

#319694 TO10776274 - Delivery Remainder affecting stock availability

Submitted Received via Requester

3 August 2021 at 12:04 Mail Murray Seaton <murray.seaton@goughcat.co.nz>

CCs

Maureen Aberilla <maureen.aberilla@goughcat.co.nz>, IT Service Desk <is_sd@goughgroup.co.nz>, Parts Support Head Office <partstech@terracat.co.nz>, Tim Campbell <tim.campbell@goughcat.co.nz>

StatusTypePriorityGroupAssigneeSolved-NormalService DeskJess Beattie

Category

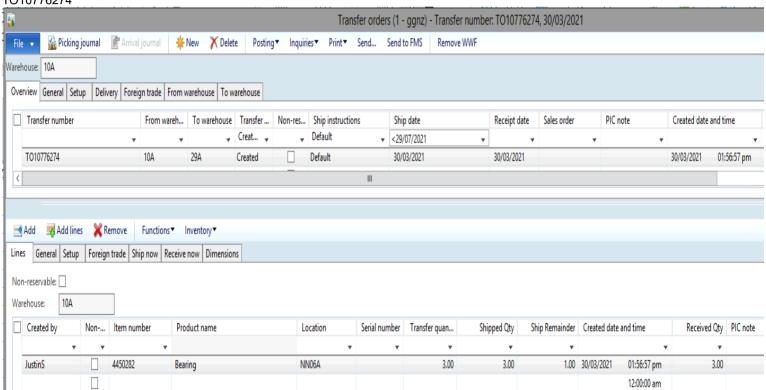
NAXT

Murray Seaton August 3, 2021 at 12:04 PM

Hi

Can you possibly remove the ship remainder quantity from this transfer order – it has previously has some intervention (big email chain below), but the current status is still affecting the stock at both 10A and 29A and it needs to be removed somehow.

TO10776274



Murray Seaton

Inventory Controller - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

DDI: +6439832457

E: Murray.Seaton@terracat.co.nz | W: terracat.co.nz |



From: Tim Campbell <Tim.Campbell@terracat.co.nz>

Sent: Tuesday, 6 April 2021 4:17 PM

To: Parts Support Head Office <PartsTech@terracat.co.nz>

Cc: Justin Smith <Justin.Smith@terracat.co.nz>; Sanil Singh <Sanil.Singh@terracat.co.nz>

Subject: Cancel Delivery Note 29S0045450

Afternoon,

Can we please cancel Delivery Note **29S0045450** so **Qty 3 4450282 Bearing** go back into 10A stock so they can adjust off and I can reorder Ex Australia?

Thanks

Tim Campbell

Parts Interpreter - Terra Cat

52-54 Raiha Street, Kenepuru, Porirua, PO Box 31 443, Wellington, 5022

M: +64292234400 |

E: Tim.Campbell@terracat.co.nz | W: terracat.co.nz | III @



From: Sanil Singh < Sanil.Singh@terracat.co.nz >

Sent: Tuesday, 6 April 2021 2:26 PM

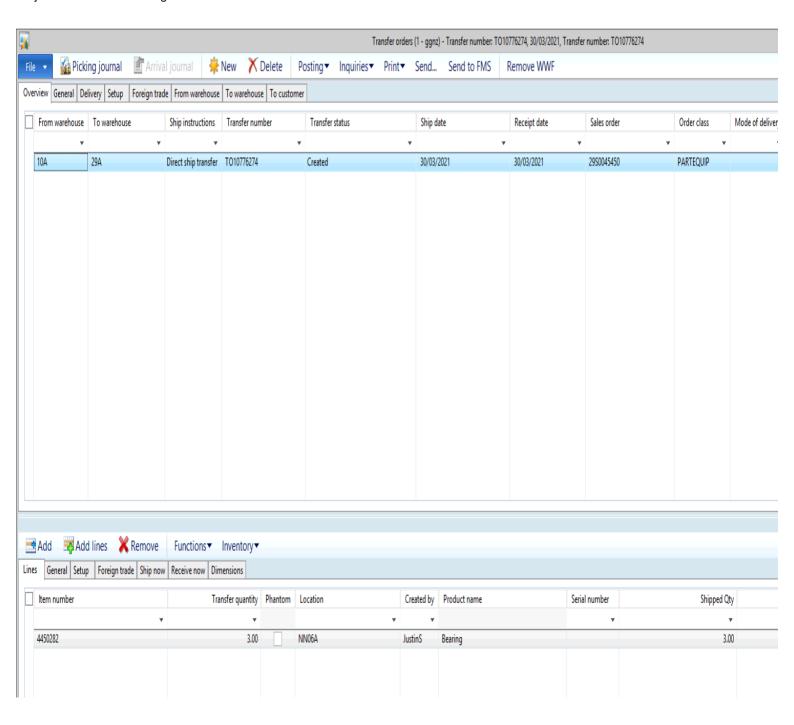
To: Tim Campbell < <u>Tim.Campbell@terracat.co.nz</u>> **Cc:** Justin Smith < <u>Justin.Smith@terracat.co.nz</u>>

