.nz >; IT Service Desk < ServiceDesk@terracat.co.nz >; Katrina Lenz

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Subject: [IT Service Desk] Re: removing GST on antartic nz a/c 3010347 for service call 260950

Your request (334493) has been updated. To add additional comments, reply to this email.

I have now changed the Project contract to zero in Sandbox to be tested again :)

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

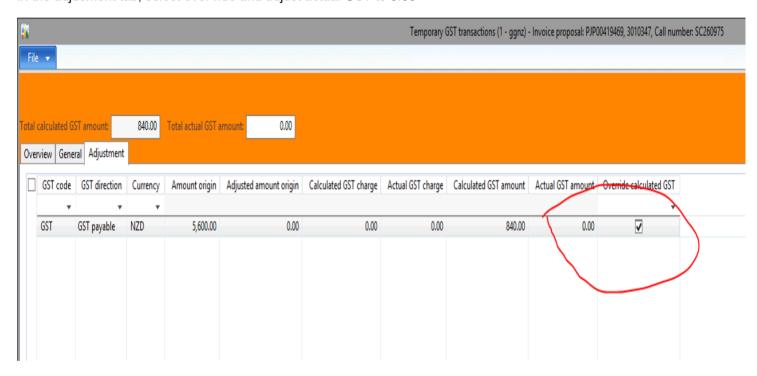
P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Darren Fleck

21/04/2022, 16:27 NZST

OK I think we are there ..

Once the proforma is produced. I used the GST button in the invoice proposal screen In the adjusment tab, select over ride and adjust actual GST to 0.00



Proforma still shows GST, but if I post it the invoice has no GST



I re-invoiced the same segment without changing the GST in the proposal screen and invoice has GST showing.



Antarctica New Zealand

Tax Invoice

Involce Date

P100292112

\$6,440.00

	Parts	Labour	Misc.	Total
SC260975-06		\$5,600.00		\$5,600.00
Segment Totals		\$5,600.00		
			Net Sub Total	\$5,600.00

Looks like the change made to the customer account allows you to remove the GST as required rather than from every invoice.

Total

Could be handy on this account (c)

Darren Fleck

Component Rebuild Centre Manager - Terra Cat Branston Street, PO Box 16168, Christchurch, 8441

M: +64292968270 |DDI: +6439832376





From: Sue Petersen <Sue.Petersen@terracat.co.nz>

Sent: Thursday, 21 April 2022 3:15 pm

To: Geoff Clapp < Geoff.Clapp@terracat.co.nz >; Darren Fleck < Darren.Fleck@terracat.co.nz >; IT

Service Desk < support+id334493@itsdterracat.zendesk.com >

Cc: Jess Beattie < <u>Jess.Beattie@terracat.co.nz</u>>; IT Service Desk < <u>ServiceDesk@terracat.co.nz</u>>; Katrina Lenz < katrina.lenz@goughgroup.co.nz >; Sonia Sherlock < Sonia.Sherlock@terracat.co.nz > Subject: RE: [IT Service Desk] Re: removing GST on antartic nz a/c 3010347 for service call 260950

I think that is a good idea as I played with the original call today as well. **Thanks**

Sue Petersen

Business Analyst - Terra Cat

24 Amyes Road, Hornby, PO Box 16-168, Christchurch, 8441

M: +64274870656 |





From: Geoff Clapp < Geoff. Clapp@terracat.co.nz >

Sent: Thursday, 21 April 2022 3:13 pm

To: Darren Fleck < Darren. Fleck@terracat.co.nz >: IT Service Desk

<support+id334493@itsdterracat.zendesk.com>

Cc: Jess Beattie < Jess.Beattie@terracat.co.nz >; Sue Petersen < Sue.Petersen@terracat.co.nz >; IT Service Desk <<u>ServiceDesk@terracat.co.nz</u>>; Katrina Lenz <<u>katrina.lenz@goughgroup.co.nz</u>>; Sonia

