

#334011 Deleting of PO's

Submitted

Received via

Requester

11 April 2022 at 11:41

Mail

Toni Bull <toni.bull@terracat.co.nz>

CCs

Blair Doherty <blair.doherty@terracat.co.nz>, Bradley Harrison <bradley.harrison@terracat.co.nz>, Ciaran Gardiner <ciaran.gardiner@terracat.co.nz>, Maureen Aberilla <maureen.aberilla@terracat.co.nz>, Stephanie Lister <stephanie.lister@terracat.co.nz>, Sue Petersen <sue.petersen@terracat.co.nz>

Status

Type

Priority

Group

Assignee

Pending

Problem

Normal

Service Desk

Jess Beattie

Category

NAXT

Toni Bull April 11, 2022 at 11:41

Hi All

I did an extract this morning from NAXT for a report I do each month. However, I cannot see who raised the following PO's as it appears to Claudia and I that they may have been deleted?

Vendor account	Vendor name	Purchase order	Created(IMPORTED) date and time	Invoice amount	Document date/Invoice	PO Orderer	Surname	First PO confirm date
1000384	Hilton Haulage	PO00328887	22/03/2022	3638.03	13/03/2022	#N/A		7/03/2022
1008175	Statesmen Engineering	PO00329773	28/03/2022	304.75	28/03/2022	#N/A		28/03/2022

Should we only be allowing to have PO's cancelled and not deleted?

Regards

Toni Bull
Procurement Specialist - Terra Cat
24 Amyes Rd, Hornby, PO Box 16168, Christchurch, 8042
M: +6421989772 | **DDI:** +6439832434
W: terracat.co.nz |  



This email and any attachments, is intended solely for the addressee and may contain confidential, proprietary or privileged information. If you have received this email in error, you must not use, read, distribute or copy this email or any attachments. If you are not the intended recipient please advise the sender immediately and destroy this message and any attachments. Terra Industrial New Zealand Limited and its subsidiaries do not warrant that this email or any attachments are free from viruses or other defects and accept no liability for any losses resulting from this email or its attachments and do not waive any rights in relation to confidential, proprietary or privileged information. Views expressed in this email do not necessarily reflect those of Terra Industrial New Zealand Limited or its subsidiaries.

Jess Beattie April 11, 2022 at 12:17

PO00328887 - Natasha Thompson
PO00329773 - Natasha Thompson

Internal note





Jess Beattie April 11, 2022 at 12:19

Hey Toni,
These PO's do exist in Next and they were both created by Natasha Thompson.
Yes, Po's should only be cancelled not deleted.

All purchase orders (Unsaved filter)

Type to filter

Purchase order





   

Purchase order	Vendor account	Name	Invoice account	Purchase type	Status	Approval status	Orderer	Created date and time	Product ship date	Delivery date	Weight
PO00328887											
PO00328887	1000384	HILTON HAULAGE LIMITED PART...	1000384	Purchase order	Invoiced	Confirmed	Natasha Thompson	7/03/2022 08:50:28 am		7/03/2022	60g

All purchase orders (Unsaved filter)

Type to filter

Purchase order

Purchase order	Vendor account	Name	Invoice account	Purchase type	Status	Approval status	Orderer	Created date and time	Product ship date	Delivery date	Weight
PO00329773											
PO00329773	1008175	Statesman Engineering Ltd	1008175	Purchase order	Invoiced	Confirmed	Natasha Thompson	28/03/2022 11:12:51 am		28/03/2022	60g

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

Toni Bull April 11, 2022 at 12:59

Hi Jess

Neither Claudia or I can see these PO's in All Purchase Orders.

An Employee can delete a PO so we should really make it so this is not possible.

Regards, Toni Bull

From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Monday, 11 April 2022 12:19 pm
To: Toni Bull <Toni.Bull@terracat.co.nz>
Subject: [IT Service Desk] Ticket Resolved: Deleting of PO's

Your request (334011) has been updated.
If there are outstanding issues with this request, or your issue hasn't been fixed, please reply to this email with details.

Jess Beattie (ITSD - Terra Cat)

11/04/2022, 12:19 NZST

Hey Toni,
These PO's do exist in Naxt and they were both created by Natasha Thompson.
Yes, Po's should only be cancelled not deleted.

||

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

Toni Bull

11/04/2022, 11:41 NZST

Hi All



I did an extract this morning from NAXT for a report I do each month. However, I cannot see who raised the following PO's as it appears to Claudia and I that they may have been deleted?

Vendor account	Vendor name	Purchase order	Created(IMPORTED) date and time	Invoice amount	Document date/Invoice	PO Orderer	Surname	First PO co date
1000384	Hilton Haulage	PO00328887	22/03/2022	3638.03	13/03/2022	#N/A		7/03/2022
1008175	Statesmen Engineering	PO00329773	28/03/2022	304.75	28/03/2022	#N/A		28/03/2022

Should we only be allowing to have PO's cancelled and not deleted?

||

Regards

Toni Bull
Procurement Specialist - Terra Cat
24 Amyes Rd, Hornby, PO Box 16168, Christchurch, 8042
M: +6421989772 **DDI:** +6439832434
W: terracat.co.nz |  

This email and any attachments, is intended solely for the addressee and may contain confidential, proprietary or privileged information. If you have received this email in error, you must not use, read, distribute or copy this email or any attachments. If you are not the intended recipient please advise the sender immediately and destroy this message and any attachments. Terra Industrial New Zealand Limited and its subsidiaries do not warrant that this email or any attachments are free from viruses or other defects and accept no liability for any losses resulting from this email or its attachments. Views expressed in this email do not necessarily reflect those of Terra Industrial New Zealand Limited or its subsidiaries.

