

#306268 Invoice

Submitted

24 February 2021 at 17:01

Received via

Mail

Requester

Daniel Venkataiya <daniel.venkataiya@goughcat.co.nz>

CCs

Maureen Aberilla <maureen.aberilla@terracat.co.nz>

Status	Type	Priority	Group	Assignee
Closed	-	Normal	Service Desk	Jess Beattie

Category

NEXT

Daniel Venkataiya February 24, 2021 at 17:01

Afternoon Team,

Please can someone have a look at this error
Push invoice through as been open since last year

19S0069147 : 5000282 - EUQ Used Equipment Inventory

Sales order header

Customer

Customer account: [5000282](#)

Name: EUQ Used Equipment Inventory

Customer requisition:

Customer reference: EQ048265- 312E Pierre Brunet

Contact ID:

Contact:

Telephone:

Invoice account: [5000282](#)

Name: EUQ Used Equipment Inventory

Delivery address

Name: Terra CAT

Delivery address: Terra CAT

Address: 131 Maui Street
Pukete
Hamilton 3200

Delivery contact:

Sales order lines

Item number	Quantity	Product name	Ship Qty	Delivery remainder	Invoice remainder	Unit price	Reference number	Warehouse	Location	Discount
3223155	2.00	Element As			2.00	19.17		19A	A03B04	
4794131	2.00	Element-Sep			2.00	36.25		19A	A05B04	
3608960	1.00	Element Fuel			1.00	20.46		19A	A02A03	
5153968EX	2.00	CAT DEO 15W/40 ULS CK4 20Ltr			2.00	92.35		19A	DISPLAY	
7X7858EX	1.00	CAT TDTO 50W 20Ltr			1.00	90.35		19A	DISPLAY	

Cheers,

Daniel Venkataiya
Parts Interpreter - Terra Cat

E: Daniel.Venkataiya@terracat.co.nz | W: terracat.co.nz |  



Equipment

Edit

Delete

Equipment sales availability

Equipment availability

Financial summary Finance

Equipment builder

Import configuration detail

Attachment handling

Installed components

Refresh

Export to Microsoft Excel List

Reservation

Attachments

EQ048265 : Small Excavator

General

Identification

Equipment number: EQ048265

Further identification

Equipment name: Small Excavator

Search name: Small Excavator

Description:

Machine information

Config Id:

Model: 312E

Group code: HEXSM

Make: CATERPILLAR

Primary Compatibility Code:

Attachment: ☐

Attached to:

Vehicle for service: ☐

Inventory

Item number: 312E

Serial number: PZL00813

Configuration: Z

Plate:

Currency

Currency: NZD

Dates

Order date:

Manufacture date:

Estimated receipt date:

Received date:

Delivery date:

Sell date:

Startup date:

Other information

UCC import: ☐

Groups

Equipment group: GENERAL

Status

Fleet type: Competitive

Agreement status: Sold

Physical status: In territory

Reason code: STATUS

Project ID:

Technical information

Usage information

Trade information

After treatment details

Component information

Finance information

Bar code

Address

Financial dimensions

Identify equipment.

Close

Cheers,
Maureen 😊

Jess Beattie March 19, 2021 at 08:55

Hey Daniel,

Please see Maureen's reply below regarding this error. This will help you to understand why you got that departmental error

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



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

Sent: Friday, 26 February 2021 9:44 am

To: Jess Beattie <Jess.Beattie@terra.cat.co.nz>

Subject: [IT Service Desk] Re: Invoice

This ticket ([#306268](#)) has been updated.

itsdterra.cat.zendesk.com/agent/tickets/306268

Maureen Aberilla (ITSD - Terra Cat)

26 Feb 2021, 09:43 GMT+13

Private note

[Jess Beattie](#) Hi Jess,

EQ048265 fleet type is Competitive which means that we didn't sell this equipment to the customer. If this would've come from our fleet, the Fleet Type will show 'Customer'.

Equipment (1 - ggnz) - Equipment number: EQ048265, Small Excavator

File

Equipment

Setup

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Functions

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Equipment

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Equipment sales availability

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EQ048265 : Small Excavator

General

Identification

Equipment number: EQ048265

Further identification

Equipment name: Small Excavator

Search name: Small Excavator

Description:

Groups

Equipment group: GENERAL

Status

Fleet type: Competitive

Agreement status: Sold

Physical status: In territory

Reason code: STATUS

Project ID:

Machine information

Config Id:

Model: 312E312E Small Excavator

Group code: HEXSMSmall Excavators

Make: CATERPILLARCaterpillar

Primary Compatibility Code:

Attachment:

Attached to:

Vehicle for service:

Inventory

Item number: 312E

Serial number: PZL00813

Configuration: Z

Plate:

Currency

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Bar code

Address

Financial dimensions

Identify equipment.

100

NZD

ggnz

Close

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If we do this, we take up those costs internally instead of charging these to the customer.

From a business point of view, these costs should've been factored into the sales order at a margin so we make profit from the sale.

Because we didn't sell this particular equipment to this customer, we shouldn't charge these cost to 5000282.

This is what the error 'The invoice cannot be created as the interdepartmental customer cannot post to the equipment' means.

We should either charge this externally or depending what has been agreed, charge this internally but using the Goodwill internal account.

Cheers,

Maureen 😊

Jess Beattie (ITSD - Terra Cat)

25 Feb 2021, 08:44 GMT+13

Private note

[Maureen Aberilla](#) Hey Maureen, I have seen this once before but I don't have any notes on it :(Could you please refresh my memory on what this means? Interdepartmental customer?

Daniel Venkataiya

24 Feb 2021, 17:01 GMT+13

Afternoon Team,

Please can someone have a look at this error
Push invoice through as been open since last year

19S0069147 : 5000282 - EUQ Used Equipment Inventory

Sales order header

Customer
Customer account: 5000282
Name: EUQ Used Equipment Inventory
Customer requisition:
Customer reference: EQ048265- 312E Pierre Brunet
Contact ID:
Contact:
Telephone:
Invoice account: 5000282
Name: EUQ Used Equipment Inventory

Delivery address
Name: Terra CAT
Delivery address: Terra CAT
Address: 131 Maui Street
Pukete
Hamilton 3200

Delivery contact:

Sales order lines

Add line Add lines Remove Sales order line Financials Inventory Product and supply Update line Interface Reservation

Item number	Quantity	Product name	Ship Qty	Delivery remainder	Invoice remainder	Unit price	Reference number	Warehouse	Location	Discount
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7X7858EX	1.00	CAT TDTO 50W 20Ltr			1.00	90.35		19A	DISPLAY	

Read the warning messages and take suitable action.

Message (05:00:14 pm)
The invoice cannot be created as the interdepartmental customer cannot post to the equipment.

Clear Close

Cheers,

Daniel Venkataiya
Parts Interpreter - Terra Cat
131 Maui St, PO Box 20121, Hamilton, 3241
M: +64275675609 |
E: Daniel.Venkataiya@terracat.co.nz | **W:** terracat.co.nz |  



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

Ticket # 306268
Status Pending
Requester Daniel Venkataiya
CCs ITHD
Followers Jess Beattie, Maureen Aberilla
Group Service Desk

Assignee Jess Beattie
Priority Normal
Type Ticket
Channel By Mail

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

[K7GV0E-KGDR]Ticket-Id:306268Account-Subdomain:itsdterracat

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Jess Beattie March 19, 2021 at 09:06 Internal note
Sent Daniel the reply from Maureen so he understands why he got that error

Jess Beattie March 19, 2021 at 09:43 Internal note
Hey Maureen,
Could you please reiterate what either we or Daniel needs to do here? I sent him the reply you sent me so he could understand why he got the interdepartmental error and I recall Sue or yourself saying something about that if there is a contract on the segment then they need to go to the contracts team to sort it?

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: Daniel Venkataiya <Daniel.Venkataiya@terracat.co.nz>
Sent: Friday, 19 March 2021 9:35 am
To: Jess Beattie <Jess.Beattie@terracat.co.nz>
Cc: CATHamParts <CatHamParts@terracat.co.nz>
Subject: RE: [IT Service Desk] Re: Invoice



Hi Jess,

Thanks for keeping me informed
Does this mean you aren't able to push this through ?

Do I need to change the account or are you able to change it
Because I was asked to charge this account using the EQ number supplied by sales

Just wanting to get this through and invoice

Cheers,

Daniel Venkataiya
Parts Interpreter - Terra Cat
131 Maui St, PO Box 20121, Hamilton, 3241
M: +64275675609 |
E: Daniel.Venkataiya@terracat.co.nz | **W:** terracat.co.nz |  



From: Jess Beattie <Jess.Beattie@terracat.co.nz>
Sent: Friday, 19 March 2021 8:56 am

To: Daniel Venkataiya <Daniel.Venkataiya@terracat.co.nz>
Cc: IT Service Desk <itsd@terracat.co.nz>
Subject: FW: [IT Service Desk] Re: Invoice

Hey Daniel,
Please see Maureen's reply below regarding this error. This will help you to understand why you got that departmental error

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: Maureen Aberilla (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Friday, 26 February 2021 9:44 am
To: Jess Beattie <Jess.Beattie@terracat.co.nz>
Subject: [IT Service Desk] Re: Invoice

This ticket ([#306268](#)) has been updated.
itsdterracat.zendesk.com/agent/tickets/306268

Maureen Aberilla (ITSD - Terra Cat)

26 Feb 2021, 09:43 GMT+13

Private note

[Jess Beattie](#) Hi Jess,

EQ048265 fleet type is Competitive which means that we didn't sell this equipment to the customer. If this would've come from our fleet, the Fleet Type will show 'Customer'.

