

# #316544 Trying to transfer parts from SC227517-01 to SC180837-13 error = inventory dimension warehouse must be 00

Submitted

Received via

Requester

30 June 2021 at 13:44

Web Form

Graham Vickery <graham.vickery@goughcat.co.nz>

CCs

Sue Petersen <sue.petersen@goughgroup.co.nz>, Lee Johnson <lee.johnson@goughcat.co.nz>

Status

Type

Priority

Group

Assignee

Closed

Problem

Normal

Service Desk

Jess Beattie

Category  
NAXT

Jess Beattie June 30, 2021 at 1:44 PM

Transfer project transactions (1 - ggnz)

File

Select

Transfer

Overview

General

Sales

Financial dimensions

Transaction type	Project date	Project ID	Quantity	Sales price	Sales currency	Line property	Line category group	Category	Item	Description	Worker	Vehicle	Start date	Start time	End date	End time	Adjustment reason code	Transaction ID
Item	16/06/2021	SC227517-01	1.00	337.50	NZD	CHARGEABLE	35% MARKUP	MSI-35...	OWM B	Lift 5 ton alternator on to generator frame				12:00 am		12:00 am	0	
Item	12/04/2021	SC227517-01	1.00	420.00	NZD	CHARGEABLE	50% MARKUP	MSI-50...	OWM A	Pick up alternator from Terracat Auckland and deliver to G...				12:00 am		12:00 am	0	
Item	16/06/2021	SC227517-01	1.00	721.88	NZD	CHARGEABLE	50% MARKUP	MSI-50...	OWM A	Pick up alternator from Gouk and Sullivan 4 gabador place ...				12:00 am		12:00 am	0	
Item	14/06/2021	SC227517-01	900.00	1.35	NZD	CHARGEABLE	ITEM	ITM-ST...	DieselMN	Diesel Per Litre				12:00 am		12:00 am	0	
Item	16/06/2021	SC227517-01	-900.00	1.35	NZD	CHARGEABLE	ITEM	ITM-ST...	DieselMN	Diesel Per Litre				12:00 am		12:00 am	0	
Item	3/06/2021	SC227517-02	1.00	95,590.80	NZD	CHARGEABLE	20% MARKUP	MSI-20...	OWM C	To strip , access , report and repair SR48 alternator as per e...				12:00 am		12:00 am	0	

Update

Post

Overview

General

Sales

Financial dimensions

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Item	16/06/2021	SC180837-13	1.00	721.88	NZD	CHARGEABLE	50% MARKUP	MSI-50...	OWM A	Pick up alt...				12:00 am		12:00 am		PJT5232984
Item	16/06/2021	SC180837-13	1.00	337.50	NZD	CHARGEABLE	35% MARKUP	MSI-35...	OWM B	Lift 5 ton a...				12:00 am		12:00 am		PJT5272145

InfoLog (1)

One or more critical STOP errors have occurred. Use the error messages below to guide you or call your administrator.

Message (01:36:41 pm)

New transactions created for transaction ID PJT527

Transaction updated for transaction ID PJT5272145

Inventory dimension Warehouse must be: 00

Update has been cancelled.

Clear

Close

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](mailto:Jess.Beattie@terracat.co.nz) W: terracat.co.nz

Jess Beattie June 30, 2021 at 1:45 PM

Internal note

[Sue Petersen](#) I found this solution - is it the correct one? <https://itsdterracat.zendesk.com/hc/en-nz/articles/360057039674-SRV-BUG-20279-Inventory-Dimension-Warehouse-must-Be-Transfer-Error-Adjustment-Error>

Jess Beattie July 1, 2021 at 10:55 AM

Internal note

Notes to send to Graham:

Transfer lines individually (only 337.50 and 721.88)  
But the \$420 is to not be transferred

Create a negative PO for the \$420 for SC227517  
Create a positive PO for the \$420 for SC180837

Contact AP to do their invoicing of both PO's  
Then once AP have done their bit, the rest of the service call can be completed

---

**Jess Beattie** July 1, 2021 at 12:00 PM

Hey Graham,  
Sue has had a look into this for us. Here is what you will need to do.

1. **ONLY** transfer the 2 lines with **\$377.50** and **\$721.88** (The **\$420.00** line is not to be transferred)
2. Create a new purchase order for **negative amount** of \$420.00 on SC227517
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4. Once you have created both of those purchase orders, contact accounts payable for them to do their bit in invoicing those
5. Once AP have done their bit, you should then be able to close the service call

Let us know if you strike any issues :)

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](mailto:Jess.Beattie@terraecat.co.nz) W: [terraecat.co.nz](http://terraecat.co.nz)

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**Jess Beattie** July 8, 2021 at 12:54 PM

Internal note

Lee Johnson called about this.  
He had done the negative and positive PO but then wasn't sure what to do when "receipting" the PO, whether he needs to grab the original invoice and put that in or does he just put in anything just to receipt it. I said I wasn't sure what to do and that AP may be able to provide some advice so he is going to call AP and see how he goes otherwise we will wait until Friday 9th