This email is a service from ITSD - Terra Cat. Delivered by [Zendesk](#)

[3LMQDR-QX2L]

This email and any attachments, is intended solely for the addressee and may contain confidential, proprietary or privileged information. If you have received this email in error, you must not use, read, distribute or copy this email or any attachments. If you are not the intended recipient please advise the sender immediately and destroy this message and any attachments. Terra Industrial New Zealand Limited and its subsidiaries do not warrant that this email or any attachments are free from viruses or other defects

Jess Beattie April 11, 2022 at 13:58

This will be because Natasha is Power Systems and you and Claudia didn't have the Power Systems order class loaded on your Naxt profile. I have now loaded it for you both :)
As for the deletion of PO's, I will have a chat with the team and Bradley about what we can do

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

Jess Beattie April 11, 2022 at 14:20

Internal note

Hey Wendy,
I have now added the Power Systems order class to your naxt profile. 😊

Kind regards,

Jess Beattie
Service Desk Analyst - Terra Cat
24 Amyes Road, PO Box 16168, Christchurch, 8042
DDI: 0800 95 95 98
E: Jess.Beattie@terracat.co.nz | W: terracat.co.nz |  





From: Wendy Westwood <Wendy.Westwood@terracat.co.nz>
Sent: Monday, 11 April 2022 2:19 pm
To: Jess Beattie <Jess.Beattie@terracat.co.nz>
Subject: FW: [IT Service Desk] Re: Deleting of PO's

Hi Jess,

I should be able to view these POs as well please.

Regards

Wendy Westwood
Senior Accounts Payable Administrator - Terra Cat
16 Branson St, PO Box 16 168, Christchurch, 8042
DDI: +6439433103
W: terracat.co.nz |  



From: Claudia van Herp <Claudia.vanHerp@terracat.co.nz>
Sent: Monday, 11 April 2022 2:09 PM
To: Wendy Westwood <Wendy.Westwood@terracat.co.nz>
Subject: FW: [IT Service Desk] Re: Deleting of PO's

Regards, Claudia van Herp

From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Monday, 11 April 2022 1:58 pm
To: Toni Bull <Toni.Bull@terracat.co.nz>
Cc: Claudia van Herp <Claudia.vanHerp@terracat.co.nz>
Subject: [IT Service Desk] Re: Deleting of PO's

Your request (334011) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

11/04/2022, 13:58 NZST

This will be because Natasha is Power Systems and you and Claudia didn't have the Power Systems order class loaded on your Naxt profile. I have now loaded it for you both :)
As for the deletion of PO's, I will have a chat with the team and Bradley about what we can do

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

Toni Bull

11/04/2022, 12:59 NZST

Hi Jess

Neither Claudia or I can see these PO's in All Purchase Orders.

An Employee can delete a PO so we should really make it so this is not possible.

Regards, Toni Bull

From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Monday, 11 April 2022 12:19 pm
To: Toni Bull <Toni.Bull@terracat.co.nz>
Subject: [IT Service Desk] Ticket Resolved: Deleting of PO's

Your request (334011) has been updated.
If there are outstanding issues with this request, or your issue hasn't been fixed, please reply to this email with details.

Jess Beattie (ITSD - Terra Cat)
11/04/2022, 12:19 NZST

Hey Toni,
These PO's do exist in Naxt and they were both created by Natasha Thompson.
Yes, Po's should only be cancelled not deleted.

[Redacted]

[Redacted]

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

Toni Bull
11/04/2022, 11:41 NZST

Hi All
I did an extract this morning from NAXT for a report I do each month. However, I cannot see who raised the following PO's as it appears to Claudia and I that they may have been deleted?

Vendor account	Vendor name	Purchase order	Created(IMPORTED) date and time	Invoice amount	Document date/Invoice	PO Orderer	Surname	First PO date
1000384	Hilton Haulage	PO00328887	22/03/2022	3638.03	13/03/2022	#N/A		7/03/2022
1008175	Statesmen Engineering	PO00329773	28/03/2022	304.75	28/03/2022	#N/A		28/03/2022

Should we only be allowing to have PO's cancelled and not deleted?

Regards

Toni Bull
Procurement Specialist - Terra Cat
24 Amyes Rd, Hornby, PO Box 16168, Christchurch, 8042
M: +6421989772 | **DDI:** +6439832434
W: terracat.co.nz [Redacted]

[Redacted]

This email and any attachments, is intended solely for the addressee and may contain confidential, proprietary or privileged information. If you have received this email in error, you must not use, read, distribute or copy this email or any attachments. If you are in doubt, please contact the sender. Terra Industrial New Zealand Limited and its subsidiaries do not warrant that this email or any attachments are free from viruses or other defects and accept no liability for any losses resulting from this email or its attachments. Views expressed in this email do not necessarily reflect those of Terra Industrial New Zealand Limited or its subsidiaries.

This email is a service from ITSD - Terra Cat. Delivered by [Zendesk](#)
[3LMQDR-QX2L]

This email and any attachments, is intended solely for the addressee and may contain confidential, proprietary or privileged information. If you have received this email in error, you must not use, read, distribute or copy this email or any attachments. If you are in doubt, please contact the sender. Terra Industrial New Zealand Limited and its subsidiaries do not warrant that this email or any attachments are free from viruses or other defects and accept no liability for any losses resulting from this email or its attachments. Views expressed in this email do not necessarily reflect those of Terra Industrial New Zealand Limited or its subsidiaries.

Jess Beattie (ITSD - Terra Cat)
11/04/2022, 12:19 NZST

Hey Toni,
These PO's do exist in Naxt and they were both created by Natasha Thompson.
Yes, Po's should only be cancelled not deleted.

[illegible][illegible]

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@terra.cat.co.nz W: terra.cat.co.nz

Toni Bull

11/04/2022, 11:41 NZST



Hi All

I did an extract this morning from NAXT for a report I do each month. However, I cannot see who raised the following PO's as it appears to Claudia and I that they may have been deleted?

Vendor account	Vendor name	Purchase order	Created(IMPORTED) date and time	Invoice amount	Document date/Invoice	PO Orderer	Surname	First PO co date
1000384	Hilton Haulage	PO00328887	22/03/2022	3638.03	13/03/2022	#N/A		7/03/2022
1008175	Statesmen Engineering	PO00329773	28/03/2022	304.75	28/03/2022	#N/A		28/03/2022

Should we only be allowing to have PO's cancelled and not deleted?

Regards

Toni Bull
Procurement Specialist - Terra Cat
 24 Amyes Rd, Hornby, PO Box 16168, Christchurch, 8042
M: +6421989772 **DDI:** +6439832434
W: terra.cat.co.nz  



This email and any attachments, is intended solely for the addressee and may contain confidential, proprietary or privileged information. If you have received this email in error, you must not use, read, distribute or copy this email or any attachments. If you are in receipt of this message and any attachments, Terra Industrial New Zealand Limited and its subsidiaries do not warrant that this email or any attachments are free from viruses or other defects and accept no liability for any losses resulting from this email or its attachments. If you are not an intended recipient, you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. If you are not a named addressee you should not disseminate, distribute or copy this e-mail. Terra Industrial New Zealand Limited and its subsidiaries accept no responsibility for viruses or other defects. Views expressed in this email do not necessarily reflect those of Terra Industrial New Zealand Limited or its subsidiaries.