Equipment (1 - ggnz) - Equipment number: EQ048265, Small Excavator

File

Equipment

Setup

Sales

Functions

Inquiries

Interfaces

Map

Equipment

Edit

Equipment sales availability

Equipment availability

Financial summary

Equipment builder

Import configuration detail

Attachment handling

Installed components

Refresh

Export to Microsoft Excel List

Reservation

Attachments

Delete

New

Maintain

Availability

Finance

Builder

Builder

List

Reservation

Attachments

EQ048265 : Small Excavator

General

Identification

Equipment number: EQ048265

Further identification

Equipment name: Small Excavator

Search name: Small Excavator

Description:

Groups

Equipment group: GENERAL

Status

Fleet type: Competitive

Agreement status: Sold

Physical status: In territory

Reason code: STATUS

Project ID:

Machine information

Config Id:

Model: 312E 312E Small Excavator

Group code: HEXSM Small Excavators TEX

Make: CATERPILLAR Caterpillar

Primary Compatibility Code:

Attachment: ☐

Attached to:

Vehicle for service: ☐

Inventory

Item number: 312E

Serial number: PZL00813

Configuration: Z

Plate:

Currency

Currency: NZD

Dates

Order date:

Manufacture date:

Estimated receipt date:

Received date:

Delivery date:

Sell date:

Startup date:

Other information

UCC import: ☐

Technical information

Usage information

Trade information

After treatment details

Component information

Finance information

Bar code

Address

Financial dimensions

Identify equipment.

100

NZD

ggnz

Close

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Cheers,

Maureen 😊

Jess Beattie (ITSD - Terra Cat)

25 Feb 2021, 08:44 GMT+13

Private note

[Maureen Aberilla](#) Hey Maureen, I have seen this once before but I don't have any notes on it :(Could you please refresh my memory on what this means? Interdepartmental customer?

Daniel Venkataiya

24 Feb 2021, 17:01 GMT+13

Afternoon Team,

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Push invoice through as been open since last year

1950069147 : 5000282 - EUQ Used Equipment Inventory

Sales order header

Customer

Customer account: 5000282

Name: EUQ Used Equipment Inventory

Customer requisition:

Customer reference: EQ048265- 312E Pierre Brunet

Contact ID:

Contact:

Telephone:

Invoice account: 5000282

Name: EUQ Used Equipment Inventory

Delivery address

Name: Terra CAT

Delivery address: Terra CAT

Address: 131 Maui Street
Pukete
Hamilton 3200

Delivery contact:

Sales order lines

Add line

Add lines

Remove

Sales order line

Financials

Inventory

Product and supply

Update line

Interface

Reservation

Item number	Quantity	Product name	Ship Qty	Delivery remainder	Invoice remainder	Unit price	Reference number	Warehouse	Location	Discount
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7X7858EX	1.00	CAT TDTO 50W 20Ltr			1.00	90.35		19A	DISPLAY	

Read the warning messages and take suitable action.

Message (05:00:14 pm)

The invoice cannot be created as the interdepartmental customer cannot post to the equipment.

Clear

Close

Cheers,

Daniel Venkataiya

Parts Interpreter - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +64275675609 |

E: Daniel.Venkataiya@terracat.co.nz | **W:** terracat.co.nz | [f](#) [i](#)

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Ticket # 306268

Status Pending

Requester Daniel Venkataiya

CCs ITHD

Followers Jess Beattie, Maureen Aberilla

Group Service Desk

Assignee Jess Beattie
Priority Normal
Type Ticket
Channel By Mail

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

[K7GV0E-KGDR]Ticket-Id:306268Account-Subdomain:itsdterracat

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Jess Beattie March 19, 2021 at 10:54

That is correct. We cannot push this through.
Who was it that told you to charge it to that account with that EQ?

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: Daniel Venkataiya <Daniel.Venkataiya@terracat.co.nz>
Sent: Friday, 19 March 2021 9:35 am
To: Jess Beattie <Jess.Beattie@terracat.co.nz>
Cc: CATHamParts <CatHamParts@terracat.co.nz>
Subject: RE: [IT Service Desk] Re: Invoice

Hi Jess,

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Finance

Equipment builder

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Import configuration detail

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Export to Microsoft Excel

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Reservation

Reservation

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EQ048265 : Small Excavator

General

Identification

Equipment number: EQ048265

Further identification

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Customer requisition:
Customer reference: EQ048265- 312E Pierre Brunet
Contact ID:
Contact:
Telephone:
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Delivery contact:

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Add line Add lines Remove Sales order line Financials Inventory Product and supply Update line Interface Reservation

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Clear Close

Cheers,

Daniel Venkataiya
Parts Interpreter - Terra Cat
131 Maui St, PO Box 20121, Hamilton, 3241
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E: Daniel.Venkataiya@terracat.co.nz | **W:** terracat.co.nz | [f](#) [i](#)



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Status Pending
Requester Daniel Venkataiya
CCs ITHD
Followers Jess Beattie, Maureen Aberilla
Group Service Desk

Assignee Jess Beattie
Priority Normal
Type Ticket
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[K7GV0E-KGDR]Ticket-Id:306268Account-Subdomain:itsdterracat

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Maureen Aberilla March 19, 2021 at 11:12

Hi Ryan,

As discussed, please see email below.

Cheers,
Maureen

Maureen Aberilla
Business Analyst - Terra Cat
24 Amyes Road, PO Box , Christchurch, 8042
M: +64272093040 | **F:** +6439835715
E: Maureen.Aberilla@terracat.co.nz | **W:** terracat.co.nz |  



From: Jess Beattie <Jess.Beattie@terracat.co.nz>
Sent: Friday, 19 March 2021 10:55 AM
To: Daniel Venkataiya <Daniel.Venkataiya@terracat.co.nz>
Cc: CATHamParts <CatHamParts@terracat.co.nz>; IT Service Desk <itsd@terracat.co.nz>; Maureen Aberilla <Maureen.Aberilla@terracat.co.nz>
Subject: RE: [IT Service Desk] Re: Invoice

That is correct. We cannot push this through.
Who was it that told you to charge it to that account with that EQ?

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: Daniel Venkataiya <Daniel.Venkataiya@terracat.co.nz>
Sent: Friday, 19 March 2021 9:35 am
To: Jess Beattie <Jess.Beattie@terracat.co.nz>
Cc: CATHamParts <CatHamParts@terracat.co.nz>
Subject: RE: [IT Service Desk] Re: Invoice

Hi Jess,

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Just wanting to get this through and invoice

Cheers,

Daniel Venkataiya

Parts Interpreter - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +64275675609 |

E: Daniel.Venkataiya@terraecat.co.nz | **W:** terraecat.co.nz |  



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Hey Daniel,

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

Sent: Friday, 26 February 2021 9:44 am

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

Subject: [IT Service Desk] Re: Invoice

This ticket ([#306268](#)) has been updated.

itsdterraecat.zendesk.com/agent/tickets/306268

Maureen Aberilla (ITSD - Terra Cat)

26 Feb 2021, 09:43 GMT+13

Private note

[Jess Beattie](#) Hi Jess,

EQ048265 fleet type is Competitive which means that we didn't sell this equipment to the customer. If this would've come from our fleet, the Fleet Type will show 'Customer'.

Equipment (1 - ggnz) - Equipment number: EQ048265, Small Excavator

File

Equipment

Setup

Sales

Functions

Inquiries

Interfaces

Map

Equipment

Edit

Equipment sales availability

Equipment availability

Financial summary

Equipment builder

Import configuration detail

Attachment handling

Installed components

Refresh

Export to Microsoft Excel List

Reservation

Attachments

Delete

EQ048265 : Small Excavator

General

Identification

Equipment number: EQ048265

Further identification

Equipment name: Small Excavator

Search name: Small Excavator

Description:

Groups

Equipment group: GENERAL

Status

Fleet type: Competitive

Agreement status: Sold

Physical status: In territory

Reason code: STATUS

Project ID:

Machine information

Config Id:

Model: 312E 312E Small Excavator

Group code: HEXSM Small Excavators

Make: CATERPILLAR Caterpillar

Primary Compatibility Code:

Attachment: ☐

Attached to:

Vehicle for service: ☐

Inventory

Item number: 312E

Serial number: PZL00813

Configuration: Z

Plate:

Currency

Currency: NZD

Dates

Order date:

Manufacture date:

Estimated receipt date:

Received date:

Delivery date:

Sell date:

Startup date:

Other information

UCC import: ☐

Technical information

Usage information

Trade information

After treatment details

Component information

Finance information

Bar code

Address

Financial dimensions

Identify equipment.