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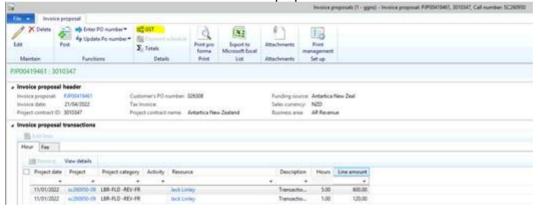
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Zero	0.00	600.00	0.00	0.00000	0.00	0.00		Tax-free sale	18
Zero	0.00	120.00	0.00	0.00000	0.00	0.00	0	Tax-free sale	52
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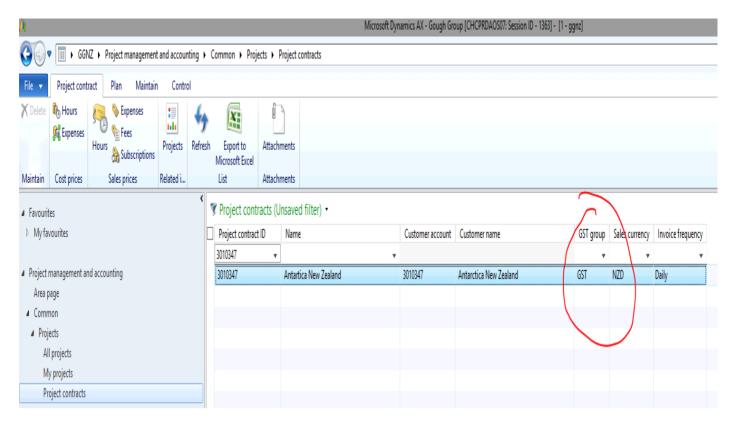
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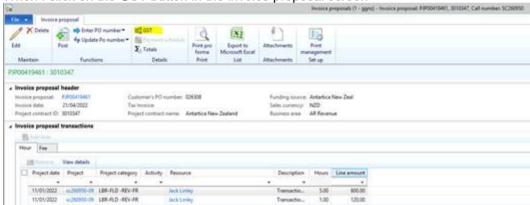
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GST code	Quantity	Amount origin	Adjusted amount origin	Percent	Calculated GST amount	Actual GST amount	Override calculated GST	GST direction	Exempt
			- 8						
GST	0.00	-880.00	0.00	15.00000	-132.00	-132.00		GST payable	
Zero	0.00	240.00	0.00	0.00000	0.00	0.00		Tax-free sale	[2]
Zero	0.00	240.00	0.00	0.00000	0.00	0.00		Tax-free sale	9
Zero	0.00	120.00	0.00	0.00000	0.00	0.00	- 0	Tax-free sale	- 12
Zero	0.00	240.00	0.00	0.00000	0.00	0.00		Tax-free sale	9
Zero	0.00	240.00	0.00	0.00000	0.00	0.00	- 0	Tax-free sale	123
Zero	0.00	360.00	0.00	0.00000	0.00	0.00		Tax-free sale	8
Zero	0.00	600.00	0.00	0.00000	0.00	0.00		Tax-free sale	8
Zero	0.00	120.00	0.00	0.00000	0.00	0.00		Tax-free sale	8
Zero	0.00	600.00	0.00	0.00000	0.00	0.00	0	Tax-free sale	18
Zero	0.00	120.00	0.00	0.00000	0.00	0.00	0	Tax-free sale	8
Zero	0.00	600.00	0.00	0.00000	0.00	0.00	0	Tax-free sale	58
Zero	0.00	360.00	0.00	0.00000	0.00	0.00	- 0	Tax-free sale	52
Zero	0.00	120.00	0.00	0.00000	0.00	0.00		Tax-free sale	8
Zero	0.00	120.00	0.00	0.00000	0.00	0.00		Tax-free sale	12
Zero	0.00	360.00	0.00	0.00000	0.00	0.00	G	Tax-free sale	83
Zero	0.00	360.00	0.00	0.00000	0.00	0.00	O	Tax-free sale	- 23
Zero	0.00	120.00	0.00	0.00000	0.00	0.00		Tax-free sale	52
Zero	0.00	600.00	0.00	0.00000	0.00	0.00	0	Tax-free sale	8
Zero	0.00	600.00	0.00	0.00000	0.00	0.00		Tax-free sale	120
Zero	0.00	360.00	0.00	0.00000	0.00	0.00		Tax-free sale	(2)

Kinda looks like the system is taking the GST off the GST amount resulting in the negative ???