Subject: RE: order to be cancelled

Hi,

We were just waiting for an IT issue to be resolved which has been since resolved.

He just needed the following credit.



Cheers. Sanil Singh

Senior Store Person - Terra Cat

157 Kerrs Rd, PO Box 98 975, Auckland, 2104

M: +64275372735 | DDI: +64275372735

E: Sanil.Singh@terracat.co.nz | W: terracat.co.nz | I @





From: Tim Campbell < Tim.Campbell@terracat.co.nz >

Sent: Tuesday, 6 April 2021 2:07 pm

To: Sanil Singh < Sanil.Singh@terracat.co.nz > Cc: Justin Smith < Justin. Smith@terracat.co.nz>

Subject: RE: order to be cancelled

Sanil,

I'm looking after this for Justin, Can you please advise me on what I need to do and what has been supplied.

Thanks

Tim Campbell

Parts Interpreter - Terra Cat

52-54 Raiha Street, Kenepuru, Porirua, PO Box 31 443, Wellington, 5022

M: +64292234400 I

E: Tim.Campbell@terracat.co.nz | W: terracat.co.nz | III @



From: Justin Smith < Justin.Smith@terracat.co.nz >

Sent: Tuesday, 6 April 2021 9:23 AM

To: Tim Campbell < Tim.Campbell@terracat.co.nz>

Subject: FW: order to be cancelled

Justin Smith

Customer Support Account Manager - Terra Cat

52-54 Raiha Street, Kenepuru, Porirua, PO Box 31 443, Wellington, 5022

M: +64276495948 | DDI: +64276495948





From: Sanil Singh <Sanil.Singh@terracat.co.nz>

Sent: Tuesday, 6 April 2021 09:22

To: Justin Smith < Justin.Smith@terracat.co.nz >; Jaymie Nixon < Jaymie.Nixon@terracat.co.nz >; Candy Barker

<Candy.Barker@terracat.co.nz>

Cc: Linda Poharama < Linda.Poharama@terracat.co.nz >; Vivienne Malamala < Vivienne.Malamala@terracat.co.nz >

Subject: RE: order to be cancelled

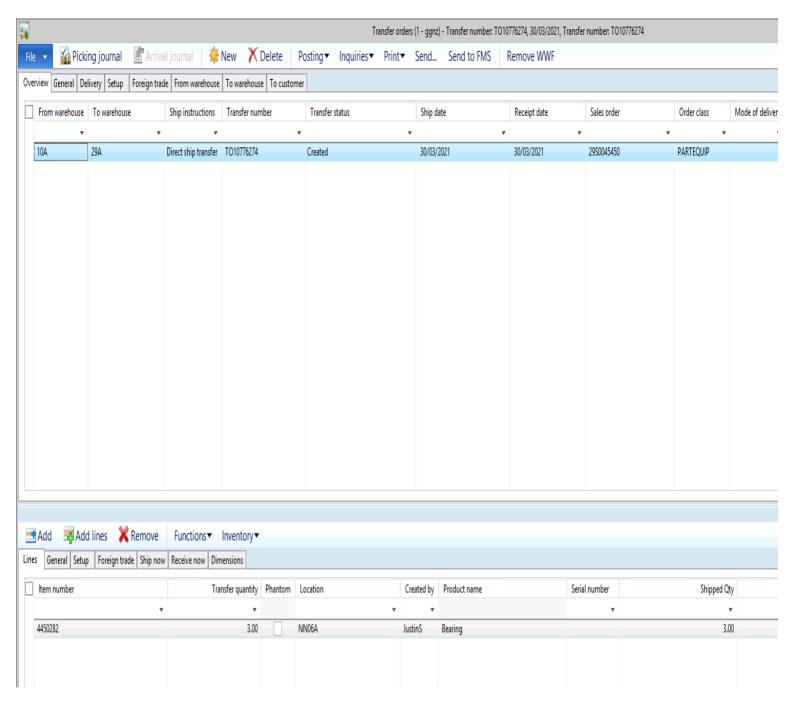
Hi Jaymie,

The picking journal is closed now.

