

#329450 Issue with deleting 'receipt' in PO

Submitted Received via Requester

21 January 2022 at 08:02 Mail Kiana.Saltarelli kiana.Saltarelli@terracat.co.nz

CCs

IT Service Desk <servicedesk@terracat.co.nz>

StatusTypePriorityGroupAssigneeSolvedProblemNormalService DeskJess Beattie

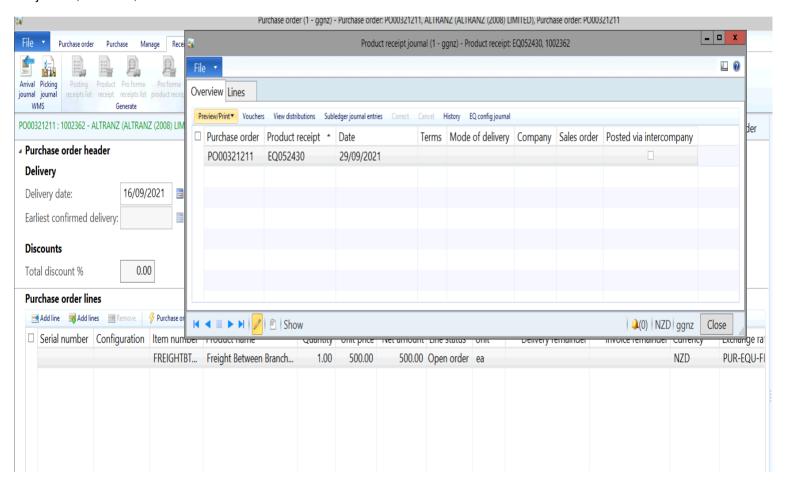
Category

NAXT

Kiana. Saltarelli January 21, 2022 at 8:02 AM

Hiya,

I am attempting to receive in a PO for AP. However, it looks like the PO has already been receipted in. I tried to delete this from the journal, however, it will not allow me:



Cheers.

Kiana Saltarelli Sales Coordinator - Terra Cat

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

DDI: +6439832351

E: Kiana.Saltarelli@terracat.co.nz | W: terracat.co.nz | 📑 🧧



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Jess Beattie January 21, 2022 at 1:12 PM

Hev Kiana

Looks like someone has tried to receipt it already but it hasn't gone through properly? Not entirely sure what has happened so I am going to have to pass this on to Maureen:)

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 January 21, 2022 at 1:13 PM

Internal note

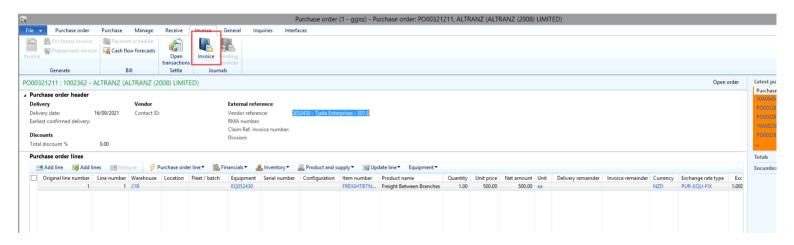
Maureen Aberilla Looks like someone has already tried to receipt this PO in but hasn't gone through properly is that correct? Or do you know what has happened? :)

Maureen Aberilla January 21, 2022 at 1:33 PM

Internal note

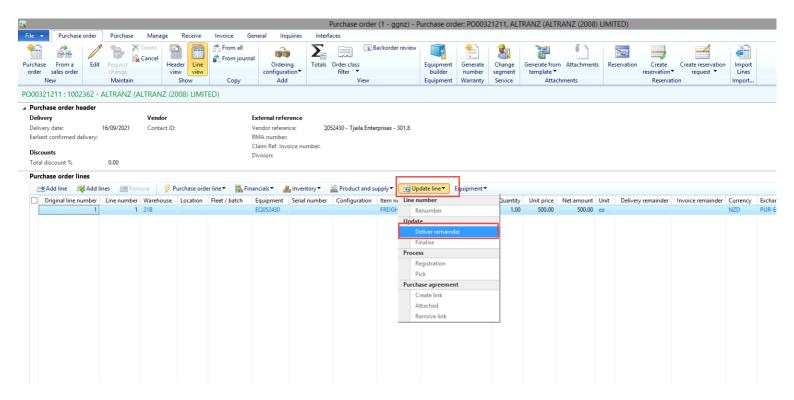
Hi Jess,

By system design, Kiana cannot delete the journal because there's no option to do so. She also cannot cancel this Product Receipt because the PO has already been invoiced.

