

#336418 NAXT - False open transactions - AOT

Submitted Received via Requester

30 May 2022, 14:31 Mail Devan Sykes <devan.sykes@terracat.co.nz>

CCs

Brett White brett White brett White brett White brett.white@goughcat.co.nz, IT Service Desk brett.white@goughcat.co.nz, IT Service Desk brett.white@goughcat.co.nz, IT Service Desk servicedesk@terracat.co.nz>

StatusTypePriorityGroupAssigneeSolvedTaskDue dateNormalService DeskJess Beattie

Category

NAXT

Devan Sykes 30 May 2022, 14:31

Gone in SND, no errors & no need to reopen SC either 😊

@IT Service Desk please do in PROD (when available)

AOT – - Data Dcitionary - Tables – SalesLine, right click open.

Filter on:

Sales order: 29S*18416 Item ID: 7X7857EL

Select line and Delete - Alt+F9.

Repeat for Sales Order: 70S0012114, and Item Id 4553909SL.

Devan Sykes

Product Support Excellence Advisor - Terra Cat 16 Branston St, PO Box 16 168, Christchurch, 8042

M: +6421544184 |

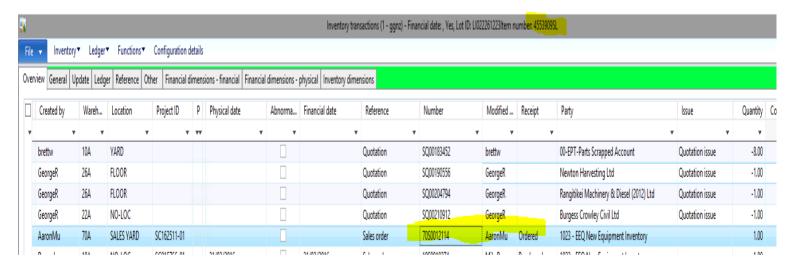


From: Brett White <Brett.White@terracat.co.nz>

Sent: Monday, 30 May 2022 2:16 pm

To: Devan Sykes < Devan Sykes@terracat.co.nz > **Subject:** RE: Wellington query i have re oil

This one is a return that has never been completed:



Parts Support Manager - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421769041 |

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



From: Devan Sykes < Devan.Sykes@terracat.co.nz >

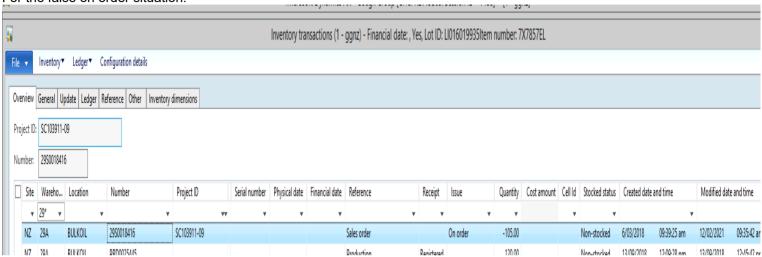
Sent: Monday, 30 May 2022 2:08 PM

To: Brett White < <u>Brett.White@terracat.co.nz</u>> **Subject:** FW: Wellington query i have re oil

Hi,

Do you have other known examples you want to get rid of? This would be negatively affecting MRP quantities..

For the false on order situation:



Devan Sykes

Product Support Excellence Advisor - Terra Cat

16 Branston St, PO Box 16 168, Christchurch, 8042

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E: Devan.Sykes@terracat.co.nz | W: terracat.co.nz | I @



From: Dot Eaton < Dot.Eaton@terracat.co.nz > Sent: Monday, 30 May 2022 10:31 am

Sent. Monday, 30 May 2022 10.31 and

To: Devan Sykes < <u>Devan.Sykes@terracat.co.nz</u>>
Subject: RE: Wellington query i have re oil

no I just was checking the oil orders in the system to see what oil they needed onhand etc and came across that

Dot Eaton

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From: Devan Sykes < Devan.Sykes@terracat.co.nz >

Sent: Monday, 30 May 2022 10:26 AM
To: Dot Eaton < Dot. Eaton@terracat.co.nz >
Subject: RE: Wellington query i have re oil

Hi,

There is a fix which worked in SND for me today but I opened the service call again before I tried it. Might be a better way which I will try tomorrow in SND as it will be refreshed.

For PROD it will have to be fixed by IT with better access than me so I will let them know which way works.

Do you know of any other old shit with this problem?