This email is a service from ITSD - Terra Cat. Delivered by Zendesk

[3LMQDR-QX2L]

This email and any attachments, is intended solely for the addressee and may contain confidential, proprietary or privileged information. If you have received this email in error, you must not use, read, distribute or copy this email or any attachments. If you are not the intended recipient please advise the sender immediately and destroy this message and any attachments. Terra Industrial New Zealand Limited and its subsidiaries do not warrant that this email or any attachments are free from viruses or other defects and accept no liability for any losses resulting from this email or its attachments and do not waive any rights in relation to confidential, proprietary or privileged information. Views expressed in this email do not necessarily reflect those of Terra Industrial New Zealand Limited or its subsidiaries.

Toni Bull April 11, 2022 at 15:26

Many thanks Jess😊

Regards, Toni Bull

From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Monday, 11 April 2022 1:58 pm
To: Toni Bull <Toni.Bull@terracat.co.nz>
Cc: Claudia van Herp <Claudia.vanHerp@terracat.co.nz>
Subject: [IT Service Desk] Re: Deleting of PO's

Your request (334011) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

11/04/2022, 13:58 NZST

This will be because Natasha is Power Systems and you and Claudia didn't have the Power Systems order class loaded on your Naxt profile. I have now loaded it for you both :)
As for the deletion of PO's, I will have a chat with the team and Bradley about what we can do

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

Toni Bull

11/04/2022, 12:59 NZST

Hi Jess

Neither Claudia or I can see these PO's in All Purchase Orders.
An Employee can delete a PO so we should really make it so this is not possible.

Regards, Toni Bull

From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Monday, 11 April 2022 12:19 pm
To: Toni Bull <Toni.Bull@terracat.co.nz>
Subject: [IT Service Desk] Ticket Resolved: Deleting of PO's

Your request (334011) has been updated.
If there are outstanding issues with this request, or your issue hasn't been fixed, please reply to this email with details.

Jess Beattie (ITSD - Terra Cat)

11/04/2022, 12:19 NZST

Hey Toni,
These PO's do exist in Naxt and they were both created by Natasha Thompson.
Yes, Po's should only be cancelled not deleted.

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

Toni Bull

11/04/2022, 11:41 NZST

Hi All


I did an extract this morning from NAXT for a report I do each month. However, I cannot see who raised the following PO's as it appears to Claudia and I that they may have been deleted?

Vendor account	Vendor name	Purchase	Created(IMPORTED)	Invoice	Document	PO Orderer	Surname	First P
----------------	-------------	----------	-------------------	---------	----------	------------	---------	---------

		order	date and time	amount	date/Invoice		date
1000384	Hilton Haulage	PO00328887	22/03/2022	3638.03	13/03/2022	#N/A	7/03/2022
1008175	Statesmen Engineering	PO00329773	28/03/2022	304.75	28/03/2022	#N/A	28/03/2022

Should we only be allowing to have PO's cancelled and not deleted?

Regards

Toni Bull
Procurement Specialist - Terra Cat
24 Amyes Rd, Hornby, PO Box 16168, Christchurch, 8042
M: +6421989772 | **DDI:** +6439832434
W: terracat.co.nz 



This email and any attachments, is intended solely for the addressee and may contain confidential, proprietary or privileged information. If you have received this email in error, you must not use, read, distribute or copy this email or any attachments. If you are in receipt of this message and any attachments, Terra Industrial New Zealand Limited and its subsidiaries do not warrant that this email or any attachments are free from viruses or other defects and accept no liability for any losses resulting from this email or its attachments or any information. Views expressed in this email do not necessarily reflect those of Terra Industrial New Zealand Limited or its subsidiaries.

This email is a service from ITSD - Terra Cat. Delivered by [Zendesk](#)

[3LMQDR-QX2L]

This email and any attachments, is intended solely for the addressee and may contain confidential, proprietary or privileged information. If you have received this email in error, you must not use, read, distribute or copy this email or any attachments. If you are in receipt of this message and any attachments, Terra Industrial New Zealand Limited and its subsidiaries do not warrant that this email or any attachments are free from viruses or other defects and accept no liability for any losses resulting from this email or its attachments or any information. Views expressed in this email do not necessarily reflect those of Terra Industrial New Zealand Limited or its subsidiaries.

Jess Beattie (ITSD - Terra Cat)

11/04/2022, 12:19 NZST

Hey Toni,
These PO's do exist in Naxt and they were both created by Natasha Thompson.
Yes, Po's should only be cancelled not deleted.



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

Toni Bull

11/04/2022, 11:41 NZST

Hi All
I did an extract this morning from NAXT for a report I do each month. However, I cannot see who raised the following PO's as it appears to Claudia and I that they may have been deleted?

Vendor account	Vendor name	Purchase order	Created(IMPORTED) date and time	Invoice amount	Document date/Invoice	PO Orderer	Surname	First PO co date
1000384	Hilton Haulage	PO00328887	22/03/2022	3638.03	13/03/2022	#N/A		7/03/2022
1008175	Statesmen Engineering	PO00329773	28/03/2022	304.75	28/03/2022	#N/A		28/03/2022

Should we only be allowing to have PO's cancelled and not deleted?

Regards

Toni Bull
Procurement Specialist - Terra Cat
24 Amyes Rd, Hornby, PO Box 16168, Christchurch, 8042
M: +6421989772 | **DDI:** +6439832434

W: terracat.co.nz |  



This email and any attachments, is intended solely for the addressee and may contain confidential, proprietary or privileged information. If you have received this email in error, you must not use, read, distribute or copy this email or any attachments. If you are not the intended recipient please advise the sender immediately and destroy this message and any attachments. Terra Industrial New Zealand Limited and its subsidiaries do not warrant that this email or any attachments are free from viruses or other defects and accept no liability for any losses resulting from this email or its attachments. Views expressed in this email do not necessarily reflect those of Terra Industrial New Zealand Limited or its subsidiaries.