100

NZD

ggnz

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This is what the error 'The invoice cannot be created as the interdepartmental customer cannot post to the equipment' means.

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Cheers,

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Jess Beattie (ITSD - Terra Cat)

25 Feb 2021, 08:44 GMT+13

Private note

[Maureen Aberilla](#) Hey Maureen, I have seen this once before but I don't have any notes on it :(Could you please refresh my memory on what this means? Interdepartmental customer?

Daniel Venkataiya

24 Feb 2021, 17:01 GMT+13

Afternoon Team,

Please can someone have a look at this error
Push invoice through as been open since last year

19S0069147 : 5000282 - EUQ Used Equipment Inventory

Sales order header

Customer
Customer account: 5000282
Name: EUQ Used Equipment Inventory
Customer requisition:
Customer reference: EQ048265- 312E Pierre Brunet
Contact ID:
Contact:
Telephone:
Invoice account: 5000282
Name: EUQ Used Equipment Inventory

Delivery address
Name: Terra CAT
Delivery address: Terra CAT
Address: 131 Maui Street
Pukete
Hamilton 3200

Delivery contact:

Sales order lines

Add line Add lines Remove Sales order line Financials Inventory Product and supply Update line Interface Reservation

Item number	Quantity	Product name	Ship Qty	Delivery remainder	Invoice remainder	Unit price	Reference number	Warehouse	Location	Discount
3223155	2.00	Element As			2.00	19.17		19A	A03B04	
4794131	2.00	Element-Sep			2.00	36.25		19A	A05B04	
3608960	1.00	Element Fuel			1.00	20.46		19A	A02A03	
5153968EX	2.00	CAT DEO 15W/40 ULS CK4 20Ltr			2.00	92.35		19A	DISPLAY	
7X7858EX	1.00	CAT TDTO 50W 20Ltr			1.00	90.35		19A	DISPLAY	

Read the warning messages and take suitable action.

Message (05:00:14 pm)
The invoice cannot be created as the interdepartmental customer cannot post to the equipment.

Clear Close

Cheers,

Daniel Venkataiya
Parts Interpreter - Terra Cat
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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.

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

Ticket # 306268
Status Pending
Requester Daniel Venkataiya
CCs ITHD
Followers Jess Beattie, Maureen Aberilla
Group Service Desk

Assignee Jess Beattie
Priority Normal
Type Ticket
Channel By Mail

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

[K7GV0E-KGDR]Ticket-Id:306268Account-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 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.

Ryan Sloan March 19, 2021 at 11:41

Hi Team,

Thanks for the information Maureen,

[@Daniel Venkataiya](#) we can happily help get this invoice through for you and update with the correct goodwill account.

As per Jess's prior email we just need supporting documents of who made the decision to take the cost on 😊.

Kind Regards, Ryan Sloan

From: Maureen Aberilla (IT Service Desk) <support@itsdterracat.zendesk.com>
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To: Daniel Venkataiya <Daniel.Venkataiya@terracat.co.nz>
Cc: ITHD <ITHD.ITHD@goughgroup.co.nz>; Ryan Sloan <Ryan.Sloan@terracat.co.nz>; CATHamParts <CatHamParts@terracat.co.nz>
Subject: [IT Service Desk] Re: Invoice

Your request (306268) has been updated. To add additional comments, reply to this email.


Maureen Aberilla (ITSD - Terra Cat)

19/03/2021, 11:12 am NZDT

Hi Ryan,

As discussed, please see email below.

Cheers,
Maureen

Maureen Aberilla
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itsdterracat.zendesk.com/agent/tickets/306268

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26 Feb 2021, 09:43 GMT+13

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FileEquipmentSetupSalesFunctionsInquiriesInterfacesMap

Equipment

Edit

New

Delete

Maintain

Equipment sales availability

Availability

Equipment availability

Availability

Financial summary

Finance

Equipment builder

Builder

Import configuration detail

Builder

Attachment handling

Installed components

Refresh

Export to Microsoft Excel

List

Reservation

Reservation

Attachments

Attachments

EQ048265 : Small Excavator

General

Identification

Equipment number: EQ048265

Further identification

Equipment name: Small Excavator

Search name: Small Excavator

Description:

Groups

Equipment groups: GENERAL

Status

Fleet type: Competitive

Agreement status: Sold

Physical status: In territory

Reason code: STATUS

Project ID:

Machine information

Config Id:

Model: 312E312E Small Excavator

Group code: HEXSMSmall Excavators

Make: CATERPILLARCaterpillar

Primary Compatibility Code:

Attachment:☐

Attached to:

Vehicle for service:☐

Inventory

Item number: 312E

Serial number: PZL00813

Configuration: Z

Plate:

Currency

Currency: NZD

Dates

Order date:

Manufacture date:

Estimated receipt date:

Received date:

Delivery date:

Sell date:

Startup date:

Other information

UCC import:☐

Technical information

Usage information

Trade information

After treatment details

Component information

Finance information

Bar code

Address

Financial dimensions

Identify equipment.

NZDggnz

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Followers Jess Beattie, Maureen Aberilla

Group Service Desk
Assignee Jess Beattie
Priority Normal
Type Ticket
Channel By Mail

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

[K7GV0E-KGDR]Ticket-Id:306268Account-Subdomain:itsdterracat

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Jess Beattie (ITSD - Terra Cat)

19/03/2021, 10:54 am NZDT

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24 Amyes Road, PO Box 16168, Christchurch, 8042
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Daniel Venkataiya

24 Feb 2021, 17:01 GMT+13

Scott White March 19, 2021 at 13:32

Internal note

Hi

This should not be going to a goodwill account it should be getting charged to sales department

We were given instruction from the sales admin team and is part of this machine sale

I believe this was asked for in the first month of the new account setups for sales so this could be where the issue comes from



If you feel it should be on a different account I can ask them and come back to you

Scott White

Branch Manager - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +6421969568 | F: +6479587978

E: Scott.White@terracat.co.nz | W: terracat.co.nz |  



From: Ryan Sloan <Ryan.Sloan@terracat.co.nz>

Sent: Friday, 19 March 2021 11:41 AM

To: IT Service Desk <support+id306268@itsdterracat.zendesk.com>; Daniel Venkataiya

<Daniel.Venkataiya@terracat.co.nz>

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FileEquipmentSetupSalesFunctionsInquiriesInterfacesMap

Equipment

New

Delete

Maintain

Equipment sales availability

Availability

Equipment availability

Availability

Financial summary

Finance

Equipment builder

Builder

Import configuration detail

Builder

Attachment handling

Builder

Installed components

Builder

Refresh

List

Export to Microsoft Excel

Reservation

Reservation

Reservation

Attachments

Attachments

EQ048265 : Small Excavator

General

Identification

Equipment number: EQ048265

Further identification

Equipment name: Small Excavator

Search name: Small Excavator

Description:

Groups

Equipment groups: GENERAL

Status

Fleet type: Competitive

Agreement status: Sold

Physical status: In territory

Reason code: STATUS

Project ID:

Machine information

Config Id:

Model: 312E312E Small Excavator

Group code: HEXSMSmall Excavators

Make: CATERPILLARCaterpillar

Primary Compatibility Code:

Attachment:

Attached to:

Vehicle for service:

Inventory

Item number: 312E

Serial number: PZL00813

Configuration: Z

Plate:

Currency

Currency: NZD

Dates

Order date:

Manufacture date:

Estimated receipt date:

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Delivery date:

Sell date:

Startup date:

Other information

UCC import:

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If we do this, we take up those costs internally instead of charging these to the customer.

From a business point of view, these costs should've been factored into the sales order at a margin so we make profit from the sale.

Because we didn't sell this particular equipment to this customer, we shouldn't charge these cost to 5000282.

This is what the error 'The invoice cannot be created as the interdepartmental customer cannot post to the equipment' means.

We should either charge this externally or depending what has been agreed, charge this internally but using the Goodwill internal account.

Cheers,

Maureen 😊

Jess Beattie (ITSD - Terra Cat)

25 Feb 2021, 08:44 GMT+13

Private note

[Maureen Aberilla](#) Hey Maureen, I have seen this once before but I don't have any notes on it :(Could you please refresh my memory on what this means? Interdepartmental customer?

