

# #327132 SC260743-01 Unable to close

**Submitted** 26 November 2021 at 12:12 **Received via** Mail **Requester** Peter Swan <peter.swan@goughcat.co.nz>

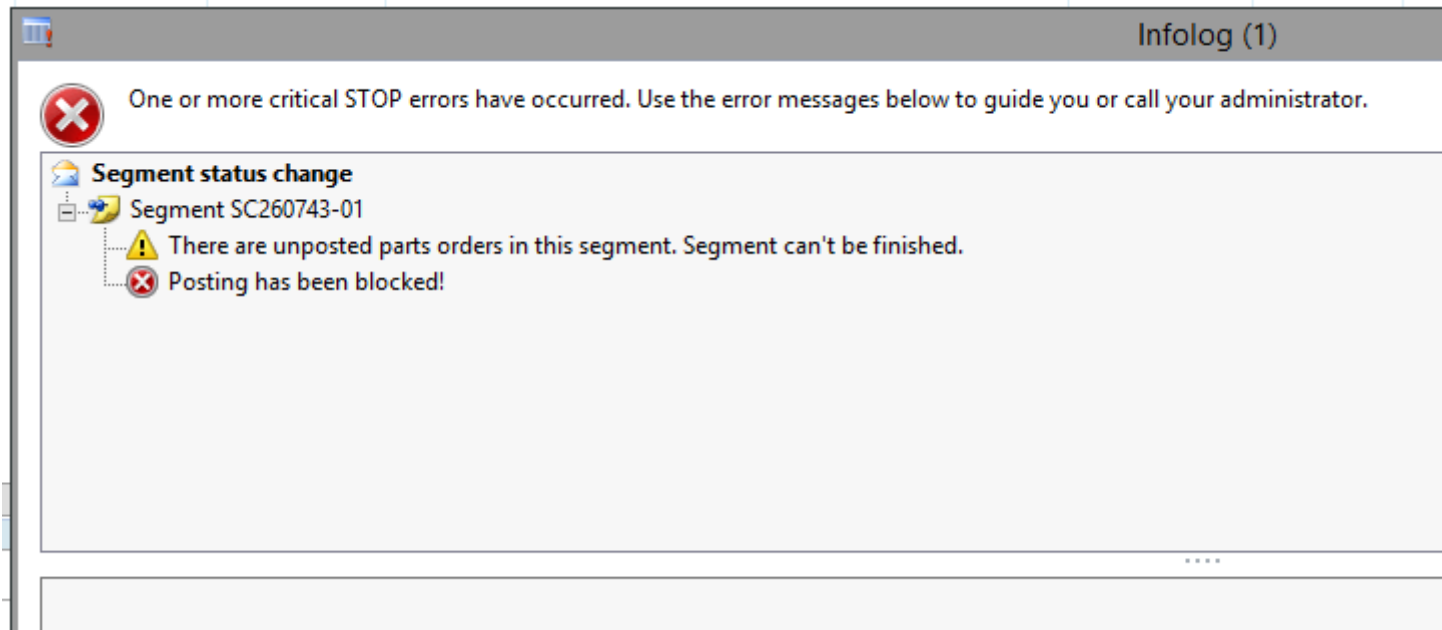
**CCs**  
Maureen Aberilla <maureen.aberilla@terracat.co.nz>, Sue Petersen <sue.petersen@terracat.co.nz>, IT Service Desk <servicedesk@terracat.co.nz>

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

**Category**  
NAXT

**Peter Swan** November 26, 2021 at 12:12 PM  
Hi team

Unable to close this call, all seems normal besides the below which is all is receipted anyway, can someone please advise



**Peter Swan**  
**Service Advisor - Terra Cat**  
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**Jess Beattie** November 26, 2021 at 3:54 PM Internal note  
[Sue Petersen](#) [Maureen Aberilla](#) Please see my investigation notes below and advise if I am correct on any of the potential causes I have stated :)

There appears to be no transfer order for any of the sales order lines (10S0168450)  
There are however 2 warnings on 2 of the lines

Sales order is still an open order - not sure whether that affects the closing of service call..  
No freight on sales order  
There is a -1 delivery remainder on the OWM A which may be the cause of issue??

PO 10A0044399 is invoiced  
PO WP022387 is in received

File

Sales order

Sell

Manage

Pick and pack

Invoice

General

Interfaces

Inquiries

Service order

Purchase order

Transfer order

New

Create line

Edit

Cancel

Header view

Line view

Show

Copy

Totals

Order class filter

View

Ordering configuration

Cost/revenue to be allocated

Add

Backorder review

Backorder

Download online orders

Commerce S...