This email is a service from ITSD - Terra Cat. Delivered by [Zendesk](#)

[3LMQDR-QX2L]

This email and any attachments, is intended solely for the addressee and may contain confidential, proprietary or privileged information. If you have received this email in error, you must not use, read, distribute or copy this email or any attachments. If you are not the intended recipient please advise the sender immediately and destroy this message and any attachments. Terra Industrial New Zealand Limited and its subsidiaries do not warrant that this email or any attachments are free from viruses or other defects and accept no liability for any losses resulting from this email or its attachments and do not waive any rights in relation to confidential, proprietary or privileged information. Views expressed in this email do not necessarily reflect those of Terra Industrial New Zealand Limited or its subsidiaries.

Jess Beattie April 12, 2022 at 10:34

Internal note

Hey Brad and Steph,
I know we have had this question raised before but I cannot remember what the end result was. Is there a way of stopping people from being able to delete purchase orders so they can only cancel them?

Kind regards,
Jess Beattie
Service Desk Analyst - Terra Cat
24 Amyes Road, PO Box 16168, Christchurch, 8042
DDI: 0800 95 95 98
E: Jess.Beattie@terracat.co.nz | W: terracat.co.nz |  



From: Toni Bull (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Monday, 11 April 2022 3:27 pm
To: Jess Beattie <Jess.Beattie@terracat.co.nz>
Subject: [IT Service Desk] Re: Deleting of PO's

This ticket ([#334011](#)) has been updated.
itsdterracat.zendesk.com/agent/tickets/334011

Toni Bull

11 Apr 2022, 15:26 GMT+12

Many thanks Jess 😊

Regards, Toni Bull

From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Monday, 11 April 2022 1:58 pm
To: Toni Bull <Toni.Bull@terracat.co.nz>
Cc: Claudia van Herp <Claudia.vanHerp@terracat.co.nz>
Subject: [IT Service Desk] Re: Deleting of PO's

Your request (334011) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

11/04/2022, 13:58 NZST

This will be because Natasha is Power Systems and you and Claudia didn't have the Power Systems order class loaded on your Naxt profile. I have now loaded it for you both :)
As for the deletion of PO's, I will have a chat with the team and Bradley about what we can do

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

Toni Bull

11/04/2022, 12:59 NZST

Hi Jess

Neither Claudia or I can see these PO's in All Purchase Orders.

An Employee can delete a PO so we should really make it so this is not possible.

Regards, Toni Bull
From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Monday, 11 April 2022 12:19 pm

To: Toni Bull <Toni.Bull@terracat.co.nz>
Subject: [IT Service Desk] Ticket Resolved: Deleting of PO's

Your request (334011) has been updated.
If there are outstanding issues with this request, or your issue hasn't been fixed, please reply to this email with details.

Jess Beattie (ITSD - Terra Cat)

11/04/2022, 12:19 NZST

Hey Toni,
These PO's do exist in Naxt and they were both created by Natasha Thompson.
Yes, Po's should only be cancelled not deleted.

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

Toni Bull

11/04/2022, 11:41 NZST



Hi All

I did an extract this morning from NAXT for a report I do each month. However, I cannot see who raised the following PO's as it appears to Claudia and I that they may have been deleted.

Vendor account	Vendor name	Purchase order	Created(IMPORTED) date and time	Invoice amount	Document date/invoice	PO Orderer	Surname	First name
1000384	Hilton Haulage	PO00328887	22/03/2022	3638.03	13/03/2022	#N/A		7/0
1008175	Statesmen Engineering	PO00329773	28/03/2022	304.75	28/03/2022	#N/A		28

Should we only be allowing to have PO's cancelled and not deleted?

Regards

Toni Bull
Procurement Specialist - Terra Cat
24 Amyes Rd, Hornby, PO Box 16168, Christchurch, 8042
M: +6421989772 |DDI: +6439832434
W: terracat.co.nz |  

This email and any attachments, is intended solely for the addressee and may contain confidential, proprietary or privileged information. If you have received this email in error, you must not use, read, distribute or copy this email or any attachments. Terra Industrial New Zealand Limited and its subsidiaries do not warrant that this email or any attachments are free from viruses or other defects and accept no liability for any losses resulting from this email or its attachments. Views expressed in this email do not necessarily reflect those of Terra Industrial New Zealand Limited or its subsidiaries.

This email is a service from ITSD - Terra Cat. Delivered by [Zendesk](#)

[3LMQDR-QX2L]

This email and any attachments, is intended solely for the addressee and may contain confidential, proprietary or privileged information. If you have received this email in error, you must not use, read, distribute or copy this email or any attachments. Terra Industrial New Zealand Limited and its subsidiaries do not warrant that this email or any attachments are free from viruses or other defects and accept no liability for any losses resulting from this email or its attachments. Views expressed in this email do not necessarily reflect those of Terra Industrial New Zealand Limited or its subsidiaries.

Jess Beattie (ITSD - Terra Cat)

11/04/2022, 12:19 NZST

Hey Toni,
These PO's do exist in Naxt and they were both created by Natasha Thompson.
Yes, Po's should only be cancelled not deleted.

[redacted]

[redacted]

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

Toni Bull

11/04/2022, 11:41 NZST



Hi All

I did an extract this morning from NAXT for a report I do each month. However, I cannot see who raised the following PO's as it appears to Claudia and I that they may have been deleted?

Vendor account	Vendor name	Purchase order	Created(IMPORTED) date and time	Invoice amount	Document date/Invoice	PO Orderer	Surname	First PO date
1000384	Hilton Haulage	PO00328887	22/03/2022	3638.03	13/03/2022	#N/A		7/03/2022
1008175	Statesmen Engineering	PO00329773	28/03/2022	304.75	28/03/2022	#N/A		28/03/2022

Should we only be allowing to have PO's cancelled and not deleted?

