

## #329729 FW: 11S0046609 3017017 Whangarei Moxy Hire. Account type

Submitted Received via Requester

27 January 2022 at 09:00 Mail Tony Nicol <tony.nicol@goughcat.co.nz>

**CCs** 

Sue Petersen <sue.petersen@terracat.co.nz>, IT Service Desk <servicedesk@terracat.co.nz>, Nadine Grady <nadine.grady@goughcat.co.nz>

StatusTypePriorityGroupAssigneeSolvedProblemNormalService DeskJess Beattie

Category

NAXT

Nadine Grady January 27, 2022 at 9:00 AM

Morning

Please could you help with the below error?

Thank you

Nadine Grady Parts Support Administrator - Terra Cat

16 Branston Street, PO Box , Christchurch, 8441

**DDI:** +6439832477

E: Nadine.Grady@terracat.co.nz | W: terracat.co.nz | III @



**From:** Tony Nicol <Tony.Nicol@terracat.co.nz> **Sent:** Wednesday, 26 January 2022 4:57 pm

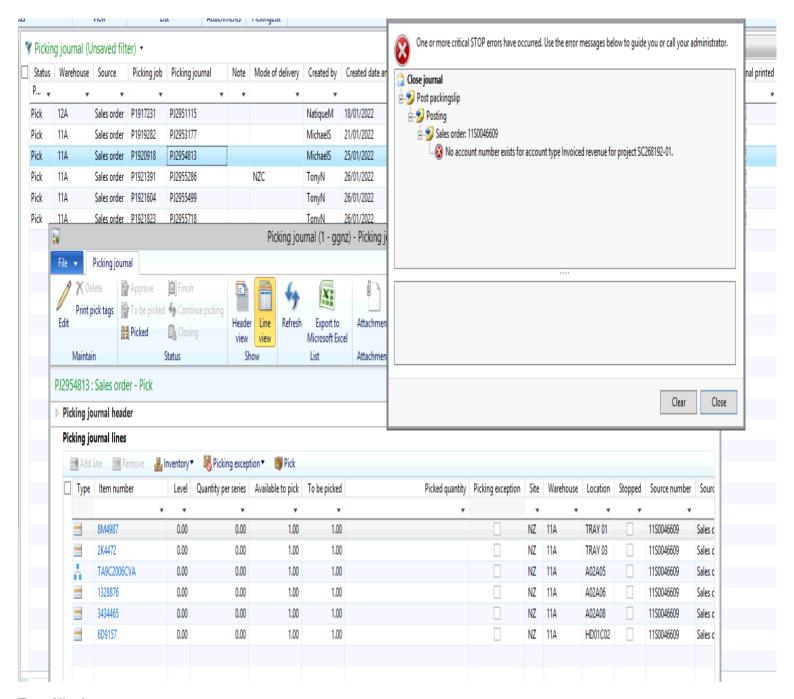
To: Parts Support Head Office <PartsTech@terracat.co.nz>

Subject: 11S0046609 3017017 Whangarei Moxy Hire. Account type

Good Afternoon.

Can you please help process this picking journal.

Thank you Regards



**Tony Nicol** 

Parts Interpreter - Terra Cat

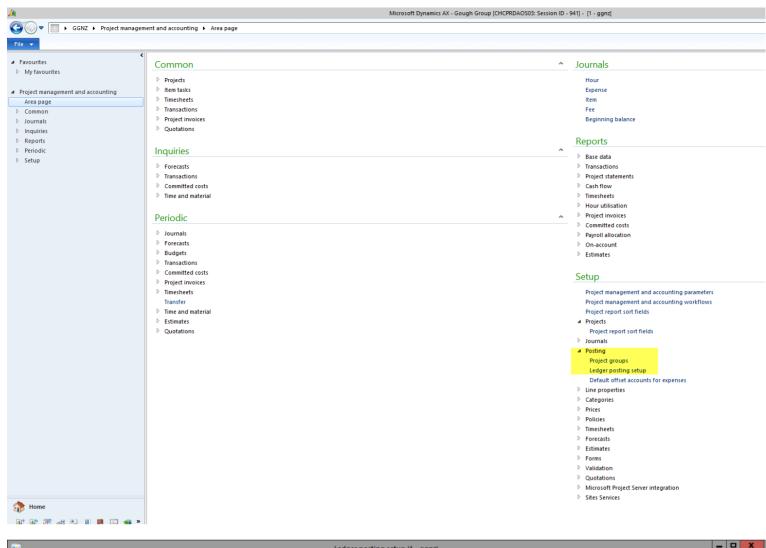
58 Kioreroa Rd, PO Box 333, Whangarei, 0110