Daniel Venkataiya

24 Feb 2021, 17:01 GMT+13

Afternoon Team,

Please can someone have a look at this error
Push invoice through as been open since last year

19S0069147 : 5000282 - EUQ Used Equipment Inventory

Sales order header

Customer
Customer account: 5000282
Name: EUQ Used Equipment Inventory
Customer requisition:
Customer reference: EQ048265- 312E Pierre Brunet
Contact ID:
Contact:
Telephone:
Invoice account: 5000282
Name: EUQ Used Equipment Inventory

Delivery address
Name: Terra CAT
Delivery address: Terra CAT
Address: 131 Maui Street
Pukete
Hamilton 3200

Delivery contact:

Sales order lines

Add line Add lines Remove Sales order line Financials Inventory Product and supply Update line Interface Reservation

Item number	Quantity	Product name	Ship Qty	Delivery remainder	Invoice remainder	Unit price	Reference number	Warehouse	Location	Discount
3223155	2.00	Element As			2.00	19.17		19A	A03B04	
4794131	2.00	Element-Sep			2.00	36.25		19A	A05B04	
3608960	1.00	Element Fuel			1.00	20.46		19A	A02A03	
5153968EX	2.00	CAT DEO 15W/40 ULS CK4 20Ltr			2.00	92.35		19A	DISPLAY	
7X7858EX	1.00	CAT TDTO 50W 20Ltr			1.00	90.35		19A	DISPLAY	

Read the warning messages and take suitable action.

Message (05:00:14 pm)
The invoice cannot be created as the interdepartmental customer cannot post to the equipment.

Clear Close

Cheers,

Daniel Venkataiya

Parts Interpreter - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +64275675609 |

E: Daniel.Venkataiya@terracat.co.nz | **W:** terracat.co.nz |  



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

Ticket # 306268

Status Pending

Requester Daniel Venkataiya

CCs ITHD

Followers Jess Beattie, Maureen Aberilla

Group Service Desk
Assignee Jess Beattie
Priority Normal
Type Ticket
Channel By Mail

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

[K7GV0E-KGDR]Ticket-Id:306268Account-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 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 (ITSD - Terra Cat)

19/03/2021, 10:54 am NZDT

That is correct. We cannot push this through.
Who was it that told you to charge it to that account with that EQ?

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: Daniel Venkataiya <Daniel.Venkataiya@terracat.co.nz>
Sent: Friday, 19 March 2021 9:35 am
To: Jess Beattie <Jess.Beattie@terracat.co.nz>
Cc: CATHamParts <CatHamParts@terracat.co.nz>
Subject: RE: [IT Service Desk] Re: Invoice


Hi Jess,

Thanks for keeping me informed
Does this mean you aren't able to push this through ?

Do I need to change the account or are you able to change it
Because I was asked to charge this account using the EQ number supplied by sales

Just wanting to get this through and invoice

Cheers,

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Parts Interpreter - Terra Cat
131 Maui St, PO Box 20121, Hamilton, 3241
M: +64275675609 |
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From: Jess Beattie <Jess.Beattie@terracat.co.nz>
Sent: Friday, 19 March 2021 8:56 am
To: Daniel Venkataiya <Daniel.Venkataiya@terracat.co.nz>

Cc: IT Service Desk <itsd@terraecat.co.nz>
Subject: FW: [IT Service Desk] Re: Invoice

Hey Daniel,
Please see Maureen's reply below regarding this error. This will help you to understand why you got that departmental error

Kind regards,

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From: Maureen Aberilla (IT Service Desk) <support@itsdterraecat.zendesk.com>
Sent: Friday, 26 February 2021 9:44 am
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Subject: [IT Service Desk] Re: Invoice

This ticket ([#306268](#)) has been updated.
itsdterraecat.zendesk.com/agent/tickets/306268

Maureen Aberilla (ITSD - Terra Cat)

26 Feb 2021, 09:43 GMT+13

Private note

Ryan Sloan March 19, 2021 at 13:41

Hi Scott,

Thanks for the information.

How we interpreted this (which could easily be wrong) is that due to this machine being a competitors machine and not sold by terra cat we either need this to go to a goodwill account and take the hit or on charge the costs to the competitor.

If you could please link me in on the email you will send to the sales admin to get clarification and we can sort this out together as soon as possible 😊.

Regards, Ryan Sloan

From: Scott White <Scott.White@terraecat.co.nz>
Sent: Friday, 19 March 2021 1:33 PM
To: Ryan Sloan <Ryan.Sloan@terraecat.co.nz>; IT Service Desk <support+id306268@itsdterraecat.zendesk.com>; Daniel Venkataiya <Daniel.Venkataiya@terraecat.co.nz>
Cc: ITHD <ITHD.ITHD@goughgroup.co.nz>; CATHamParts <CatHamParts@terraecat.co.nz>
Subject: RE: [IT Service Desk] Re: Invoice

Hi

This should not be going to a goodwill account it should be getting charged to sales department

We were given instruction from the sales admin team and is part of this machine sale
I believe this was asked for in the first month of the new account setups for sales so this could be where the issue comes from

If you feel it should be on a different account I can ask them and come back to you

Scott White

Branch Manager - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +6421969568 | F: +6479587978

E: Scott.White@terraecat.co.nz | W: terraecat.co.nz |  



From: Ryan Sloan <Ryan.Sloan@terraecat.co.nz>

Sent: Friday, 19 March 2021 11:41 AM

To: IT Service Desk <support+id306268@itsdterraecat.zendesk.com>; Daniel Venkataiya

<Daniel.Venkataiya@terraecat.co.nz>

Cc: ITHD <ITHD.ITHD@goughgroup.co.nz>; CATHamParts <CatHamParts@terraecat.co.nz>

Subject: RE: [IT Service Desk] Re: Invoice

Hi Team,

Thanks for the information Maureen,

[@Daniel Venkataiya](mailto:Daniel.Venkataiya@terraecat.co.nz) we can happily help get this invoice through for you and update with the correct goodwill account.

As per Jess's prior email we just need supporting documents of who made the decision to take the cost on 😊.

Kind Regards, Ryan Sloan

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Sent: Friday, 19 March 2021 11:13 AM

To: Daniel Venkataiya <Daniel.Venkataiya@terraecat.co.nz>

Cc: ITHD <ITHD.ITHD@goughgroup.co.nz>; Ryan Sloan <Ryan.Sloan@terraecat.co.nz>; CATHamParts <CatHamParts@terraecat.co.nz>

Subject: [IT Service Desk] Re: Invoice

Your request (306268) has been updated. To add additional comments, reply to this email.

Maureen Aberilla (ITSD - Terra Cat)

19/03/2021, 11:12 am NZDT

Hi Ryan,

As discussed, please see email below.



Cheers,
Maureen

Maureen Aberilla

Business Analyst - Terra Cat

24 Amyes Road, PO Box , Christchurch, 8042

M: +64272093040 | F: +6439835715

E: Maureen.Aberilla@terraecat.co.nz | W: terraecat.co.nz |  



From: Jess Beattie <Jess.Beattie@terraecat.co.nz>

Sent: Friday, 19 March 2021 10:55 AM

To: Daniel Venkataiya <Daniel.Venkataiya@terraecat.co.nz>

Cc: CATHamParts <CatHamParts@terraecat.co.nz>; IT Service Desk <itsd@terraecat.co.nz>; Maureen Aberilla <Maureen.Aberilla@terraecat.co.nz>

Subject: RE: [IT Service Desk] Re: Invoice

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Who was it that told you to charge it to that account with that EQ?

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 |  



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Sent: Friday, 26 February 2021 9:44 am

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

Subject: [IT Service Desk] Re: Invoice

This ticket ([#306268](#)) has been updated.

itsdterracat.zendesk.com/agent/tickets/306268

Maureen Aberilla (ITSD - Terra Cat)

Private note

[Jess Beattie](#) Hi Jess,

EQ048265 fleet type is Competitive which means that we didn't sell this equipment to the customer. If this would've come from our fleet, the Fleet Type will show 'Customer'.

Equipment (1 - ggnz) - Equipment number: EQ048265, Small Excavator

FileEquipmentSetupSalesFunctionsInquiriesInterfacesMap

Equipment

Edit

New

Delete

Maintain

Equipment sales availability

Availability

Equipment availability

Availability

Financial summary

Finance

Equipment builder

Builder

Import configuration detail

Builder

Attachment handling

Installed components

Refresh

Export to Microsoft Excel

List

Reservation

Reservation

Attachments

Attachments

EQ048265 : Small Excavator

General

Identification

Equipment number: EQ048265

Further identification

Equipment name: Small Excavator

Search name: Small Excavator

Description:

Groups

Equipment groups: GENERAL

Status

Fleet type: Competitive

Agreement status: Sold

Physical status: In territory

Reason code: STATUS

Project ID:

Machine information

Config Id:

Model: 312E312E Small Excavator

Group code: HEXSMSmall Excavators

Make: CATERPILLARCaterpillar

Primary Compatibility Code:

Attachment:☐

Attached to:

Vehicle for service:☐

Inventory

Item number: 312E

Serial number: PZL00813

Configuration: Z

Plate:

Currency

Currency: NZD

Dates

Order date:

Manufacture date:

Estimated receipt date:

Received date:

Delivery date:

Sell date:

Startup date:

Other information

UCC import:☐

Technical information

Usage information

Trade information

After treatment details

Component information

Finance information

Bar code

Address

Financial dimensions

Identify equipment.