Regards

Toni Bull
Procurement Specialist - Terra Cat
24 Amyes Rd, Hornby, PO Box 16168, Christchurch, 8042
M: +6421989772 | **DDI:** +6439832434
W: terracat.co.nz |  

[redacted]

This email and any attachments, is intended solely for the addressee and may contain confidential, proprietary or privileged information. If you have received this email in error, you must not use, read, distribute or copy this email or any attachments. If you are not the intended recipient please advise the sender immediately and destroy this message and any attachments. Terra Industrial New Zealand Limited and its subsidiaries do not warrant that this email or any attachments are free from viruses or other defects and accept no liability for any losses resulting from this email or its attachments and do not accept no liability for any losses resulting from this email or its attachments and do not accept no liability for any losses resulting from this email or its attachments. Views expressed in this email do not necessarily reflect those of Terra Industrial New Zealand Limited or its subsidiaries.

This email is a service from ITSD - Terra Cat. Delivered by [Zendesk](#)

[3LMQDR-QX2L]

This email and any attachments, is intended solely for the addressee and may contain confidential, proprietary or privileged information. If you have received this email in error, you must not use, read, distribute or copy this email or any attachments. If you are not the intended recipient please advise the sender immediately and destroy this message and any attachments. Terra Industrial New Zealand Limited and its subsidiaries do not warrant that this email or any attachments are free from viruses or other defects and accept no liability for any losses resulting from this email or its attachments and do not accept no liability for any losses resulting from this email or its attachments. Views expressed in this email do not necessarily reflect those of Terra Industrial New Zealand Limited or its subsidiaries.

You are an agent. Add a comment by replying to this email or [view ticket in Zendesk Support](#)

Ticket # 334011
Status Open
Requester Toni Bull
CCs -
Followers -
Group Service Desk
Assignee Jess Beattie
Priority Normal
Type Problem
Channel By Mail

This email is a service from ITSD - Terra Cat. Delivered by [Zendesk](#)

[3LMQDR-QX2L]Ticket-Id:334011Account-Subdomain:itsdterracat

This email and any attachments, is intended solely for the addressee and may contain confidential, proprietary or privileged information. If you have received this email in error, you must not use, read, distribute or copy this email or any attachments. If you are not the intended recipient please advise the sender immediately and destroy this message and any attachments. Terra Industrial New Zealand Limited and its subsidiaries do not warrant that this email or any attachments are free from viruses or other defects and accept no liability for any losses resulting from this email or its attachments and do not accept no liability for any losses resulting from this email or its attachments. Views expressed in this email do not necessarily reflect those of Terra Industrial New Zealand Limited or its subsidiaries.

Hey Jess,

It is possible to remove the delete button so a user would never have the delete option unless they are a sys admin.
We could put this into the TC Employee role to make sure all users have this access.
This type of change would need to go through Triage to make sure the whole business would be ok with it 😊

Cheers,
Stephanie Lister
Business Systems Engineer - Terra Cat
24 Amyes Road, PO Box 16 168, Christchurch, 8042
M: +64273068466 | **DDI:** +6439832911
E: Stephanie.Lister@terraecat.co.nz | **W:** terraecat.co.nz |  



From: Jess Beattie <Jess.Beattie@terraecat.co.nz>
Sent: Tuesday, 12 April 2022 10:34 a.m.
To: Bradley Harrison <Bradley.Harrison@terraecat.co.nz>; Stephanie Lister <stephanie.lister@terraecat.co.nz>
Cc: Zendesk ITSD Terra Cat <support@itsdterraecat.zendesk.com>; Ciaran Gardiner <Ciaran.Gardiner@terraecat.co.nz>; Blair Doherty <Blair.Doherty@terraecat.co.nz>; Sue Petersen <Sue.Petersen@terraecat.co.nz>; Maureen Aberilla <Maureen.Aberilla@terraecat.co.nz>
Subject: FW: [IT Service Desk] Re: Deleting of PO's

Hey Brad and Steph,
I know we have had this question raised before but I cannot remember what the end result was. Is there a way of stopping people from being able to delete purchase orders so they can only cancel them?

Kind regards,
Jess Beattie
Service Desk Analyst - Terra Cat
24 Amyes Road, PO Box 16168, Christchurch, 8042
DDI: 0800 95 95 98
E: Jess.Beattie@terraecat.co.nz | **W:** terraecat.co.nz |  



From: Toni Bull (IT Service Desk) <support@itsdterraecat.zendesk.com>
Sent: Monday, 11 April 2022 3:27 pm
To: Jess Beattie <Jess.Beattie@terraecat.co.nz>
Subject: [IT Service Desk] Re: Deleting of PO's

This ticket ([#334011](#)) has been updated.
itsdterraecat.zendesk.com/agent/tickets/334011

Toni Bull
11 Apr 2022, 15:26 GMT+12

Many thanks Jess 😊

Regards, Toni Bull
From: Jess Beattie (IT Service Desk) <support@itsdterraecat.zendesk.com>
Sent: Monday, 11 April 2022 1:58 pm
To: Toni Bull <Toni.Bull@terraecat.co.nz>
Cc: Claudia van Herp <Claudia.vanHerp@terraecat.co.nz>
Subject: [IT Service Desk] Re: Deleting of PO's

Your request (334011) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)
11/04/2022, 13:58 NZST

This will be because Natasha is Power Systems and you and Claudia didn't have the Power Systems order class loaded on your Naxt profile. I have now loaded it for you both :)
As for the deletion of PO's, I will have a chat with the team and Bradley about what we can do

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@terraecat.co.nz W: terraecat.co.nz

Toni Bull
11/04/2022, 12:59 NZST

Hi Jess
Neither Claudia or I can see these PO's in All Purchase Orders.
An Employee can delete a PO so we should really make it so this is not possible.

Regards, Toni Bull

From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Monday, 11 April 2022 12:19 pm
To: Toni Bull <Toni.Bull@terracat.co.nz>
Subject: [IT Service Desk] Ticket Resolved: Deleting of PO's

Your request (334011) has been updated.
If there are outstanding issues with this request, or your issue hasn't been fixed, please reply to this email with details.

Jess Beattie (ITSD - Terra Cat)
11/04/2022, 12:19 NZST

Hey Toni,
These PO's do exist in Naxt and they were both created by Natasha Thompson.
Yes, Po's should only be cancelled not deleted.

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



Toni Bull
11/04/2022, 11:41 NZST

Hi All
I did an extract this morning from NAXT for a report I do each month. However, I cannot see who raised the following PO's as it appears to Claudia and I that they may have been deleted.