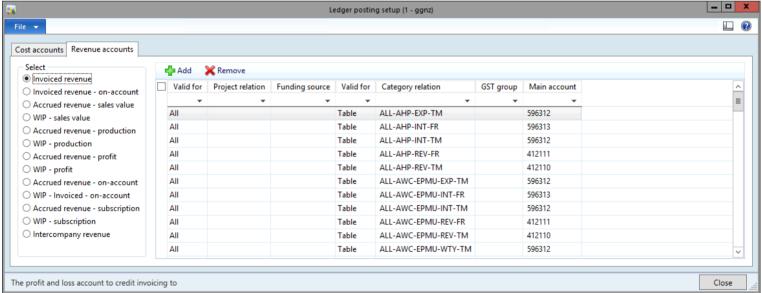
M: +6421531647 | DDI: +6499860033

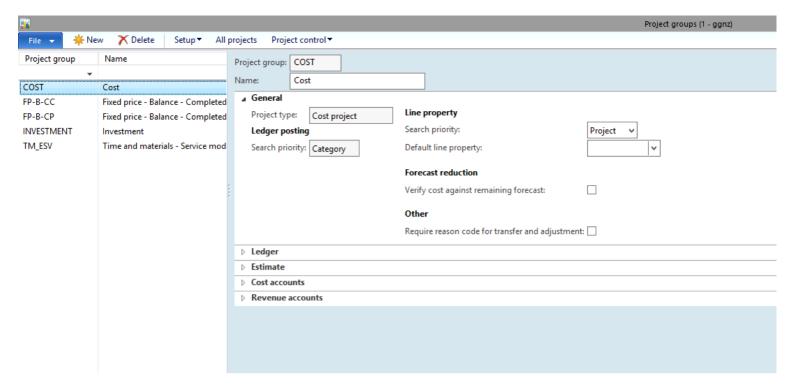
E: Tony.Nicol@terracat.co.nz | W: terracat.co.nz | I @



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Not really sure where to look to find how to solve this.

Jess Beattie January 27, 2022 at 10:10 AM

Internal note

https://community.dynamics.com/ax/f/microsoft-dynamics-ax-forum/139358/no-account-number-exists-for-account-type-invoiced-revenue-project-xxxx/300748

Jess Beattie January 27, 2022 at 10:13 AM

Internal note

<u>Sue Petersen</u> I kind of understand what this error message is trying to tell us but I am unsure where to look or how to fix. Any ideas? I tried looking and googling..

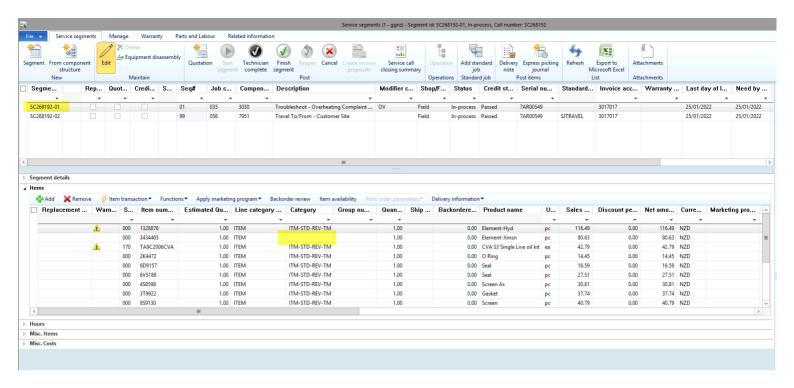
Jess Beattie January 27, 2022 at 11:45 AM