Hi Justin,

Would you please be able to do a credit for the following.

For now this is not showing in our stock.



Sanil Singh Senior Store Person - Terra Cat

157 Kerrs Rd, PO Box 98 975, Auckland, 2104 M: +64275372735 | DDI: +64275372735



From: Jaymie Nixon < <u>Jaymie.Nixon@terracat.co.nz</u>>

Sent: Tuesday, 6 April 2021 9:07 am

To: Sanil Singh < Sanil.Singh@terracat.co.nz >; Candy Barker < Candy.Barker@terracat.co.nz >

Cc: Linda Poharama < Linda. Poharama@terracat.co.nz >; Vivienne Malamala < Vivienne. Malamala@terracat.co.nz >

Subject: RE: order to be cancelled

Hi Sanil,

Can you please try now,

Regards,

Jaymie Nixon Parts Support Administrator - Terra Cat

Branston Street, PO Box 16-168, Christchurch, 8441

DDI: +6439832481

E: Jaymie.Nixon@terracat.co.nz | W: terracat.co.nz | III @



From: Sanil Singh < Sanil.Singh@terracat.co.nz >

Sent: Tuesday, 6 April 2021 8:39 AM

To: Jaymie Nixon < <u>Jaymie.Nixon@terracat.co.nz</u>>; Candy Barker < <u>Candy.Barker@terracat.co.nz</u>>

Cc: Linda Poharama < <u>Linda.Poharama@terracat.co.nz</u>>; Vivienne Malamala < <u>Vivienne.Malamala@terracat.co.nz</u>>

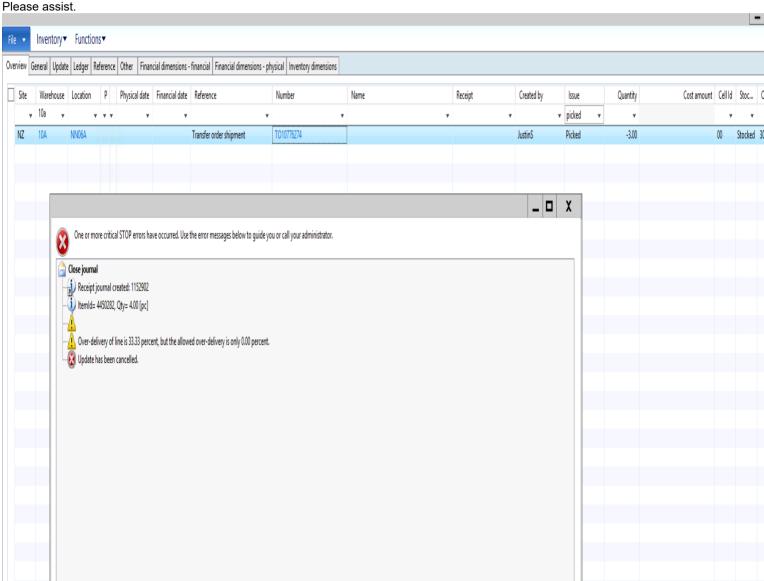
Subject: order to be cancelled

Good morning,

Hoe all is well.

Would you please be able to help us with the following.

Justin's wants this order cancelled but there is an error that is keeping status of order on picked only.



Sanil Singh Senior Store Person - Terra Cat 157 Kerrs Rd, PO Box 98 975, Auckland, 2104 M: +64275372735 | DDI: +64275372735



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Jess Beattie August 3, 2021 at 1:50 PM

Internal note

<u>Maureen Aberilla</u> Hey Maureen, are you able to please help me out with this? I'm not quite sure what needs to happen here and they were talking about doing a credit but the issue has now come to us...?

Maureen Aberilla August 4, 2021 at 10:53 AM

Internal note

Hi Jess,

Sure I can look at this today. I think there's another ticket for a similar issue.

Cheers, Maureen

Sue Petersen August 5, 2021 at 3:07 PM

Hi, Please find attached how to resolve the issue - Thanks

Support Software by Zendesk