Vendor account	Vendor name	Purchase order	Created(IMPORTED) date and time	Invoice amount	Document date/Invoice	PO Orderer	Surname	F
1000384	Hilton Haulage	PO00328887	22/03/2022	3638.03	13/03/2022	#N/A		7
1008175	Statesmen Engineering	PO00329773	28/03/2022	304.75	28/03/2022	#N/A		2

Should we only be allowing to have PO's cancelled and not deleted?

Regards

Toni Bull
Procurement Specialist - Terra Cat
24 Amyes Rd, Hornby, PO Box 16168, Christchurch, 8042
M: +6421989772 **DDI:** +6439832434
W: terracat.co.nz I  

This email and any attachments, is intended solely for the addressee and may contain confidential, proprietary or privileged information. If you have received this email in error, you must not use, read, distribute or copy this email or any attachments. If you are in doubt, please contact the sender. Terra Industrial New Zealand Limited and its subsidiaries do not warrant that this email or any attachments are free from viruses or other defects and accept no liability for any losses resulting from this email or its attachments. Views expressed in this email do not necessarily reflect those of Terra Industrial New Zealand Limited or its subsidiaries.

This email is a service from ITSD - Terra Cat. Delivered by [Zendesk](#)
[3LMQDR-QX2L]

This email and any attachments, is intended solely for the addressee and may contain confidential, proprietary or privileged information. If you have received this email in error, you must not use, read, distribute or copy this email or any attachments. If you are in doubt, please contact the sender. Terra Industrial New Zealand Limited and its subsidiaries do not warrant that this email or any attachments are free from viruses or other defects and accept no liability for any losses resulting from this email or its attachments. Views expressed in this email do not necessarily reflect those of Terra Industrial New Zealand Limited or its subsidiaries.

Jess Beattie (ITSD - Terra Cat)
11/04/2022, 12:19 NZST

Hey Toni,
These PO's do exist in Naxt and they were both created by Natasha Thompson.
Yes, Po's should only be cancelled not deleted.

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

Toni Bull

11/04/2022, 11:41 NZST

Hi All

I did an extract this morning from NAXT for a report I do each month. However, I cannot see who raised the following PO's as it appears to Claudia and I that they may have been deleted?

Vendor account	Vendor name	Purchase order	Created(IMPORTED) date and time	Invoice amount	Document date/Invoice	PO Orderer	Surname	First PO date
1000384	Hilton Haulage	PO00328887	22/03/2022	3638.03	13/03/2022	#N/A		7/03/2022
1008175	Statesmen Engineering	PO00329773	28/03/2022	304.75	28/03/2022	#N/A		28/03/2022

Should we only be allowing to have PO's cancelled and not deleted?

Regards

Toni Bull
Procurement Specialist - Terra Cat
24 Amyes Rd, Hornby, PO Box 16168, Christchurch, 8042
M: +6421989772 | **DDI:** +6439832434
W: terracat.co.nz | [Terra Cat](#)

Jess Beattie April 13, 2022 at 07:12

Internal note

Awesome, that would be great if we can get that implemented. Should I go ahead and create a TFS ticket? 😊

Kind regards,
Jess Beattie
Service Desk Analyst - Terra Cat
24 Amyes Road, PO Box 16168, Christchurch, 8042
DDI: 0800 95 95 98
E: Jess.Beattie@terracat.co.nz | **W:** terracat.co.nz | [Facebook](#) | [Instagram](#)



From: Stephanie Lister <stephanie.lister@terracat.co.nz>
Sent: Tuesday, 12 April 2022 4:13 pm
To: Jess Beattie <Jess.Beattie@terracat.co.nz>; Bradley Harrison <Bradley.Harrison@terracat.co.nz>
Cc: Zendesk ITSD Terra Cat <support@itsdterracat.zendesk.com>; Ciaran Gardiner <Ciaran.Gardiner@terracat.co.nz>; Blair Doherty <Blair.Doherty@terracat.co.nz>; Sue Petersen <Sue.Petersen@terracat.co.nz>; Maureen Aberilla <Maureen.Aberilla@terracat.co.nz>
Subject: RE: [IT Service Desk] Re: Deleting of PO's

Hey Jess,

It is possible to remove the delete button so a user would never have the delete option unless they are a sys admin.
We could put this into the TC Employee role to make sure all users have this access.
This type of change would need to go through Triage to make sure the whole business would be ok with it 😊


Cheers,
Stephanie Lister
Business Systems Engineer - Terra Cat
24 Amyes Road, PO Box 16 168, Christchurch, 8042
M: +64273068466 | **DDI:** +6439832911
E: Stephanie.Lister@terracat.co.nz | **W:** terracat.co.nz | [Facebook](#) | [Instagram](#)



From: Jess Beattie <Jess.Beattie@terracat.co.nz>
Sent: Tuesday, 12 April 2022 10:34 a.m.
To: Bradley Harrison <Bradley.Harrison@terracat.co.nz>; Stephanie Lister <stephanie.lister@terracat.co.nz>
Cc: Zendesk ITSD Terra Cat <support@itsdterracat.zendesk.com>; Ciaran Gardiner <Ciaran.Gardiner@terracat.co.nz>; Blair Doherty <Blair.Doherty@terracat.co.nz>; Sue

Petersen <Sue.Petersen@terracat.co.nz>; Maureen Aberilla <Maureen.Aberilla@terracat.co.nz>
Subject: FW: [IT Service Desk] Re: Deleting of PO's

Hey Brad and Steph,
I know we have had this question raised before but I cannot remember what the end result was. Is there a way of stopping people from being able to delete purchase orders so they can only cancel them?

Kind regards,
Jess Beattie
Service Desk Analyst - Terra Cat
24 Amyes Road, PO Box 16168, Christchurch, 8042
DDI: 0800 95 95 98
E: Jess.Beattie@terracat.co.nz | **W:** terracat.co.nz |  



From: Toni Bull (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Monday, 11 April 2022 3:27 pm
To: Jess Beattie <Jess.Beattie@terracat.co.nz>
Subject: [IT Service Desk] Re: Deleting of PO's

This ticket ([#334011](#)) has been updated.
itsdterracat.zendesk.com/agent/tickets/334011

Toni Bull
11 Apr 2022, 15:26 GMT+12

Many thanks Jess 😊

Regards, Toni Bull
From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Monday, 11 April 2022 1:58 pm
To: Toni Bull <Toni.Bull@terracat.co.nz>
Cc: Claudia van Herp <Claudia.vanHerp@terracat.co.nz>
Subject: [IT Service Desk] Re: Deleting of PO's

Your request (334011) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)
11/04/2022, 13:58 NZST

This will be because Natasha is Power Systems and you and Claudia didn't have the Power Systems order class loaded on your Naxt profile. I have now loaded it for you both :)
As for the deletion of PO's, I will have a chat with the team and Bradley about what we can do

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

Toni Bull
11/04/2022, 12:59 NZST

Hi Jess

Neither Claudia or I can see these PO's in All Purchase Orders.