Generate from template

Attachments

Attachments

Email notification

Import Lines

Import

Equipment builder

Allocate revenue

Equipment

Sales order (1 - ggnz) - Sales order: 1050168450, Richard Pearson (Cash Sale)

Open ord

Latest sales orders

Sales order

Status

Cre...

1050168450 - Richard Pearson (Cash Sale)

Sales order header

Customer

Customer account: 3032074

Name: Richard Pearson (Cash Sale)

Customer requisition: Mr Aung

Customer reference: Mr Aung

Contact ID:

Contact: Mr Aung

Telephone: 3032074

Invoice account: Richard Pearson (Cash Sale)

Name: Richard Pearson (Cash Sale)

Delivery address

Name: Mr Aung

Delivery address: Terra CAT

Address: 157 Kerrs Road, Wiri, Auckland 2104

Delivery contact: Mr Aung - EPG

Delivery date

Promised date:

Requested ship date: 8/11/2021

Requested receipt date: 8/11/2021

Confirmed ship date:

Confirmed receipt date:

Need by date: 15/11/2021

Discounts

Total discount %: 0.00

Equipment

Make: OLYMPIAN

Model: GEPI50

Serial number: RTG04325

Equipment: E0016256

Customer equipment number:

Transmission arrangement number:

Setup

Disable auto replacement:

Sales responsible: Peter Swan

Warehouse: 10A

RMA number:

Pool:

Part price group:

SOS:

Order class: 000 SERVICE

Parts invoice method: Default

Status

Status: Open ord

Document status: Project - delivery note

Credit status:

Credit check transaction:

Abnormal call

Abnormal call:

References

Customer requisition:

Customer reference: Mr Aung

Division: ESV

Government Order:

Open ord

Latest sales orders

Sales order

Status

Cre...

1050168450

Open order

7/1

1050070761

Invoiced

21/0

1050059083

Invoiced

13/0

1050036278

Invoiced

10/1

Customer prepayment

Related information

Sales order lines

Add line

Add lines

Remove

Sales order line

Financials

Inventory

Product and supply

Update line

Interface

Reservation

Wareh...	Locat...	S...	Product name	Item num...	Quan...	Ship ...	Delivery rem...	Invoice rema...	Replace...	Warn...	Existing Q...	Unit p...	Disco...	Discount pe...	Adjusted unit ...	Net amo...	U...	BOM Referen...
10A	AP14A	170	Single Oil/Coolant Kit	GA9C1032	2.00								42.79		0.00000	85.58	EA	
10A	AM16A	010	CAT DEO 15W/40 ULS CK4 20Ltr	5153968EX	1.00								140.57		0.00000	140.57	each	
10A	AP23A	000	Coolant Eng	3658395	1.00								51.70		0.00000	51.70	pc	
10A			\$0.00 - \$500.00 - 50% Mark-up	OWM A	1.00								71.21		0.00000	71.21	each	
10A	AP07C	000	Filter A	7W2327	2.00								23.74		0.00000	47.48	pc	
10A	AP11B	000	Element	1596102	1.00								44.20		0.00000	44.20	pc	
10A	AP14A	070	Brake Cleaner	LT2223118MN	1.00								8.96		0.00000	8.96	EA	
10A	AP11B	000	Element	1596102	1.00								44.20		0.00000	44.20	pc	
10A	AP23A	000	Coolant Eng	3658395	-1.00								21.79		0.00000	-21.79	pc	
10A			\$0.00 - \$500.00 - 50% Mark-up	OWM A	-1.00		-1.00								0.00000	-71.21	each	

Line details

Identify the warehouse.

43 | NZD | ggnz

Close

Jess Beattie November 26, 2021 at 3:55 PM

Hey Peter,  
I have done a wee investigation into this but it is still slightly beyond me so have asked for further advise from the Business Analysts (Level 3 team) :)  
Will keep you posted  
Kind regards,  
Jess Beattie

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Sue Petersen November 29, 2021 at 8:57 AM

Hi,  
The OWM was receipted in through the sales order so can't back it out - the credit was not processed correctly as there are not cost or sell price also it doesn't shoe up in the transactions  
We suggest you create a new segment or call and transfer all except the OWM to the new one - then see if you can invoice out. on the old one you will need to cancel this. Please try this in sandbox first to confirm it will work  
Thanks

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