Internal note

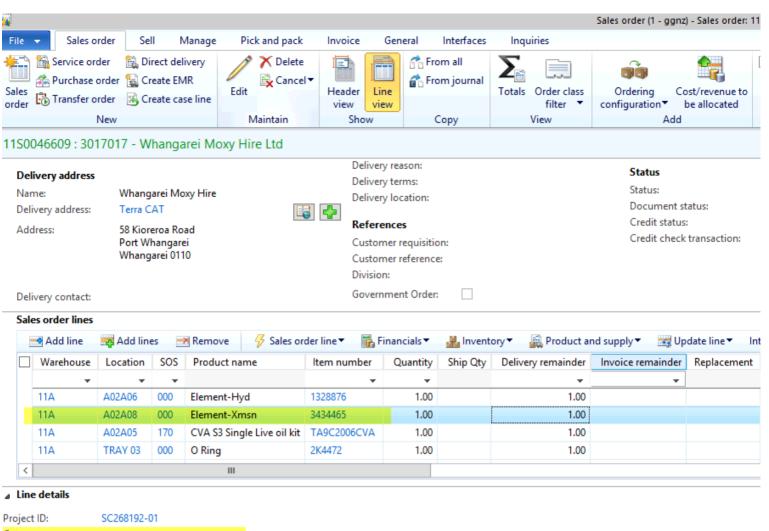
Jess notes:

SC268192-01

the category is missing on item 3434465 on service call



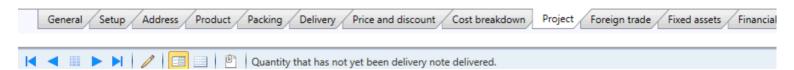
and category is missing on the sales order in line details



Category:

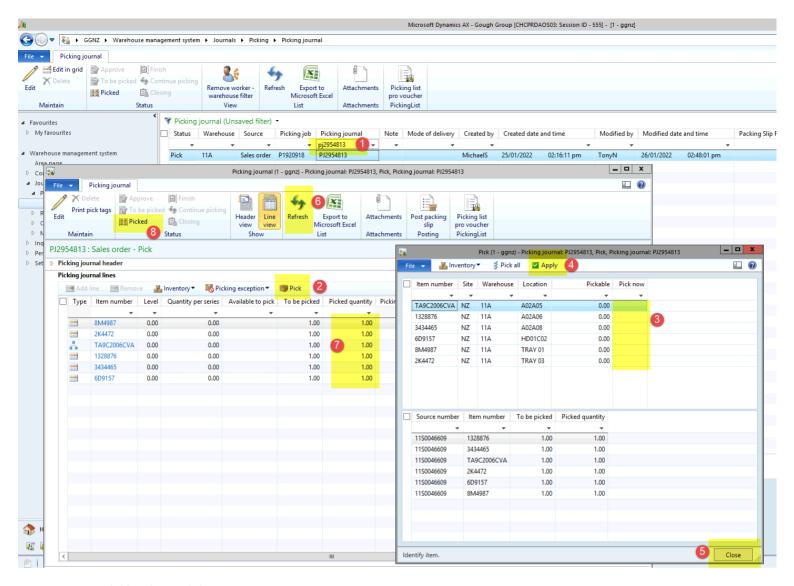
Transaction ID: PJT5761922 Line category group: ITEM

Activity number:



Need to populate the category on the service call and sales order then the picking journal needs to be zero picked. Go to picking journal (PJ2954813) and undo pick then apply then do picked

pick > -1.00 in pick now > apply > close > refresh > picked quantity goes to zero > picked (which cancels the pick journal)