An Employee can delete a PO so we should really make it so this is not possible.

Regards, Toni Bull
From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Monday, 11 April 2022 12:19 pm
To: Toni Bull <Toni.Bull@terracat.co.nz>
Subject: [IT Service Desk] Ticket Resolved: Deleting of PO's

Your request (334011) has been updated.
If there are outstanding issues with this request, or your issue hasn't been fixed, please reply to this email with details.

Jess Beattie (ITSD - Terra Cat)
11/04/2022, 12:19 NZST

Hey Toni,
These PO's do exist in Naxt and they were both created by Natasha Thompson.
Yes, Po's should only be cancelled not deleted.

[Redacted]

[Redacted]

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

Toni Bull

11/04/2022, 11:41 NZST

Hi All

I did an extract this morning from NAXT for a report I do each month. However, I cannot see who raised the following PO's as it appears to Claudia and I that they may have been deleted.

Vendor account	Vendor name	Purchase order	Created(IMPORTED) date and time	Invoice amount	Document date/Invoice	PO Orderer	Surname	F d
1000384	Hilton Haulage	PO00328887	22/03/2022	3638.03	13/03/2022	#N/A		7
1008175	Statesmen Engineering	PO00329773	28/03/2022	304.75	28/03/2022	#N/A		2

Should we only be allowing to have PO's cancelled and not deleted?

Regards

Toni Bull
Procurement Specialist - Terra Cat
24 Amyes Rd, Hornby, PO Box 16168, Christchurch, 8042
M: +6421989772 | **DDI:** +6439832434
W: terracat.co.nz | [Redacted] [Redacted]

[Redacted]

This email and any attachments, is intended solely for the addressee and may contain confidential, proprietary or privileged information. If you have received this email in error, you must not use, read, distribute or copy this email or any attachments. If you do, please notify the sender immediately. Terra Industrial New Zealand Limited and its subsidiaries do not warrant that this email or any attachments are free from viruses or other defects and accept no liability for any losses resulting from this email or its attachments. Views expressed in this email do not necessarily reflect those of Terra Industrial New Zealand Limited or its subsidiaries.

This email is a service from ITSD - Terra Cat. Delivered by [Zendesk](#)

[3LMQDR-QX2L]

This email and any attachments, is intended solely for the addressee and may contain confidential, proprietary or privileged information. If you have received this email in error, you must not use, read, distribute or copy this email or any attachments. If you do, please notify the sender immediately. Terra Industrial New Zealand Limited and its subsidiaries do not warrant that this email or any attachments are free from viruses or other defects and accept no liability for any losses resulting from this email or its attachments. Views expressed in this email do not necessarily reflect those of Terra Industrial New Zealand Limited or its subsidiaries.

Jess Beattie (ITSD - Terra Cat)

11/04/2022, 12:19 NZST

Hey Toni,
These PO's do exist in Naxt and they were both created by Natasha Thompson.
Yes, Po's should only be cancelled not deleted.

[Redacted]

[Redacted]

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@terraecat.co.nz W: terraecat.co.nz

Toni Bull

11/04/2022, 11:41 NZST

Hi All

I did an extract this morning from NAXT for a report I do each month. However, I cannot see who raised the following PO's as it appears to Claudia and I that they may have been deleted?

	Vendor account	Vendor name	Purchase order	Created(IMPORTED) date and time	Invoice amount	Document date/Invoice	PO Orderer	Surname	First PO date
	1000384	Hilton Haulage	PO00328887	22/03/2022	3638.03	13/03/2022	#N/A		7/03/2022
	1008175	Statesmen Engineering	PO00329773	28/03/2022	304.75	28/03/2022	#N/A		28/03/2022

Should we only be allowing to have PO's cancelled and not deleted?

Stephanie Lister April 13, 2022 at 08:24

Internal note

Yes please 😊

Cheers,
Stephanie Lister
Business Systems Engineer - Terra Cat
24 Amyes Road, PO Box 16 168, Christchurch, 8042
M: +64273068466 | **DDI:** +6439832911
E: Stephanie.Lister@terraecat.co.nz | **W:** terraecat.co.nz | [f](#) [i](#)



From: Jess Beattie <Jess.Beattie@terraecat.co.nz>
Sent: Wednesday, 13 April 2022 7:13 a.m.
To: Stephanie Lister <stephanie.lister@terraecat.co.nz>; Bradley Harrison <Bradley.Harrison@terraecat.co.nz>
Cc: Zendesk ITSD Terra Cat <support@itsdterraecat.zendesk.com>; Ciaran Gardiner <Ciaran.Gardiner@terraecat.co.nz>; Blair Doherty <Blair.Doherty@terraecat.co.nz>; Sue Petersen <Sue.Petersen@terraecat.co.nz>; Maureen Aberilla <Maureen.Aberilla@terraecat.co.nz>
Subject: RE: [IT Service Desk] Re: Deleting of PO's

Awesome, that would be great if we can get that implemented. Should I go ahead and create a TFS ticket? 😊

Kind regards,
Jess Beattie
Service Desk Analyst - Terra Cat
24 Amyes Road, PO Box 16168, Christchurch, 8042
DDI: 0800 95 95 98
E: Jess.Beattie@terraecat.co.nz | **W:** terraecat.co.nz | [f](#) [i](#)



From: Stephanie Lister <stephanie.lister@terraecat.co.nz>
Sent: Tuesday, 12 April 2022 4:13 pm
To: Jess Beattie <Jess.Beattie@terraecat.co.nz>; Bradley Harrison <Bradley.Harrison@terraecat.co.nz>
Cc: Zendesk ITSD Terra Cat <support@itsdterraecat.zendesk.com>; Ciaran Gardiner <Ciaran.Gardiner@terraecat.co.nz>; Blair Doherty <Blair.Doherty@terraecat.co.nz>; Sue Petersen <Sue.Petersen@terraecat.co.nz>; Maureen Aberilla <Maureen.Aberilla@terraecat.co.nz>
Subject: RE: [IT Service Desk] Re: Deleting of PO's