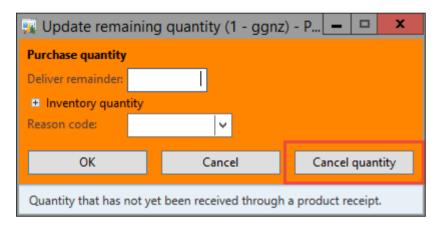


The header and line status of the PO however is stuck in Open Order instead of Invoiced.

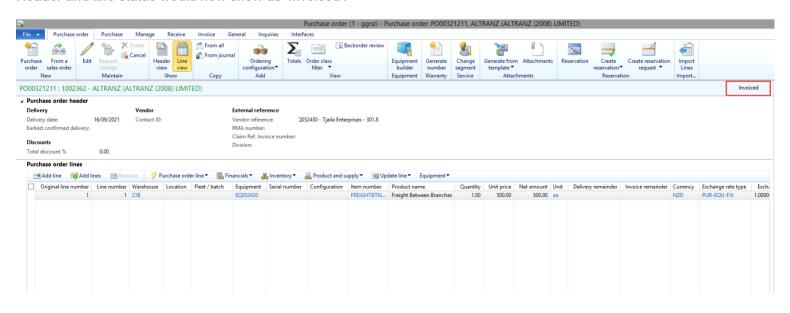
To update this, click on Update Line and then click Delivery remainder

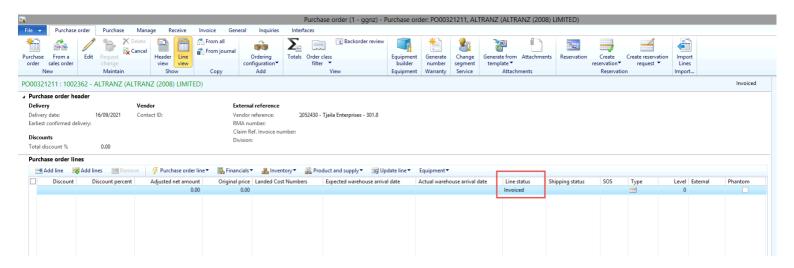


Click Cancel quantity



Header and line status would now show as 'Invoiced'.





Cheers, Maureen

Jess Beattie January 21, 2022 at 1:42 PM

Internal note

Ahh yes, that's right, I remember now from another ticket
Thank you

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 | I @



From: Maureen Aberilla (IT Service Desk) <support@itsdterracat.zendesk.com>

Sent: Friday, 21 January 2022 1:34 pm

To: Jess Beattie < Jess.Beattie@terracat.co.nz>

Subject: [IT Service Desk] Re: Issue with deleting 'receipt' in PO

This ticket (<u>#329450</u>) has been updated. itsdterracat.zendesk.com/agent/tickets/329450

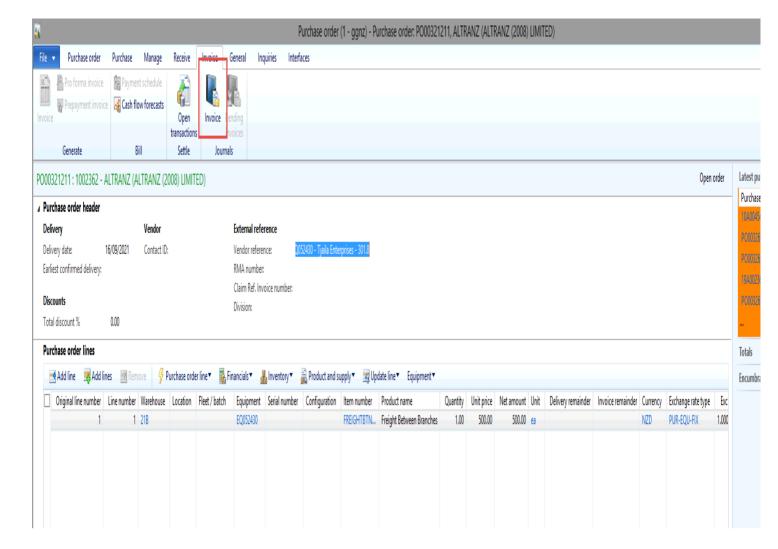
Maureen Aberilla (ITSD - Terra Cat)