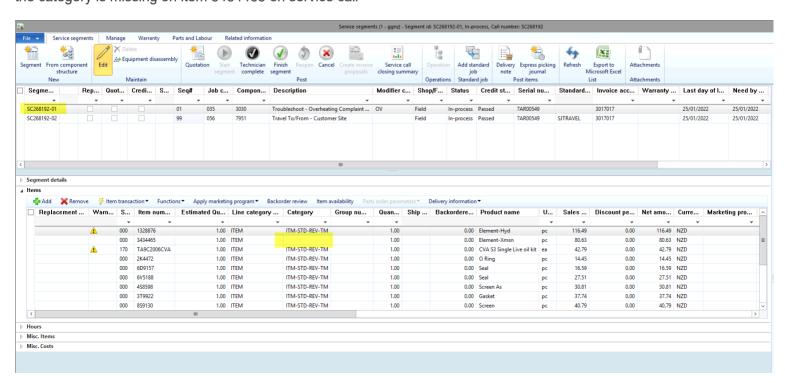
create a new picking journal then post

## Jess Beattie January 27, 2022 at 12:00 PM

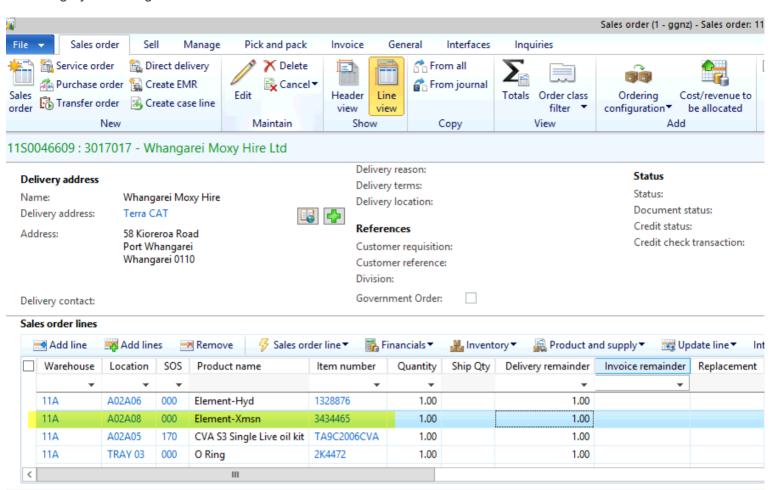
## Hey Tony,

I have sought advice on this and here is where the issue is coming from and what you need to do to fix it:)

the category is missing on item 3434465 on service call



and category is missing on the sales order in line details



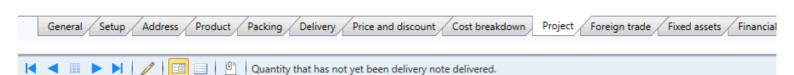
## 

Project ID: SC268192-01

Category:

Transaction ID: PJT5761922 Line category group: ITEM

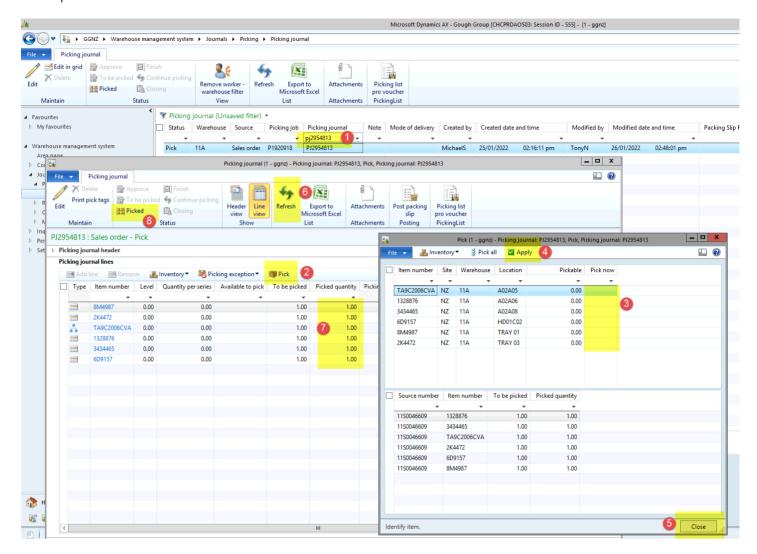
Activity number:



You need to populate the category on the item on the service call and the sales order line details of that item (shown in the screenshots above) then the picking journal needs to be zero picked: Steps as per screenshot below:

- 1. Go to the picking journal
- 2. Click pick
- 3. In the "pick now" column, you need to put in -1.00 for each item
- 4. Click apply

- 5. Close the pick box
- 6. In the picking journal box, click "refresh"
- 7. The "picked quantity" column should now be empty
- 8. Click "picked"



You will now need to create a new picking journal then you should be able to post it.

Kind regards, Jess Beattie

Service Desk Analyst - Terra Cat

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