Darren Fleck

Component Rebuild Centre Manager - Terra Cat Branston Street, PO Box 16168, Christchurch, 8441

M: +64292968270 |DDI: +6439832376

E:Darren.Fleck@terracat.co.nz | W: terracat.co.nz |

Jess Beattie April 22, 2022 at 14:39

Awesome stuff. I have now reverted the change on the Project Contract to GST

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

Geoff Clapp April 22, 2022 at 15:05

Hi,

I've amended the GST setting back to normal for the cust in Prod.

Regards, Geoff Clapp

From: Darren Fleck < Darren. Fleck@terracat.co.nz>

Sent: Friday, 22 April 2022 2:27 pm

To: Geoff Clapp <Geoff.Clapp@terracat.co.nz>; IT Service Desk <support+id334493@itsdterracat.zendesk.com> **Cc:** Sue Petersen <Sue.Petersen@terracat.co.nz>; IT Service Desk <ServiceDesk@terracat.co.nz>; Katrina Lenz

katrina.lenz@goughgroup.co.nz; Sonia Sherlock <Sonia.Sherlock@terracat.co.nz>

Subject: RE: [IT Service Desk] Re: removing GST on antartic nz a/c 3010347 for service call 260950

Thanks Everyone

I have the three Zero rated proforma invoices that the customer requires, account changes can be reversed.

Appreciate your assistance

Have a great long weekend

Regards

Darren Fleck

Component Rebuild Centre Manager - Terra Cat Branston Street, PO Box 16168, Christchurch, 8441

M: +64292968270 | DDI: +6439832376

E: Darren.Fleck@terracat.co.nz | W: terracat.co.nz | II @



From: Geoff Clapp < Geoff. Clapp@terracat.co.nz >

Sent: Friday, 22 April 2022 2:03 pm

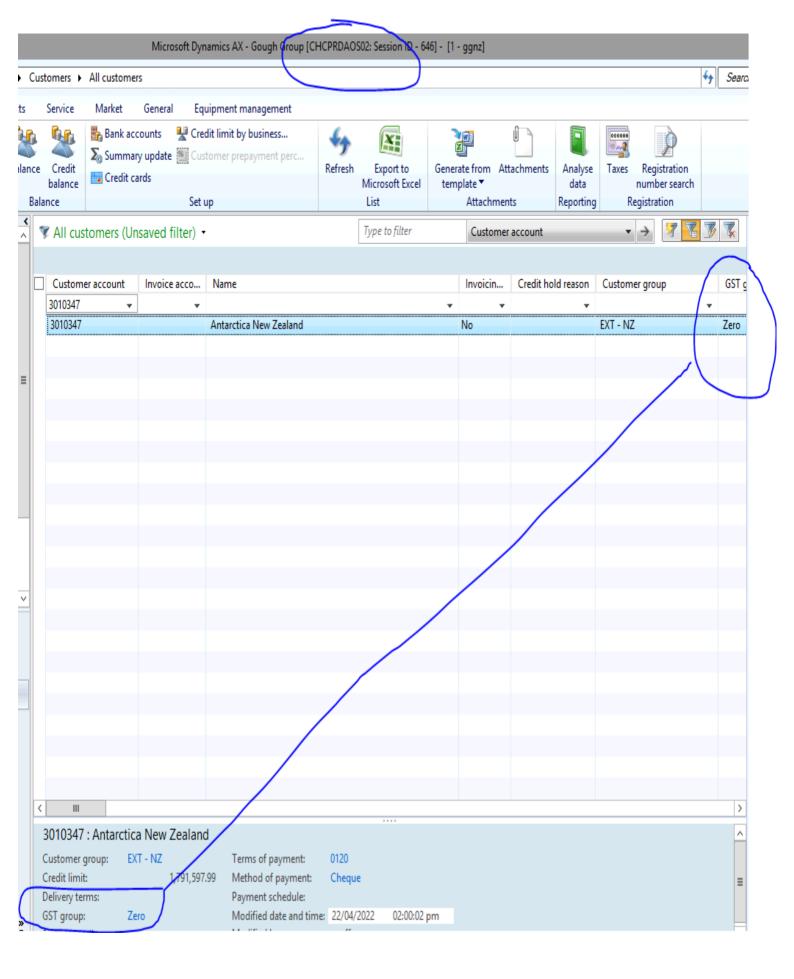
To: Darren Fleck < <u>Darren.Fleck@terracat.co.nz</u>>; IT Service Desk < <u>support+id334493@itsdterracat.zendesk.com</u>> **Cc:** Sue Petersen < <u>Sue.Petersen@terracat.co.nz</u>>; IT Service Desk < <u>ServiceDesk@terracat.co.nz</u>>; Katrina Lenz