NZDggnz

Close

Internal customer accounts 5000281 (New EQ) and 5000282 (Used EQ) are used when we want the charges to go against the book value of the equipment.

If we do this, we take up those costs internally instead of charging these to the customer.

From a business point of view, these costs should've been factored into the sales order at a margin so we make profit from the sale.

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This is what the error 'The invoice cannot be created as the interdepartmental customer cannot post to the equipment' means.

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Maureen 😊

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25 Feb 2021, 08:44 GMT+13

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Push invoice through as been open since last year

19S0069147 : 5000282 - EUQ Used Equipment Inventory

Sales order header

Customer
Customer account: 5000282
Name: EUQ Used Equipment Inventory
Customer requisition:
Customer reference: EQ048265- 312E Pierre Brunet
Contact ID:
Contact:
Telephone:
Invoice account: 5000282
Name: EUQ Used Equipment Inventory

Delivery address
Name: Terra CAT
Delivery address: Terra CAT
Address: 131 Maui Street
Pukete
Hamilton 3200

Delivery contact:

Sales order lines

Add line Add lines Remove Sales order line Financials Inventory Product and supply Update line Interface Reservation

Item number	Quantity	Product name	Ship Qty	Delivery remainder	Invoice remainder	Unit price	Reference number	Warehouse	Location	Discount
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4794131	2.00	Element-Sep			2.00	36.25		19A	A05B04	
3608960	1.00	Element Fuel			1.00	20.46		19A	A02A03	
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Read the warning messages and take suitable action.

Message (05:00:14 pm)
The invoice cannot be created as the interdepartmental customer cannot post to the equipment.

Clear Close

Cheers,

Daniel Venkataiya

Parts Interpreter - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +64275675609 |

E: Daniel.Venkataiya@terracat.co.nz | **W:** terracat.co.nz |  



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Ticket # 306268

Status Pending

Requester Daniel Venkataiya

CCs ITHD

Followers Jess Beattie, Maureen Aberilla

Group Service Desk
Assignee Jess Beattie
Priority Normal
Type Ticket
Channel By Mail

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

[K7GV0E-KGDR]Ticket-Id:306268Account-Subdomain:itsdterracat

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Jess Beattie (ITSD - Terra Cat)

19/03/2021, 10:54 am NZDT

That is correct. We cannot push this through.
Who was it that told you to charge it to that account with that EQ?

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: Daniel Venkataiya <Daniel.Venkataiya@terracat.co.nz>
Sent: Friday, 19 March 2021 9:35 am
To: Jess Beattie <Jess.Beattie@terracat.co.nz>
Cc: CATHamParts <CatHamParts@terracat.co.nz>
Subject: RE: [IT Service Desk] Re: Invoice


Hi Jess,

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Do I need to change the account or are you able to change it
Because I was asked to charge this account using the EQ number supplied by sales

Just wanting to get this through and invoice

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Sent: Friday, 19 March 2021 8:56 am
To: Daniel Venkataiya <Daniel.Venkataiya@terracat.co.nz>

Cc: IT Service Desk <itsd@terraecat.co.nz>
Subject: FW: [IT Service Desk] Re: Invoice

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Kind regards,

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Sent: Friday, 26 February 2021 9:44 am
To: Jess Beattie <Jess.Beattie@terraecat.co.nz>
Subject: [IT Service Desk] Re: Invoice

This ticket (

Scott White March 19, 2021 at 13:54

Hi Ryan

We did sell this machine through Terra
The machine was purchased by Terra from a customer JMS construction and sold By terra to Pierre Brunet and part of that sale the customer wanted old and filters to last 2000hrs and this is what this sales order is for

Attached is the EMR when this machine was sold by us to the current owner

Cheers

Scott White
Branch Manager - Terra Cat
131 Maui St, PO Box 20121, Hamilton, 3241
M: +6421969568 | **F:** +6479587978
E: Scott.White@terraecat.co.nz | **W:** terraecat.co.nz |  



From: Ryan Sloan <Ryan.Sloan@terraecat.co.nz>
Sent: Friday, 19 March 2021 1:41 PM
To: Scott White <Scott.White@terraecat.co.nz>; IT Service Desk <support+id306268@itsdterraecat.zendesk.com>; Daniel Venkataiya <Daniel.Venkataiya@terraecat.co.nz>
Cc: ITHD <ITHD.ITHD@goughgroup.co.nz>; CATHamParts <CatHamParts@terraecat.co.nz>; Maureen Aberilla <Maureen.Aberilla@terraecat.co.nz>
Subject: RE: [IT Service Desk] Re: Invoice

Hi Scott,

Thanks for the information.

How we interpreted this (which could easily be wrong) is that due to this machine being a competitors machine and not sold by terra cat we either need this to go to a goodwill account and take the hit or on charge the costs to the competitor.

If you could please link me in on the email you will send to the sales admin to get clarification and we can sort this out together as soon as possible 😊.

Regards, Ryan Sloan

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Sent: Friday, 19 March 2021 1:33 PM
To: Ryan Sloan <Ryan.Sloan@terraecat.co.nz>; IT Service Desk <support+id306268@itsdterraecat.zendesk.com>;

Daniel Venkataiya <Daniel.Venkataiya@terracat.co.nz>

Cc: ITHD <ITHD.ITHD@goughgroup.co.nz>; CATHamParts <CatHamParts@terracat.co.nz>

Subject: RE: [IT Service Desk] Re: Invoice

Hi

This should not be going to a goodwill account it should be getting charged to sales department

We were given instruction from the sales admin team and is part of this machine sale

I believe this was asked for in the first month of the new account setups for sales so this could be where the issue comes from

If you feel it should be on a different account I can ask them and come back to you

Scott White

Branch Manager - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

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From: Ryan Sloan <Ryan.Sloan@terracat.co.nz>

Sent: Friday, 19 March 2021 11:41 AM

To: IT Service Desk <support+id306268@itsdterracat.zendesk.com>; Daniel Venkataiya <Daniel.Venkataiya@terracat.co.nz>

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As per Jess's prior email we just need supporting documents of who made the decision to take the cost on 😊.

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Subject: [IT Service Desk] Re: Invoice

Your request (306268) has been updated. To add additional comments, reply to this email.

Maureen Aberilla (ITSD - Terra Cat)

19/03/2021, 11:12 am NZDT

Hi Ryan,

As discussed, please see email below.


Cheers,
Maureen

Maureen Aberilla

Business Analyst - Terra Cat

24 Amyes Road, PO Box , Christchurch, 8042

M: +64272093040 | **F:** +6439835715



E: Maureen.Aberilla@terracat.co.nz | **W:** terracat.co.nz |  



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Subject: FW: [IT Service Desk] Re: Invoice

Hey Daniel,
Please see Maureen's reply below regarding this error. This will help you to understand why you got that departmental error

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: Maureen Aberilla (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Friday, 26 February 2021 9:44 am
To: Jess Beattie <Jess.Beattie@terracat.co.nz>
Subject: [IT Service Desk] Re: Invoice

This ticket ([#306268](#)) has been updated.
itsdterracat.zendesk.com/agent/tickets/306268

Maureen Aberilla (ITSD - Terra Cat)

26 Feb 2021, 09:43 GMT+13

Private note

[Jess Beattie](#) Hi Jess,

EQ048265 fleet type is Competitive which means that we didn't sell this equipment to the customer. If this would've come from our fleet, the Fleet Type will show 'Customer'.

General

Currency

Currency: NZD

Dates

Order date:

Manufacture date:

Estimated receipt date:

103

11

Delivery date:

Characteristics of

Inventory

312E

PZL00813

7

Other information

UCC import: ☐

Project ID:

► Financial dimensions

Internal customer accounts 5000281 (New EQ) and 5000282 (Used EQ) are used when we want the charges to go against the book value of the equipment.

If we do this, we take up those costs internally instead of charging these to the customer.

From a business point of view, these costs should've been factored into the sales order at a margin so we make profit from the sale.

Because we didn't sell this particular equipment to this customer, we shouldn't charge these cost to 5000282.

This is what the error 'The invoice cannot be created as the interdepartmental customer cannot post to the equipment' means.

We should either charge this externally or depending what has been agreed, charge this internally but using the Goodwill internal account.

Cheers,

Maureen 😊

Jess Beattie (ITSD - Terra Cat)

25 Feb 2021, 08:44 GMT+13

Private note

[Maureen Aberilla](#) Hey Maureen, I have seen this once before but I don't have any notes on it :(Could you please refresh my memory on what this means? Interdepartmental customer?