Devan Sykes

Product Support Excellence Advisor - Terra Cat

16 Branston St, PO Box 16 168, Christchurch, 8042

M: +6421544184 |



From: Dot Eaton < Dot. Eaton @terracat.co.nz >

Sent: Friday, 27 May 2022 9:44 am

To: Devan Sykes < <u>Devan.Sykes@terracat.co.nz</u>>
Subject: RE: Wellington query i have re oil

Hi Devan,

Please see my email below to Brett , he said to see if you have a fix 😊

Thanks Dot

Dot Eaton

Parts Interpreter - Terra Cat

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

Sent: Friday, 27 May 2022 9:15 AM

To: Dot Eaton < Dot. Eaton@terracat.co.nz >

Subject: RE: sorry another Wellington query i have re oil

Unfortunately not I think, because it's a service call and people remove deliver remainders so they can close the job.

If you forward it to Devan he may know of a fix?

Brett White

Parts Support Manager - Terra Cat

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From: Dot Eaton < Dot. Eaton @terracat.co.nz >

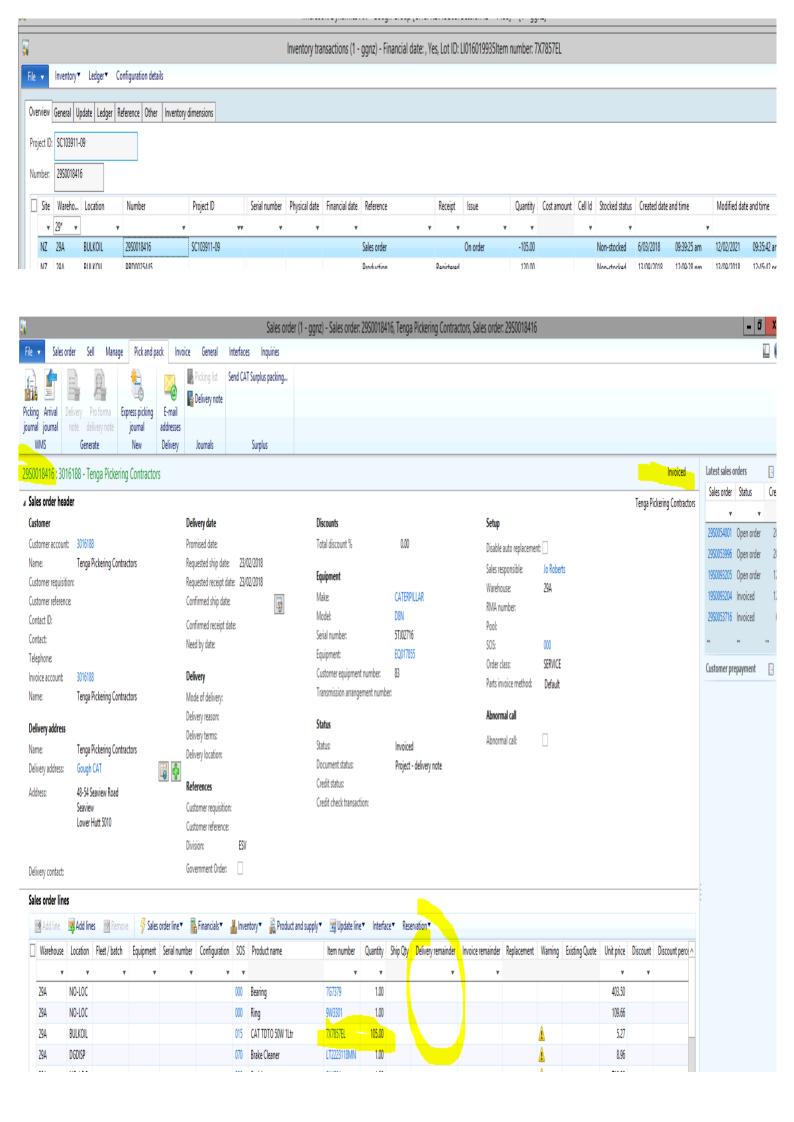
Sent: Friday, 27 May 2022 9:11 AM

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

Subject: sorry another Wellington query i have re oil

Hi,

This sales order is Invoiced, I cant see a delivery note for the oil and its still on the Inventory Transactions (Item Availability) as ordered – Its from 2018 is there a way to get rid of it?



Dot Eaton

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Jess Beattie 31 May 2022, 08:04

I have now deleted both of those:)

Kind regards, Jess Beattie

Service Desk Analyst - Terra Cat

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