katrina.lenz@goughgroup.co.nz; Sonia Sherlock Sonia Sherlock@terracat.co.nz

Subject: RE: [IT Service Desk] Re: removing GST on antartic nz a/c 3010347 for service call 260950

Hi All.

I've updated the cust GST setting to zero rated in Prod . Just needs Jess to update the Project Contract.



From: Darren Fleck < Darren. Fleck@terracat.co.nz >

Sent: Friday, 22 April 2022 1:58 pm

To: Geoff Clapp < Geoff.Clapp@terracat.co.nz >; IT Service Desk < support+id334493@itsdterracat.zendesk.com > Cc: Sue Petersen < Sue.Petersen@terracat.co.nz >; IT Service Desk < ServiceDesk@terracat.co.nz >; Katrina Lenz

katrina.lenz@goughgroup.co.nz; Sonia Sherlock@terracat.co.nz>

Subject: RE: [IT Service Desk] Re: removing GST on antartic nz a/c 3010347 for service call 260950

Afternoon All

I have now invoiced out all the segments to Antarctica NZ that are to include GST (in production)

Jess

Could you change the account setting in production and I will invoice out the last three segments that are to be GST zero rated. As soon as I have the invoices produced I will let you know so you can change it back

Segments to be zero rated are;

SC236933-14 SC260970-09 SC260975-06

Thanks

Darren Fleck

Component Rebuild Centre Manager - Terra Cat Branston Street, PO Box 16168, Christchurch, 8441

M: +64292968270 | DDI: +6439832376

E: Darren.Fleck@terracat.co.nz | W: terracat.co.nz |



From: Geoff Clapp < Geoff. Clapp@terracat.co.nz >

Sent: Friday, 22 April 2022 9:35 am

To: IT Service Desk <support+id334493@itsdterracat.zendesk.com>

Cc: Sue Petersen <Sue.Petersen@terracat.co.nz>; IT Service Desk <ServiceDesk@terracat.co.nz>; Katrina Lenz

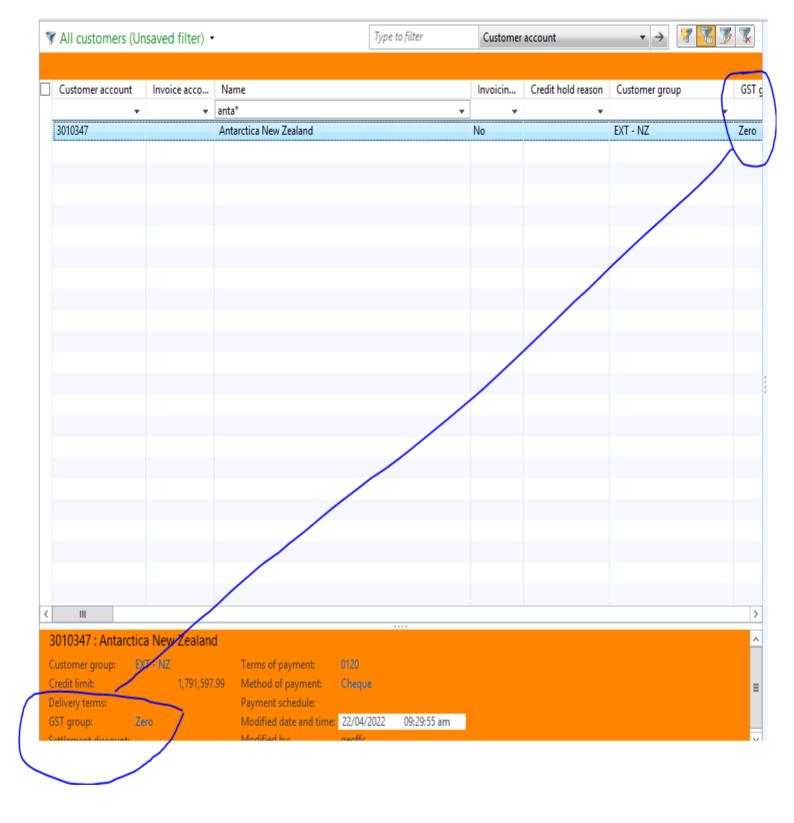
katrina.lenz@goughgroup.co.nz; Sonia Sherlock Sonia Sherlock@terracat.co.nz; Darren Fleck