Daniel Venkataiya

24 Feb 2021, 17:01 GMT+13

Afternoon Team,

Please can someone have a look at this error
Push invoice through as been open since last year

19S0069147 : 5000282 - EUQ Used Equipment Inventory

Sales order header

Customer
Customer account: 5000282
Name: EUQ Used Equipment Inventory
Customer requisition:
Customer reference: EQ048265- 312E Pierre Brunet
Contact ID:
Contact:
Telephone:
Invoice account: 5000282
Name: EUQ Used Equipment Inventory

Delivery address
Name: Terra CAT
Delivery address: Terra CAT
Address: 131 Maui Street
Pukete
Hamilton 3200

Delivery contact:

Sales order lines

Add line Add lines Remove Sales order line Financials Inventory Product and supply Update line Interface Reservation

Item number	Quantity	Product name	Ship Qty	Delivery remainder	Invoice remainder	Unit price	Reference number	Warehouse	Location	Discount
3223155	2.00	Element As			2.00	19.17		19A	A03B04	
4794131	2.00	Element-Sep			2.00	36.25		19A	A05B04	
3608960	1.00	Element Fuel			1.00	20.46		19A	A02A03	
5153968EX	2.00	CAT DEO 15W/40 ULS CK4 20Ltr			2.00	92.35		19A	DISPLAY	
7X7858EX	1.00	CAT TDTO 50W 20Ltr			1.00	90.35		19A	DISPLAY	

Read the warning messages and take suitable action.

Message (05:00:14 pm)
The invoice cannot be created as the interdepartmental customer cannot post to the equipment.

Clear Close

Cheers,

Daniel Venkataiya

Parts Interpreter - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +64275675609 |

E: Daniel.Venkataiya@terracat.co.nz | W: terracat.co.nz |  



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

Ticket # 306268

Status Pending

Requester Daniel Venkataiya

CCs ITHD

Followers Jess Beattie, Maureen Aberilla

Group Service Desk
Assignee Jess Beattie
Priority Normal
Type Ticket
Channel By Mail

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

[K7GV0E-KGDR]Ticket-Id:306268Account-Subdomain:itsdterracat

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Jess Beattie (ITSD - Terra Cat)

19/03/2021, 10:54 am NZDT

That is correct. We cannot push this through.
Who was it that told you to charge it to that account with that EQ?

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: Daniel Venkataiya <Daniel.Venkataiya@terracat.co.nz>
Sent: Friday, 19 March 2021 9:35 am
To: Jess Beattie <Jess.Beattie@terracat.co.nz>
Cc: CATHamParts <CatHamParts@terracat.co.nz>
Subject: RE: [IT Service Desk] Re: Invoice

Hi Jess,

Thanks for keeping me informed
Does this mean you aren't able to push this through ?

Do I need to change the account or are you able to change it
Because I was asked to charge this account using the EQ number supplied by sales

Just wanting to get this through and invoice

Cheers,

Daniel Venkataiya
Parts Interpreter - Terra Cat
131 Maui St, PO Box 20121, Hamilton, 3241
M: +64275675609 |
E: Daniel.Venkataiya@terracat.co.nz | **W:** terracat.co.nz | 

Ryan Sloan March 19, 2021 at 14:24

Hi Scott,

That's all good, If you look down the email string you can see we were supplied with a completely different EQ number than the

one you have just shown....

It looks as though Daniel just may have tried to input the wrong information with the wrong EQ number. [@Daniel Venkataiya](#), if you try to complete exactly what you did but against the EQ number supplied by Scott I don't see any issues coming through.

Thanks

Kind Regards, Ryan Sloan

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

Sent: Friday, 19 March 2021 1:55 PM

To: Ryan Sloan <Ryan.Sloan@terracat.co.nz>; IT Service Desk <support+id306268@itsdterracat.zendesk.com>;

Daniel Venkataiya <Daniel.Venkataiya@terracat.co.nz>

Cc: ITHD <ITHD.ITHD@goughgroup.co.nz>; CATHamParts <CatHamParts@terracat.co.nz>; Maureen Aberilla <Maureen.Aberilla@terracat.co.nz>

Subject: RE: [IT Service Desk] Re: Invoice

Hi Ryan

We did sell this machine through Terra

The machine was purchased by Terra from a customer JMS construction and sold By terra to Pierre Brunet and part of that sale the customer wanted old and filters to last 2000hrs and this is what this sales order is for

Attached is the EMR when this machine was sold by us to the current owner

Cheers

Scott White

Branch Manager - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +6421969568 | **F:** +6479587978

E: Scott.White@terracat.co.nz | **W:** terracat.co.nz |  



From: Ryan Sloan <Ryan.Sloan@terracat.co.nz>

Sent: Friday, 19 March 2021 1:41 PM

To: Scott White <Scott.White@terracat.co.nz>; IT Service Desk <support+id306268@itsdterracat.zendesk.com>;

Daniel Venkataiya <Daniel.Venkataiya@terracat.co.nz>

Cc: ITHD <ITHD.ITHD@goughgroup.co.nz>; CATHamParts <CatHamParts@terracat.co.nz>; Maureen Aberilla <Maureen.Aberilla@terracat.co.nz>

Subject: RE: [IT Service Desk] Re: Invoice

Hi Scott,

Thanks for the information.

How we interpreted this (which could easily be wrong) is that due to this machine being a competitors machine and not sold by terra cat we either need this to go to a goodwill account and take the hit or on charge the costs to the competitor.

If you could please link me in on the email you will send to the sales admin to get clarification and we can sort this out together as soon as possible 😊.

Regards, Ryan Sloan

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

Sent: Friday, 19 March 2021 1:33 PM

To: Ryan Sloan <Ryan.Sloan@terracat.co.nz>; IT Service Desk <support+id306268@itsdterracat.zendesk.com>;

Daniel Venkataiya <Daniel.Venkataiya@terracat.co.nz>

Cc: ITHD <ITHD.ITHD@goughgroup.co.nz>; CATHamParts <CatHamParts@terracat.co.nz>

Subject: RE: [IT Service Desk] Re: Invoice

Hi

This should not be going to a goodwill account it should be getting charged to sales department

We were given instruction from the sales admin team and is part of this machine sale

I believe this was asked for in the first month of the new account setups for sales so this could be where the issue comes from

If you feel it should be on a different account I can ask them and come back to you

Scott White

Branch Manager - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +6421969568 | **F:** +6479587978

E: Scott.White@terra.cat.co.nz | **W:** terra.cat.co.nz |  



From: Ryan Sloan <Ryan.Sloan@terra.cat.co.nz>

Sent: Friday, 19 March 2021 11:41 AM

To: IT Service Desk <support+id306268@itsdterra.cat.zendesk.com>; Daniel Venkataiya

<Daniel.Venkataiya@terra.cat.co.nz>

Cc: ITHD <ITHD.ITHD@goughgroup.co.nz>; CATHamParts <CatHamParts@terra.cat.co.nz>

Subject: RE: [IT Service Desk] Re: Invoice

Hi Team,

Thanks for the information Maureen,

[@Daniel Venkataiya](mailto:Daniel.Venkataiya@terra.cat.co.nz) we can happily help get this invoice through for you and update with the correct goodwill account.

As per Jess's prior email we just need supporting documents of who made the decision to take the cost on 😊.

Kind Regards, Ryan Sloan

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

Sent: Friday, 19 March 2021 11:13 AM

To: Daniel Venkataiya <Daniel.Venkataiya@terra.cat.co.nz>

Cc: ITHD <ITHD.ITHD@goughgroup.co.nz>; Ryan Sloan <Ryan.Sloan@terra.cat.co.nz>; CATHamParts

<CatHamParts@terra.cat.co.nz>

Subject: [IT Service Desk] Re: Invoice

Your request (306268) has been updated. To add additional comments, reply to this email.

Maureen Aberilla (ITSD - Terra Cat)

19/03/2021, 11:12 am NZDT

Hi Ryan,

As discussed, please see email below.


Cheers,
Maureen

Maureen Aberilla

Business Analyst - Terra Cat

24 Amyes Road, PO Box , Christchurch, 8042

M: +64272093040 | **F:** +6439835715

E: Maureen.Aberilla@terra.cat.co.nz | **W:** terra.cat.co.nz |  



From: Jess Beattie <Jess.Beattie@terra.cat.co.nz>

Sent: Friday, 19 March 2021 10:55 AM

To: Daniel Venkataiya <Daniel.Venkataiya@terra.cat.co.nz>

Cc: CATHamParts <CatHamParts@terra.cat.co.nz>; IT Service Desk <itsd@terra.cat.co.nz>; Maureen Aberilla

<Maureen.Aberilla@terra.cat.co.nz>

Subject: RE: [IT Service Desk] Re: Invoice

That is correct. We cannot push this through.
Who was it that told you to charge it to that account with that EQ?

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: Daniel Venkataiya <Daniel.Venkataiya@terraecat.co.nz>

Sent: Friday, 19 March 2021 9:35 am

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

Cc: CATHamParts <CatHamParts@terraecat.co.nz>

Subject: RE: [IT Service Desk] Re: Invoice

Hi Jess,

Thanks for keeping me informed
Does this mean you aren't able to push this through ?