Hey Jess,

It is possible to remove the delete button so a user would never have the delete option unless they are a sys admin.
We could put this into the TC Employee role to make sure all users have this access.
This type of change would need to go through Triage to make sure the whole business would be ok with it 😊

Cheers,
Stephanie Lister
Business Systems Engineer - Terra Cat
24 Amyes Road, PO Box 16 168, Christchurch, 8042
M: +64273068466 | **DDI:** +6439832911
E: Stephanie.Lister@terraecat.co.nz | **W:** terraecat.co.nz | [f](#) [i](#)



From: Jess Beattie <Jess.Beattie@terraecat.co.nz>
Sent: Tuesday, 12 April 2022 10:34 a.m.
To: Bradley Harrison <Bradley.Harrison@terraecat.co.nz>; Stephanie Lister <stephanie.lister@terraecat.co.nz>
Cc: Zendesk ITSD Terra Cat <support@itsdterraecat.zendesk.com>; Ciaran Gardiner <Ciaran.Gardiner@terraecat.co.nz>; Blair Doherty <Blair.Doherty@terraecat.co.nz>; Sue Petersen <Sue.Petersen@terraecat.co.nz>; Maureen Aberilla <Maureen.Aberilla@terraecat.co.nz>
Subject: FW: [IT Service Desk] Re: Deleting of PO's

Hey Brad and Steph,
I know we have had this question raised before but I cannot remember what the end result was. Is there a way of stopping people from being able to delete purchase orders so they can only cancel them?

Kind regards,

Jess Beattie
Service Desk Analyst - Terra Cat
24 Amyes Road, PO Box 16168, Christchurch, 8042
DDI: 0800 95 95 98
E: Jess.Beattie@terracat.co.nz | **W:** terracat.co.nz |  



From: Toni Bull (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Monday, 11 April 2022 3:27 pm
To: Jess Beattie <Jess.Beattie@terracat.co.nz>
Subject: [IT Service Desk] Re: Deleting of PO's

This ticket ([#334011](#)) has been updated.
itsdterracat.zendesk.com/agent/tickets/334011

Toni Bull

11 Apr 2022, 15:26 GMT+12

Many thanks Jess 😊

Regards, Toni Bull

From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Monday, 11 April 2022 1:58 pm
To: Toni Bull <Toni.Bull@terracat.co.nz>
Cc: Claudia van Herp <Claudia.vanHerp@terracat.co.nz>
Subject: [IT Service Desk] Re: Deleting of PO's

Your request (334011) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

11/04/2022, 13:58 NZST

This will be because Natasha is Power Systems and you and Claudia didn't have the Power Systems order class loaded on your Naxt profile. I have now loaded it for you both :)
As for the deletion of PO's, I will have a chat with the team and Bradley about what we can do

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

Toni Bull

11/04/2022, 12:59 NZST

Hi Jess

Neither Claudia or I can see these PO's in All Purchase Orders.

An Employee can delete a PO so we should really make it so this is not possible.

Regards, Toni Bull

From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Monday, 11 April 2022 12:19 pm
To: Toni Bull <Toni.Bull@terracat.co.nz>
Subject: [IT Service Desk] Ticket Resolved: Deleting of PO's

Your request (334011) has been updated.
If there are outstanding issues with this request, or your issue hasn't been fixed, please reply to this email with details.

Jess Beattie (ITSD - Terra Cat)

11/04/2022, 12:19 NZST

Hey Toni,
These PO's do exist in Naxt and they were both created by Natasha Thompson.
Yes, Po's should only be cancelled not deleted.

[Redacted]

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

Toni Bull

11/04/2022, 11:41 NZST

Hi All

I did an extract this morning from NAXT for a report I do each month. However, I cannot see who raised the following PO's as it appears to Claudia and I that they may have been deleted.

Vendor account	Vendor name	Purchase order	Created(IMPORTED) date and time	Invoice amount	Document date/Invoice	PO Orderer	Surname	First Name
1000384	Hilton Haulage	PO00328887	22/03/2022	3638.03	13/03/2022	#N/A		7/
1008175	Statesmen Engineering	PO00329773	28/03/2022	304.75	28/03/2022	#N/A		2/

Should we only be allowing to have PO's cancelled and not deleted?

Regards

Toni Bull
Procurement Specialist - Terra Cat
24 Amyes Rd, Hornby, PO Box 16168, Christchurch, 8042
M: +6421989772 **DDI:** +6439832434
W: terracat.co.nz | [Redacted] [Redacted]

[Redacted]

This email and any attachments, is intended solely for the addressee and may contain confidential, proprietary or privileged information. If you have received this email in error, you must not use, read, distribute or copy this email or any attachments. If you are not the intended recipient, please do not print, copy, retransmit, or otherwise use this message and any attachments. Terra Industrial New Zealand Limited and its subsidiaries do not warrant that this email or any attachments are free from viruses or other defects and accept no liability for any losses resulting from this email or its attachments. Views expressed in this email do not necessarily reflect those of Terra Industrial New Zealand Limited or its subsidiaries.

This email is a service from ITSD - Terra Cat. Delivered by [Zendesk](#)

[3LMQDR-QX2L]

This email and any attachments, is intended solely for the addressee and may contain confidential, proprietary or privileged information. If you have received this email in error, you must not use, read, distribute or copy this email or any attachments. If you are not the intended recipient, please do not print, copy, retransmit, or otherwise use this message and any attachments. Terra Industrial New Zealand Limited and its subsidiaries do not warrant that this email or any attachments are free from viruses or other defects and accept no liability for any losses resulting from this email or its attachments. Views expressed in this email do not necessarily reflect those of Terra Industrial New Zealand Limited or its subsidiaries.

Jess Beattie (ITSD - Terra Cat)

11/04/2022, 12:19 NZST

Hey Toni,
These PO's do exist in Naxt and they were both created by Natasha Thompson.
Yes, Po's should only be cancelled not deleted.

[Redacted]

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

Toni Bull

11/04/2022, 11:41 NZST