<Darren.Fleck@terracat.co.nz>

Subject: RE: [IT Service Desk] Re: removing GST on antartic nz a/c 3010347 for service call 260950

Hi,

I have set the CUST to zero rated in sandbox.



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

Sent: Friday, 22 April 2022 9:23 am

To: Geoff Clapp < Geoff.Clapp@terracat.co.nz >

Cc: Sue Petersen < Sue.Petersen@terracat.co.nz >; IT Service Desk < ServiceDesk@terracat.co.nz >; Katrina Lenz

katrina.lenz@goughgroup.co.nz; Sonia Sherlock Sonia Sherlock@terracat.co.nz; Darren Fleck

<Darren.Fleck@terracat.co.nz>

Subject: [IT Service Desk] Re: removing GST on antartic nz a/c 3010347 for service call 260950

Your request (334493) has been updated. To add additional comments, reply to this email.

I have now changed the Project contract to zero in Sandbox to be tested again :)

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

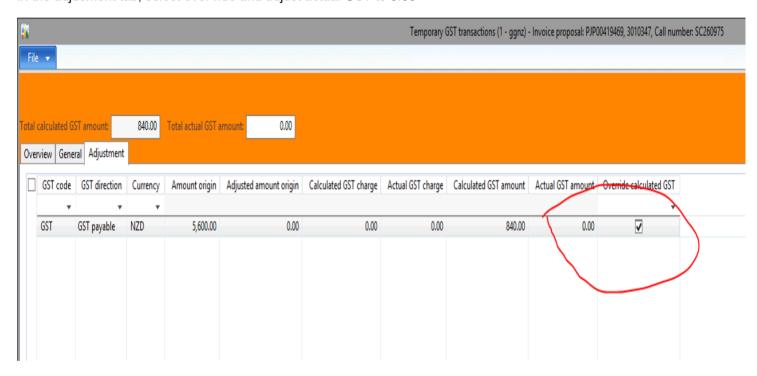
P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Darren Fleck

21/04/2022, 16:27 NZST

OK I think we are there ..

Once the proforma is produced. I used the GST button in the invoice proposal screen In the adjusment tab, select over ride and adjust actual GST to 0.00



Proforma still shows GST, but if I post it the invoice has no GST



I re-invoiced the same segment without changing the GST in the proposal screen and invoice has GST showing.



Antarctica New Zealand

Tax Invoice

Total

Involce Date

P100292112

\$6,440.00

	Parts	Labour	Misc.	Total
SC260975-06		\$5,600.00		\$5,600.00
Segment Totals		\$5,600.00		
			Net Sub Total	\$5,600.00
			GST	\$840.00

Looks like the change made to the customer account allows you to remove the GST as required rather than from every

Could be handy on this account (c)

Darren Fleck

invoice.

Component Rebuild Centre Manager - Terra Cat Branston Street, PO Box 16168, Christchurch, 8441

M: +64292968270 |DDI: +6439832376





From: Sue Petersen <Sue.Petersen@terracat.co.nz>

Sent: Thursday, 21 April 2022 3:15 pm

To: Geoff Clapp < Geoff.Clapp@terracat.co.nz >; Darren Fleck < Darren.Fleck@terracat.co.nz >; IT

Service Desk < support+id334493@itsdterracat.zendesk.com >

Cc: Jess Beattie < <u>Jess.Beattie@terracat.co.nz</u>>; IT Service Desk < <u>ServiceDesk@terracat.co.nz</u>>; Katrina Lenz < katrina.lenz@goughgroup.co.nz >; Sonia Sherlock < Sonia.Sherlock@terracat.co.nz > Subject: RE: [IT Service Desk] Re: removing GST on antartic nz a/c 3010347 for service call 260950