Do I need to change the account or are you able to change it
Because I was asked to charge this account using the EQ number supplied by sales

Just wanting to get this through and invoice

Cheers,

Daniel Venkataiya

Parts Interpreter - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +64275675609 |

E: Daniel.Venkataiya@terraecat.co.nz | **W:** terraecat.co.nz |  



From: Jess Beattie <Jess.Beattie@terraecat.co.nz>

Sent: Friday, 19 March 2021 8:56 am

To: Daniel Venkataiya <Daniel.Venkataiya@terraecat.co.nz>

Cc: IT Service Desk <itsd@terraecat.co.nz>

Subject: FW: [IT Service Desk] Re: Invoice

Hey Daniel,
Please see Maureen's reply below regarding this error. This will help you to understand why you got that departmental error

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

Sent: Friday, 26 February 2021 9:44 am

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

Subject: [IT Service Desk] Re: Invoice

This ticket ([#306268](#)) has been updated.
itsdterraecat.zendesk.com/agent/tickets/306268

Maureen Aberilla (ITSD - Terra Cat)

26 Feb 2021, 09:43 GMT+13

Private note

[Jess Beattie](#) Hi Jess,

EQ048265 fleet type is Competitive which means that we didn't sell this equipment to the customer. If this would've come from our fleet, the Fleet Type will show 'Customer'.

Equipment (1 - ggnz) - Equipment number: EQ048265, Small Excavator

FileEquipmentSetupSalesFunctionsInquiriesInterfacesMap

Equipment

Edit

New

Delete

Maintain

Equipment sales availability

Availability

Equipment availability

Availability

Financial summary

Finance

Equipment builder

Builder

Import configuration detail

Builder

Attachment handling

Installed components

Refresh

Export to Microsoft Excel

List

Reservation

Reservation

Attachments

Attachments

EQ048265 : Small Excavator

General

Identification

Equipment number: EQ048265

Further identification

Equipment name: Small Excavator

Search name: Small Excavator

Description:

Groups

Equipment groups: GENERAL

Status

Fleet type: Competitive

Agreement status: Sold

Physical status: In territory

Reason code: STATUS

Project ID:

Machine information

Config Id:

Model: 312E312E Small Excavator

Group code: HEXSMSmall Excavators

Make: CATERPILLARCaterpillar

Primary Compatibility Code:

Attachment:☐

Attached to:

Vehicle for service:☐

Inventory

Item number: 312E

Serial number: PZL00813

Configuration: Z

Plate:

Currency

Currency: NZD

Dates

Order date:

Manufacture date:

Estimated receipt date:

Received date:

Delivery date:

Sell date:

Startup date:

Other information

UCC import:☐

Technical information

Usage information

Trade information

After treatment details

Component information

Finance information

Bar code

Address

Financial dimensions

Identify equipment.

NZDggnz

Close

Internal customer accounts 5000281 (New EQ) and 5000282 (Used EQ) are used when we want the charges to go against the book value of the equipment.

If we do this, we take up those costs internally instead of charging these to the customer.

From a business point of view, these costs should've been factored into the sales order at a margin so we make profit from the sale.

Because we didn't sell this particular equipment to this customer, we shouldn't charge these cost to 5000282.

This is what the error 'The invoice cannot be created as the interdepartmental customer cannot post to the equipment' means.

We should either charge this externally or depending what has been agreed, charge this internally but using the Goodwill internal account.

Cheers,

Maureen 😊

Jess Beattie (ITSD - Terra Cat)

25 Feb 2021, 08:44 GMT+13

Private note

[Maureen Aberilla](#) Hey Maureen, I have seen this once before but I don't have any notes on it :(Could you please refresh my memory on what this means? Interdepartmental customer?

Daniel Venkataiya

24 Feb 2021, 17:01 GMT+13

Afternoon Team,

Please can someone have a look at this error
Push invoice through as been open since last year

19S0069147 : 5000282 - EUQ Used Equipment Inventory

Sales order header

Customer
Customer account: 5000282
Name: EUQ Used Equipment Inventory
Customer requisition:
Customer reference: EQ048265- 312E Pierre Brunet
Contact ID:
Contact:
Telephone:
Invoice account: 5000282
Name: EUQ Used Equipment Inventory

Delivery address
Name: Terra CAT
Delivery address: Terra CAT
Address: 131 Maui Street
Pukete
Hamilton 3200

Delivery contact:

Sales order lines

Add line Add lines Remove Sales order line Financials Inventory Product and supply Update line Interface Reservation

Item number	Quantity	Product name	Ship Qty	Delivery remainder	Invoice remainder	Unit price	Reference number	Warehouse	Location	Discount
3223155	2.00	Element As			2.00	19.17		19A	A03B04	
4794131	2.00	Element-Sep			2.00	36.25		19A	A05B04	
3608960	1.00	Element Fuel			1.00	20.46		19A	A02A03	
5153968EX	2.00	CAT DEO 15W/40 ULS CK4 20Ltr			2.00	92.35		19A	DISPLAY	
7X7858EX	1.00	CAT TDTO 50W 20Ltr			1.00	90.35		19A	DISPLAY	

Read the warning messages and take suitable action.

Message (05:00:14 pm)
The invoice cannot be created as the interdepartmental customer cannot post to the equipment.

Clear Close

Cheers,

Daniel Venkataiya

Parts Interpreter - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +64275675609 |

E: Daniel.Venkataiya@terracat.co.nz | **W:** terracat.co.nz |  



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

Ticket # 306268

Status Pending

Requester Daniel Venkataiya

CCs ITHD

Followers Jess Beattie, Maureen Aberilla

Group Service Desk
Assignee Jess Beattie
Priority Normal
Type Ticket
Channel By Mail

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

[K7GV0E-KGDR]Ticket-Id:306268Account-Subdomain:itsdterracat

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Jess Beattie (ITSD - Terra Cat)

19/03/2021, 10:54 am NZDT

That is correct. We cannot push this through.
Who was it that told you to charge it to that account with that EQ?

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: Daniel Venkataiya <Daniel.Venkataiya@terracat.co.nz>
Sent: Friday, 19 March 2021 9:35 am
To: Jess Beattie <Jess.Beattie@terracat.co.nz>
Cc: CATHamParts <CatHamParts@terracat.co.nz>
Subject: RE: [IT Service Desk] Re: Invoice

Hi Jess,

Thanks for keeping me informed
Does this mean you aren't able to push this through ?

Do I need to change the account or are you able to change it
Because I was asked to...

Jess Beattie March 24, 2021 at 09:12

Hey Daniel,
How have you got on with this in changing the EQ number to the correct one?
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

Daniel Venkataiya March 24, 2021 at 09:15

Hi Jess,

Yeah it's all sorted and invoiced now
Thanks for your help

Cheers,

Daniel Venkataiya

Parts Interpreter - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +64275675609 |

E: Daniel.Venkataiya@terraecat.co.nz | **W:** terraecat.co.nz |  



From: Jess Beattie (IT Service Desk) <support@itsdterraecat.zendesk.com>

Sent: Wednesday, 24 March 2021 9:13 am

To: Daniel Venkataiya <Daniel.Venkataiya@terraecat.co.nz>

Cc: Maureen Aberilla <Maureen.Aberilla@terraecat.co.nz>; Scott White <Scott.White@terraecat.co.nz>; ITHD <ITHD.ITHD@goughgroup.co.nz>; Ryan Sloan <Ryan.Sloan@terraecat.co.nz>; CATHamParts <CatHamParts@terraecat.co.nz>

Subject: [IT Service Desk] Re: Invoice

Your request (306268) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

24/03/2021, 9:12 am NZDT

Hey Daniel,

How have you got on with this in changing the EQ number to the correct one?

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

Ryan Sloan

19/03/2021, 2:24 pm NZDT

Hi Scott,

That's all good, If you look down the email string you can see we were supplied with a completely different EQ number than the one you have just shown....

It looks as though Daniel just may have tried to input the wrong information with the wrong EQ number. [@Daniel Venkataiya](#), if you try to complete exactly what you did but against the EQ number supplied by Scott I don't see any issues coming through.

Thanks

Kind Regards, Ryan Sloan

From: Scott White <Scott.White@terraecat.co.nz>

Sent: Friday, 19 March 2021 1:55 PM

To: Ryan Sloan <Ryan.Sloan@terraecat.co.nz>; IT Service Desk <support+id306268@itsdterraecat.zendesk.com>; Daniel Venkataiya

<Daniel.Venkataiya@terracat.co.nz>

Cc: ITHD <ITHD.ITHD@goughgroup.co.nz>; CATHamParts <CathHamParts@terracat.co.nz>;
Maureen Aberilla <Maureen.Aberilla@terracat.co.nz>

Subject: RE: [IT Service Desk] Re: Invoice

Hi Ryan

We did sell this machine through Terra

The machine was purchased by Terra from a customer JMS construction and sold By terra to Pierre Brunet and part of that sale the customer wanted old and filters to last 2000hrs and this is what this sales order is for

Attached is the EMR when this machine was sold by us to the current owner

Cheers

Scott White

Branch Manager - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +6421969568 | **F:** +6479587978

E: Scott.White@terracat.co.nz | **W:** terracat.co.nz |  



From: Ryan Sloan <Ryan.Sloan@terracat.co.nz>

Sent: Friday, 19 March 2021 1:41 PM

To: Scott White <Scott.White@terracat.co.nz>; IT Service Desk
<support+id306268@itsdterracat.zendesk.com>; Daniel Venkataiya
<Daniel.Venkataiya@terracat.co.nz>

Cc: ITHD <ITHD.ITHD@goughgroup.co.nz>; CATHamParts <CathHamParts@terracat.co.nz>;
Maureen Aberilla <Maureen.Aberilla@terracat.co.nz>

Subject: RE: [IT Service Desk] Re: Invoice

Hi Scott,

Thanks for the information.