21 Jan 2022, 13:33 GMT+13

Private note

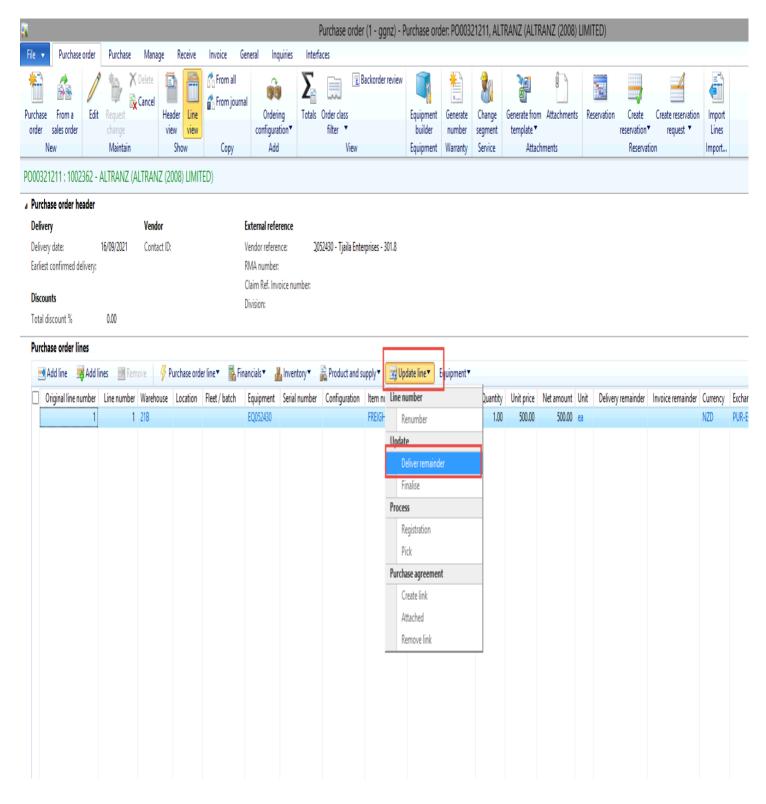
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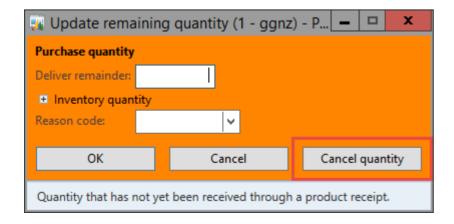


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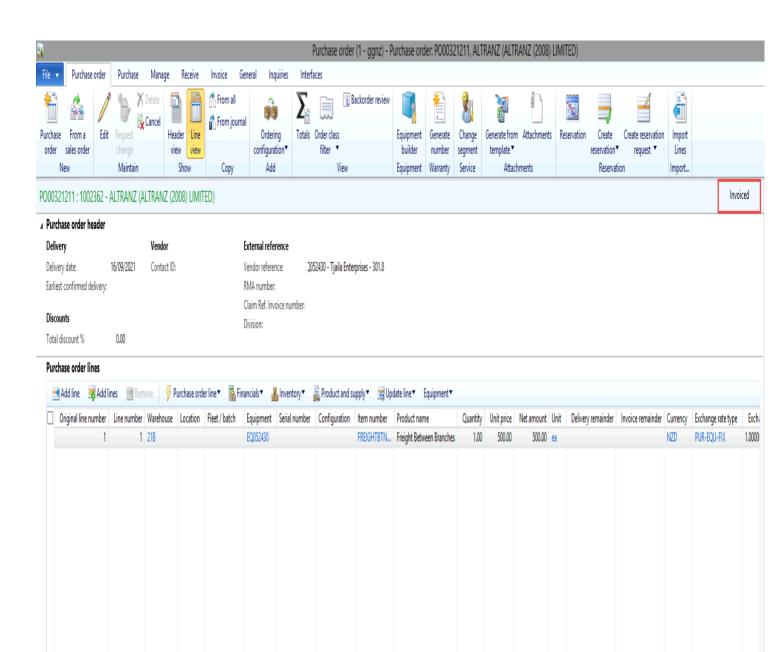
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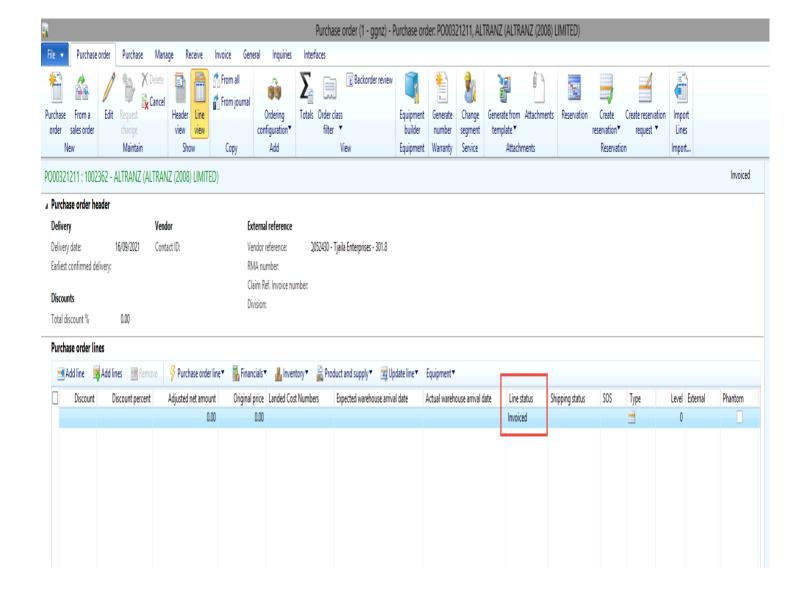