I think that is a good idea as I played with the original call today as well. **Thanks**

Sue Petersen

Business Analyst - Terra Cat

24 Amyes Road, Hornby, PO Box 16-168, Christchurch, 8441

M: +64274870656 |





From: Geoff Clapp < Geoff. Clapp@terracat.co.nz >

Sent: Thursday, 21 April 2022 3:13 pm

To: Darren Fleck < Darren. Fleck@terracat.co.nz >: IT Service Desk

<support+id334493@itsdterracat.zendesk.com>

Cc: Jess Beattie < Jess.Beattie@terracat.co.nz >; Sue Petersen < Sue.Petersen@terracat.co.nz >; IT Service Desk <<u>ServiceDesk@terracat.co.nz</u>>; Katrina Lenz <<u>katrina.lenz@goughgroup.co.nz</u>>; Sonia

Sherlock <Sonia.Sherlock@terracat.co.nz>

Subject: RE: [IT Service Desk] Re: removing GST on antartic nz a/c 3010347 for service call 260950

Wondering if we might be best to wait till tomorrow when we can start with a clean slate... Update the project contract to zero rated and update the customer to zero rated (both in sandbox) then try invoicing the segments in sandbox (zero rating them as well) – if that works we can mirror in production...

From: Darren Fleck < <u>Darren.Fleck@terracat.co.nz</u>>

Sent: Thursday, 21 April 2022 3:00 pm

To: IT Service Desk <support+id334493@itsdterracat.zendesk.com>; Geoff Clapp

<Geoff.Clapp@terracat.co.nz>

Cc: Jess Beattie < <u>Jess.Beattie@terracat.co.nz</u>>; Sue Petersen < <u>Sue.Petersen@terracat.co.nz</u>>; IT Service Desk < <u>ServiceDesk@terracat.co.nz</u>>; Katrina Lenz < <u>katrina.lenz@goughgroup.co.nz</u>>; Sonia Sherlock < <u>Sonia.Sherlock@terracat.co.nz</u>>

Subject: RE: [IT Service Desk] Re: removing GST on antartic nz a/c 3010347 for service call 260950

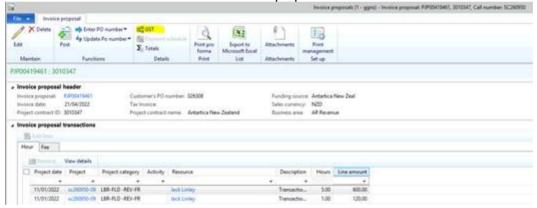
So so close !!!

As all the transactions were already posted, I have had to transfer all the lines to make them pick up the zero rated gst setting change. Transferred from SC260950-09 to SC260950-09

I am now getting a negative rather than a zero ???



When I click on the GST button in the invoice proposal screen



I see these lines, the top one looks to be causing the negative seen on the proforma

il calculated GST		-132.00 Total	actual GST amount	132.00					
verview General	Adjustment		100						
GST code	Quantity	Amount origin	Adjusted amount origin	Percent	Calculated GST amount	Actual GST amount	Override calculated GST	GST direction	Exempt
			22						
GST	0.00	-880.00	0.00	15.00000	-132,00	-132.00		GST payable	
Zero	0.00	240.00	0.00	0.00000	0.00	0.00		Tax-free sale	X
Zero	0.00	240.00	0.00	0.00000	0.00	0.00		Tax-free sale	50
Zero	0.00	120.00	0.00	0.00000	0.00	0.00	0	Tax-free sale	- 50
Zero	0.00	240.00	0.00	0.00000	0.00	0.00		Tax-free sale	9
Zero	0.00	240.00	0.00	0.00000	0.00	0.00	- 0	Tax-free sale	50
Zero	0.00	360.00	0.00	0.00000	0.00	0.00		Tax-free sale	8
Zero	0.00	600.00	0.00	0.00000	0.00	0.00		Tax-free sale	8
Zero	0.00	120.00	0.00	0.00000	0.00	0.00		Tax-free sale	(2)
Zero	0.00	600.00	0.00	0.00000	0.00	0.00	0	Tax-free sale	18
Zero	0.00	120.00	0.00	0.00000	0.00	0.00	0	Tax-free sale	52
Zero	0.00	600.00	0.00	0.00000	0.00	0.00	- 0	Tax-free sale	58
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Zero	0.00	360.00	0.00	0.00000	0.00	0.00	G G	Tax-free sale	83
Zero	0.00	360.00	0.00	0.00000	0.00	0.00		Tax-free sale	- 50
Zero	0.00	120.00	0.00	0.00000	0.00	0.00	0	Tax-free sale	8
Zero	0.00	600.00	0.00	0.00000	0.00	0.00		Tax-free sale	8
Zero	0.00	600.00	0.00	0.00000	0.00	0.00		Tax-free sale	8
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Kinda looks like the system is taking the GST off the GST amount resulting in the negative ???