How we interpreted this (which could easily be wrong) is that due to this machine being a competitors machine and not sold by terra cat we either need this to go to a goodwill account and take the hit or on charge the costs to the competitor.

If you could please link me in on the email you will send to the sales admin to get clarification and we can sort this out together as soon as possible 😊.

Regards, Ryan Sloan

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

Sent: Friday, 19 March 2021 1:33 PM

To: Ryan Sloan <Ryan.Sloan@terracat.co.nz>; IT Service Desk
<support+id306268@itsdterracat.zendesk.com>; Daniel Venkataiya
<Daniel.Venkataiya@terracat.co.nz>

Cc: ITHD <ITHD.ITHD@goughgroup.co.nz>; CATHamParts <CathHamParts@terracat.co.nz>

Subject: RE: [IT Service Desk] Re: Invoice

Hi

This should not be going to a goodwill account it should be getting charged to sales department

We were given instruction from the sales admin team and is part of this machine sale

I believe this was asked for in the first month of the new account setups for sales so this could be where the issue comes from

If you feel it should be on a different account I can ask them and come back to you

Scott White

Branch Manager - Terra Cat

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E: Scott.White@terraecat.co.nz | W: terraecat.co.nz |  



From: Ryan Sloan <Ryan.Sloan@terraecat.co.nz>

Sent: Friday, 19 March 2021 11:41 AM

To: IT Service Desk <support+id306268@itsdterraecat.zendesk.com>; Daniel Venkataiya <Daniel.Venkataiya@terraecat.co.nz>

Cc: ITHD <ITHD.ITHD@goughgroup.co.nz>; CATHamParts <CathHamParts@terraecat.co.nz>

Subject: RE: [IT Service Desk] Re: Invoice

Hi Team,

Thanks for the information Maureen,

[@Daniel Venkataiya](mailto:Daniel.Venkataiya@terraecat.co.nz) we can happily help get this invoice through for you and update with the correct goodwill account.

As per Jess's prior email we just need supporting documents of who made the decision to take the cost on 😊.

Kind Regards, Ryan Sloan

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

Sent: Friday, 19 March 2021 11:13 AM

To: Daniel Venkataiya <Daniel.Venkataiya@terraecat.co.nz>

Cc: ITHD <ITHD.ITHD@goughgroup.co.nz>; Ryan Sloan <Ryan.Sloan@terraecat.co.nz>; CATHamParts <CathHamParts@terraecat.co.nz>

Subject: [IT Service Desk] Re: Invoice

Your request (306268) has been updated. To add additional comments, reply to this email.

Maureen Aberilla (ITSD - Terra Cat)

19/03/2021, 11:12 am NZDT

Hi Ryan,

As discussed, please see email below.



Cheers,
Maureen

Maureen Aberilla

Business Analyst - Terra Cat

24 Amyes Road, PO Box , Christchurch, 8042

M: +64272093040 | F: +6439835715

E: Maureen.Aberilla@terraecat.co.nz | W: terraecat.co.nz |  



From: Jess Beattie <Jess.Beattie@terraecat.co.nz>

Sent: Friday, 19 March 2021 10:55 AM

To: Daniel Venkataiya <Daniel.Venkataiya@terraecat.co.nz>

Cc: CATHamParts <CathHamParts@terraecat.co.nz>; IT Service Desk <itsd@terraecat.co.nz>; Maureen Aberilla <Maureen.Aberilla@terraecat.co.nz>

Subject: RE: [IT Service Desk] Re: Invoice

That is correct. We cannot push this through.

Who was it that told you to charge it to that account with that EQ?

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: Daniel Venkataiya <Daniel.Venkataiya@terracat.co.nz>

Sent: Friday, 19 March 2021 9:35 am

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

Cc: CATHamParts <CatHamParts@terracat.co.nz>

Subject: RE: [IT Service Desk] Re: Invoice

Hi Jess,

Thanks for keeping me informed

Does this mean you aren't able to push this through ?

Do I need to change the account or are you able to change it

Because I was asked to charge this account using the EQ number supplied by sales

Just wanting to get this through and invoice

Cheers,

Daniel Venkataiya

Parts Interpreter - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +64275675609 |

E: Daniel.Venkataiya@terracat.co.nz | **W:** terracat.co.nz |  



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

Sent: Friday, 19 March 2021 8:56 am

To: Daniel Venkataiya <Daniel.Venkataiya@terracat.co.nz>

Cc: IT Service Desk <itsd@terracat.co.nz>

Subject: FW: [IT Service Desk] Re: Invoice

Hey Daniel,

Please see Maureen's reply below regarding this error. This will help you to understand why you got that departmental error

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

Sent: Friday, 26 February 2021 9:44 am

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

Subject: [IT Service Desk] Re: Invoice

This ticket ([#306268](#)) has been updated.

itsdterracat.zendesk.com/agent/tickets/306268

Maureen Aberilla (ITSD - Terra Cat)

26 Feb 2021, 09:43 GMT+13

Private note

[Jess Beattie](#) Hi Jess,

EQ048265 fleet type is Competitive which means that we didn't sell this equipment to the customer. If this would've come from our fleet, the Fleet Type will show 'Customer'.

Equipment (1 - ggnc) - Equipment number: EQ048265, Small Excavator

FileEquipmentSetupSalesFunctionsInquiriesInterfacesMap

Equipment

Edit

Equipment sales availability

Equipment availability

Financial summary

Equipment builder

Import configuration detail

Attachment handling

Installed components

Refresh

Export to Microsoft Excel

Reservation

Attachments

New

Maintain

Availability

Finance

Builder

List

Reservation

Attachments

EQ048265 : Small Excavator

General

Identification

Equipment number: EQ048265

Further identification

Equipment name: Small Excavator

Search name: Small Excavator

Description:

Groups

Equipment group: GENERAL

Status

Fleet type: Competitive

Agreement status: Sold

Physical status: In territory

Reason code: STATUS

Project ID:

Machine information

Config Id:

Model: 312E312E Small Excavator

Group code: HEXSMSmall Excavators

Make: CATERPILLARCaterpillar

Primary Compatibility Code:

Attachment:

Attached to:

Vehicle for service:

Inventory

Item number: 312E

Serial number: PZL00813

Configuration: Z

Plate:

Currency

Currency: NZD

Dates

Order date:

Manufacture date:

Estimated receipt date:

Received date:

Delivery date:

Sell date:

Startup date:

Other information

UCC import:

Technical information

Usage information

Trade information

After treatment details

Component information

Finance information

Bar code

Address

Financial dimensions

Identify equipment.

NZDggnc

Close

Internal customer accounts 5000281 (New EQ) and 5000282 (Used EQ) are used when we want the charges to go against the book value of the equipment.

If we do this, we take up those costs internally instead of charging these to the customer.

From a business point of view, these costs should've been factored into the sales order at a margin so we make profit from the sale.

Because we didn't sell this particular equipment to this customer, we shouldn't charge these cost to 5000282.

This is what the error 'The invoice cannot be created as the interdepartmental customer cannot post to the equipment' means.

We should either charge this externally or depending what has been agreed, charge this internally but using the Goodwill internal account.

Cheers,

Maureen 😊

Jess Beattie (ITSD - Terra Cat)

25 Feb 2021, 08:44 GMT+13

Private note

[Maureen Aberilla](#) Hey Maureen, I have seen this once before but I don't have any notes on it :(Could you please refresh my memory on what this means? Interdepartmental customer?

Daniel Venkataiya

24 Feb 2021, 17:01 GMT+13

Afternoon Team,

Please can someone have a look at this error
Push invoice through as been open since last year

Group Service Desk
Assignee Jess Beattie
Priority Normal
Type Ticket
Channel By Mail

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

[K7GV0E-KGDR]Ticket-Id:306268Account-Subdomain:itsdterracat

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Jess Beattie (ITSD - Terra Cat)

19/03/2021, 10:54 am NZDT

That is correct. We cannot push this through.
Who was it that told you to charge it to that account with that EQ?

Kind regards,

Jess Beattie March 24, 2021 at 09:16

Awesome, great to hear :)

Kind regards,
Jess Beattie

Service Desk Analyst - Terra Cat
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