Click Cancel quantity



Header and line status would now show as 'Invoiced'.





Cheers, Maureen

You are an agent. Add a comment by replying to this email or view ticket in Zendesk Support.

Ticket # 329450
Status Pending

Requester Kiana. Saltarelli

CCs IT Service Desk

Followers Maureen Aberilla

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

[2Q3EDL-MXQW]Ticket-Id:329450Account-Subdomain:itsdterracat

Jess Beattie January 21, 2022 at 2:26 PM

Hey Kiana,

Please see Maureen's solution below ©



Kind regards,

Jess Beattie Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

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E: Jess.Beattie@terracat.co.nz | W: terracat.co.nz | III @





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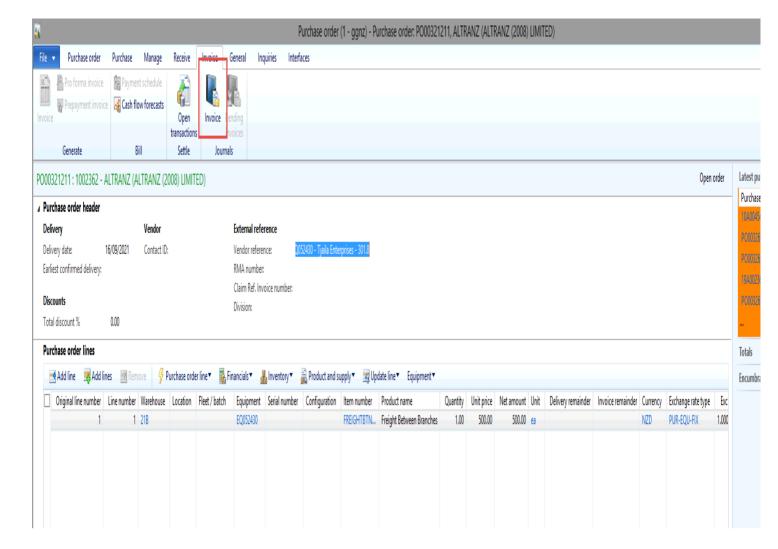
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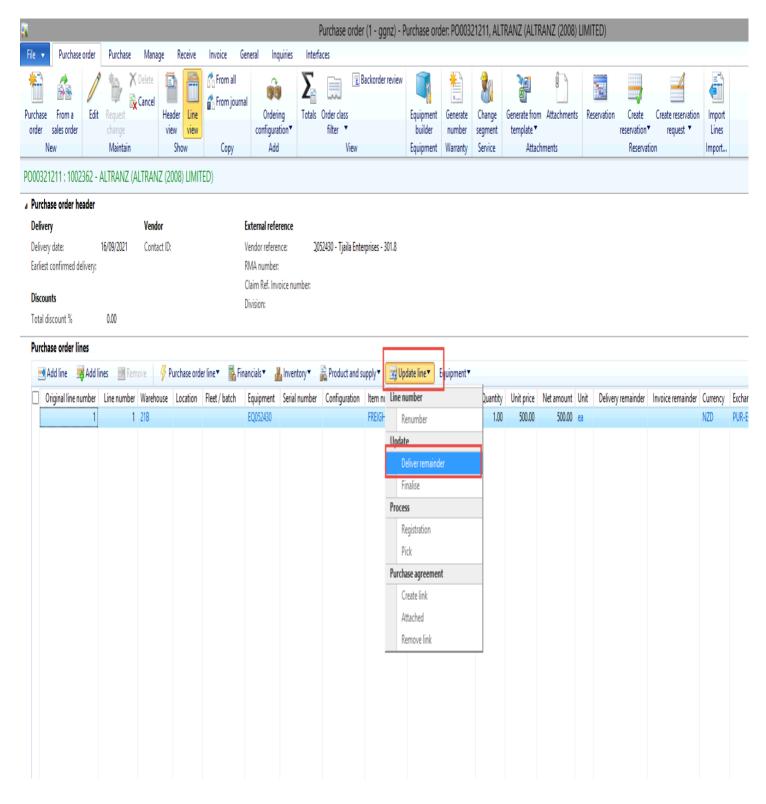
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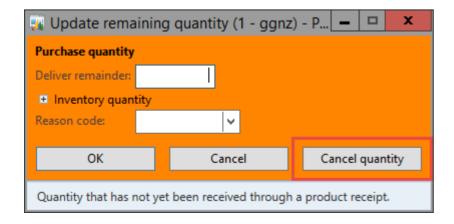