Darren Fleck

Component Rebuild Centre Manager - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +64292968270 |DDI: +6439832376

E:Darren.Fleck@terracat.co.nz |W: terracat.co.nz | 6



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

Sent: Thursday, 21 April 2022 2:05 pm

To: Geoff Clapp@terracat.co.nz>

Cc: Jess Beattie < <u>Jess.Beattie@terracat.co.nz</u>>; Sue Petersen < <u>Sue.Petersen@terracat.co.nz</u>>; IT Service Desk < <u>ServiceDesk@terracat.co.nz</u>>; Katrina Lenz < <u>katrina.lenz@goughgroup.co.nz</u>>; Sonia

Sherlock < Sonia. Sherlock@terracat.co.nz >; Darren Fleck < Darren. Fleck@terracat.co.nz >

Subject: [IT Service Desk] Re: removing GST on antartic nz a/c 3010347 for service call 260950

Your request (334493) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

21/04/2022, 14:05 NZST

Hey Darren,

With the help Geoff, I have changed the GST group on the project contract to zero in Sandbox for you to test out first before we make the change in Prod, provided it works. Please could you open Sandbox and try it in there:) Let us know how you get on

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

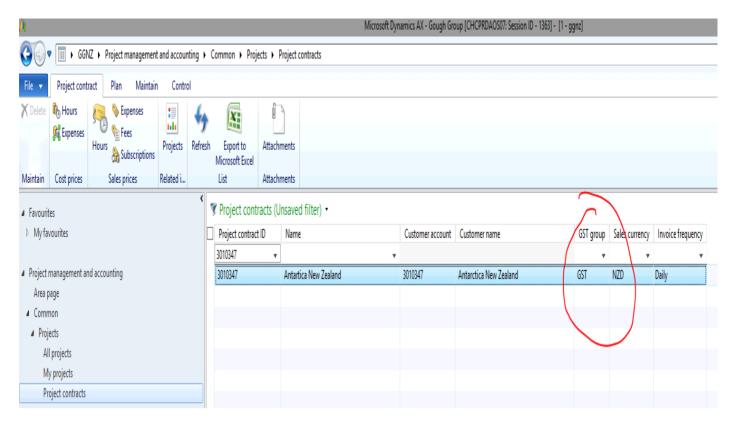
P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Geoff Clapp

21/04/2022, 13:59 NZST

Hi All,

I believe if we remove the GST on the project contract it will then it may allow the GST – the field is locked and can only be changed by IT. Suggest we do this in Sandbox to see if this works...



Regards

Geoff Clapp

Support Services Manager - Terra Cat

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

M: +64292009044 |DDI: +6439832468

W: terracat.co.nz



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21/04/2022, 15:12 NZST

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Sent: Thursday, 21 April 2022 3:00 pm

To: IT Service Desk <support+id334493@itsdterracat.zendesk.com>; Geoff Clapp

< Geoff. Clapp@terracat.co.nz >

Cc: Jess Beattie < <u>Jess.Beattie@terracat.co.nz</u>>; Sue Petersen < <u>Sue.Petersen@terracat.co.nz</u>>; IT Service Desk < <u>ServiceDesk@terracat.co.nz</u>>; Katrina Lenz < <u>katrina.lenz@goughgroup.co.nz</u>>; Sonia Sherlock < <u>Sonia.Sherlock@terracat.co.nz</u>>

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