---

**Sue Petersen** July 9, 2021 at 9:24 AM

Internal note

Hi Jess,  
He can use Fixup for the numbers

**Sue Petersen**  
**Business Analyst - Terra Cat**  
24 Amyes Road, Hornby, PO Box 16-168, Christchurch, 8441  
M: +64274870656 | F: +6439832349  
E: [Sue.Petersen@terraecat.co.nz](mailto:Sue.Petersen@terraecat.co.nz) | W: [terraecat.co.nz](http://terraecat.co.nz) |  



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**From:** Jess Beattie (IT Service Desk) <[itsd@terraecat.co.nz](mailto:itsd@terraecat.co.nz)>  
**Sent:** Thursday, 8 July 2021 12:54 pm  
**Cc:** Sue Petersen <[Sue.Petersen@terraecat.co.nz](mailto:Sue.Petersen@terraecat.co.nz)>  
**Subject:** Trying to transfer parts from SC227517-01 to SC180837-13 error = inventory dimension warehouse must be 00

You are a follower on this request (316544). Reply to this email to add an internal note to the request.

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**Jess Beattie (ITSD - Terra Cat)**

Jul 8, 2021, 12:54 PM GMT+12

Private note

|| Lee Johnson called about this.  
He had done the negative and positive PO but then wasn't sure what to do when "receipting" the PO, whether he needs to grab the original invoice and put that in or does he just put in anything just to receipt it. I said I wasn't sure what to do and that AP may be able to provide some advice so he is going to call AP and see how he goes otherwise we will wait until Friday 9th

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**Jess Beattie (ITSD - Terra Cat)**

|| Jul 1, 2021, 12:00 PM GMT+12

Hey Graham,

Sue has had a look into this for us. Here is what you will need to do.

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5. Once AP have done their bit, you should then be able to close the service call

Let us know if you strike any issues :)

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](mailto:Jess.Beattie@terracat.co.nz) W: terracat.co.nz

---

**Jess Beattie** (ITSD - Terra Cat)

Jul 1, 2021, 10:55 AM GMT+12

**Private note**

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**Jess Beattie** (ITSD - Terra Cat)

Jun 30, 2021, 1:45 PM GMT+12

**Private note**

- || [Sue Petersen](https://itsdterracat.zendesk.com/hc/en-nz/articles/360057039674-SRV-BUG-20279-Inventory-Dimension-Warehouse-must-Be-Transfer-Error-Adjustment-Error) I found this solution - is it the correct one? <https://itsdterracat.zendesk.com/hc/en-nz/articles/360057039674-SRV-BUG-20279-Inventory-Dimension-Warehouse-must-Be-Transfer-Error-Adjustment-Error>

**Jess Beattie** (ITSD - Terra Cat)

Jun 30, 2021, 1:44 PM GMT+12

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](mailto:Jess.Beattie@terracat.co.nz) W: terracat.co.nz

[itsdterracat.zendesk.com/agent/tickets/316544](https://itsdterracat.zendesk.com/agent/tickets/316544)

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

**Ticket #** 316544  
**Status** Pending  
**Requester** Graham Vickery  
**CCs** -  
**Followers** Sue Petersen  
**Group** Service Desk  
**Assignee** Jess Beattie  
**Priority** Normal  
**Type** Problem  
**Channel** Web Form

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**Jess Beattie** July 14, 2021 at 8:35 AM

Hey Lee,  
Did you manage to get this sorted in the end?  
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](mailto:Jess.Beattie@terracat.co.nz) W: terracat.co.nz

**Lee Johnson** July 15, 2021 at 8:06 AM

Internal note

Hi Jess

Can you please give me a call when your free to go through this one.

Cheers

**Lee Johnson**  
**Service Advisor - Terra Cat**  
157 Kerrs Road, PO Box 98 975, Auckland, 2104  
**M:** +64273281569 |  
**E:** [Lee.Johnson@terracat.co.nz](mailto:Lee.Johnson@terracat.co.nz) | **W:** [terracat.co.nz](https://terracat.co.nz) |  

**From:** Jess Beattie (IT Service Desk) <itsd@terracat.co.nz>

**Sent:** Wednesday, 14 July 2021 8:36 AM

**To:** Graham Vickery <Graham.Vickery@terracat.co.nz>

**Cc:** Lee Johnson <Lee.Johnson@terracat.co.nz>

**Subject:** [IT Service Desk] Re: Trying to transfer parts from SC227517-01 to SC180837-13 error = inventory dimension warehouse must be 00

Your request (316544) has been updated. To add additional comments, reply to this email.

---

**Jess Beattie (ITSD - Terra Cat)**

14/07/2021, 8:35 am NZST

Hey Lee,

Did you manage to get this sorted in the end?

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](mailto:Jess.Beattie@terracat.co.nz) W: terracat.co.nz

---

**Jess Beattie (ITSD - Terra Cat)**

1/07/2021, 12:00 pm NZST

Hey Graham,

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---

**Jess Beattie (ITSD - Terra Cat)**

30/06/2021, 1:44 pm NZST

Transfer project transactions (1 - ggnz)

FileSelectTransfer

OverviewGeneralSalesFinancial dimensions

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UpdatePost

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Jess Beattie July 16, 2021 at 8:13 AM

Internal note

The negative line was put on but the customer ended up getting changed to an internal customer so it dropped of the pricing. Because it is now an internal customer, the original won't see the costs and pricing so it's not going to matter to much now. Not going to waste time on trying to fix the \$280 as it would cost more to spend time on it