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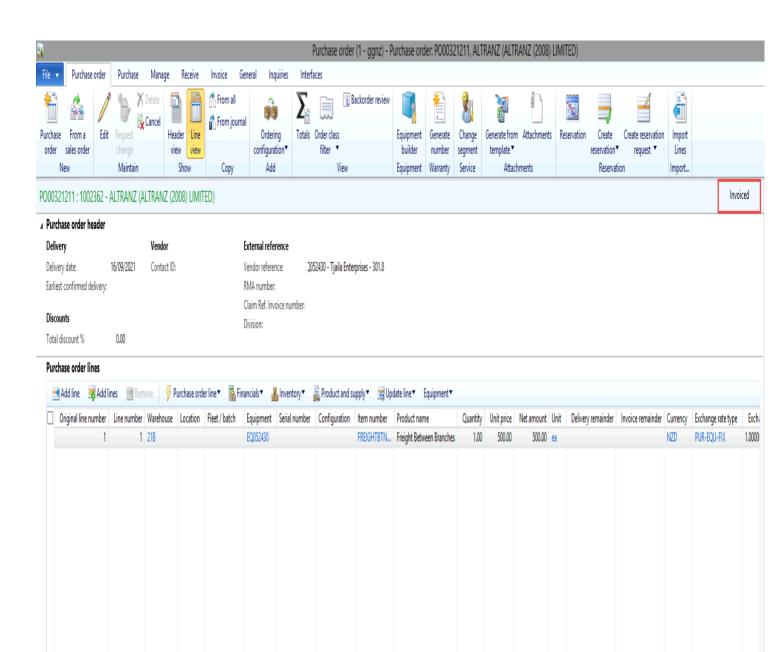
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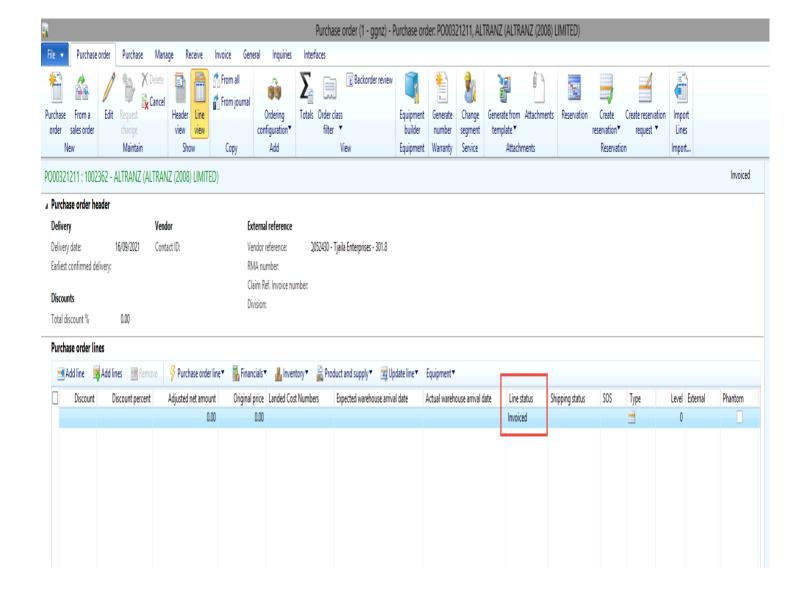


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[2Q3EDL-MXQW]Ticket-Id:329450Account-Subdomain:itsdterracat

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