

#328306 Unable to remove freight line from sales order - inventory dimension location is inactive and may consequently not be specified

Submitted 21 December 2021, 11:11 **Received via** Web Form **Requester** Keith Chetty <keith.chetty@goughcat.co.nz>

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

Status Closed **Type** Problem **Priority** Normal **Group** Service Desk **Assignee** Jess Beattie

Category
NAXT

Jess Beattie 21 December 2021, 11:11

The screenshot shows a sales order system interface. The top menu bar includes 'File', 'Sales order', 'Sell', 'Manage', 'Pick and pack', 'Invoice', 'General', 'Interfaces', and 'Inquiries'. The main window displays the 'Sales order header' for 'Niue Power Corporation' with details like 'Customer name: Niue Power Corporation', 'Delivery date: 9/12/2021', and 'Delivery address: Niue Power Corporation'. A modal window titled 'Infolog (1)' is open, displaying a critical error message: 'One or more critical STOP errors have occurred. Use the error messages below to guide you or call your administrator. Message (11:02:23 am): Inventory dimension Location is inactive and may consequently not be specified. Update has been cancelled.' Below the error message, there is a table of 'Sales order lines' with columns for 'S...', 'Item num...', 'Product na...', 'Text', 'Qua...', 'Delivery re...', 'Ship ...', 'Unit ...', 'Net am...', 'Loca...', 'Wareh...', 'Discount p...', 'Invoice re...', 'Disc...', 'Reference ...', 'Equip...', 'Fleet / bat...', 'Serial nu...', 'Configu...', 'Replac...', 'War...', and 'Ex...'. The table contains three rows of data.

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 21 December 2021, 11:12

Internal note

[Maureen Aberilla](#) I understand what this error message is saying but how do we fix it? :)

Maureen Aberilla 21 December 2021, 12:43

Internal note

Hi Jess,

I couldn't remove the line either but I managed to cancel it in Sandbox.
I would recommend cancelling it as well.

Sales order (1 - ggnz) - Sales order: 1050171028, Niue Power Corporation, Sales order: 1050171028

File Sales order Sell Manage Pick and pack Invoice General Interfaces Inquiries

Service order Direct delivery Delete Cancel Edit Line view From all From journal Totals Order class filter Ordering configuration Cost/revenue to be allocated Backorder review Download online orders Commerce S... Generate from template Attachments Send payment failure email Import Lines Import Equipment builder Allocate revenue

1050171028: 3023043 - Niue Power Corporation

Open order Latest sales orders

Sales order header

Customer: 3023043
Name: Niue Power Corporation
Customer requisition: issue with order dont action
Contact ID:
Contact:
Telephone:
Invoice account: 3028270
Name: Government of Niue (Heavy Plant)

Delivery date:
Promised date:
Requested ship date: 9/12/2021
Requested receipt date: 9/12/2021
Confirmed ship date:
Confirmed receipt date:
Need by date: 9/12/2021

Delivery:
Mode of delivery:
Delivery reason:
Delivery terms:
Delivery location:

Discounts:
Total discount %: 0.00

Equipment:
Make:
Model:
Serial number: G4C00393
Equipment:
Customer equipment number:
Transmission arrangement number:

Status:
Status: Open order
Document status: None
Credit status: Passed
Credit check transaction: CCT02382819

Setup:
Disable auto replacement:
Sales responsible: Keith Chetty
Warehouse: 10A
RMA number:
Pool:
Part price group:
SOS:
Order class: PARTEQUIP
Parts invoice method: Default

Abnormal call:
Abnormal call:

Customer requisition: issue with order dont action
Customer references:
Division:
Government Order:

Delivery address:
Name: Niue Power Corporation
Delivery address: Niue Power Corporation
Address: Tuila Alofini9974 NIU

Delivery contact:

Sales order lines

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

Warehouse	Location	Fleet / batch	Equipment	Serial number	Configuration	SOS	Product name	Item number	Calculate	Inventory remainder	Invoice remainder	Replacement	Warning	Existing Quote	Unit price	Discount	Discount percent	Adjusted u
10A	AR16D					000	Inj Grp Fuel	10R7228	Based on BOM	3.00					1,971.17			
CC						000	Inj Grp Fuel- Core C	10R7228CC	Update	3.00					406.47			
10A	AR16D						Melbourne DC	AIRAUSMEL3	Deliver remainder	3.00								

Process:
Registration
Pick
Cancel:
Direct delivery
Sales agreement:
Create link
Attached
Remove link

Line details

Customer account that generated the order.

(143) NZD ggnz Close

Update remaining quantity (1 - ggnz) - S...

Sales quantity

Deliver remainder: 3.00

Inventory quantity

OK Cancel Cancel quantity

Quantity that has not yet been delivery note delivered.

Sales order (1 - ggnz) - Sales order: 1050171028, Niue Power Corporation, Sales order: 1050171028

File Sales order Sell Manage Pick and pack Invoice General Interfaces Inquiries

Service order Direct delivery Delete Cancel Edit Line view From all From journal Totals Order class filter Ordering configuration Cost/revenue to be allocated Backorder review Download online orders Commerce S... Generate from template Attachments Send payment failure email Import Lines Import Equipment builder Allocate revenue

1050171028: 3023043 - Niue Power Corporation

Open order Latest sales orders

Delivery contact:

Division:
Government Order:

Sales order lines

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

Warehouse	Location	Fleet / batch	Equipment	Serial number	Configuration	SOS	Product name	Item number	Quantity	Ship Qty	Delivery re...	Invoice re...	Replacement	Warning	Existing Quote	Unit price
10A	AR16D					000	Inj Grp Fuel	10R7228	3.00		3.00				1,971.17	
CC						000	Inj Grp Fuel- Core C	10R7228CC	3.00		3.00				406.47	
10A	AR16D						Melbourne DC	AIRAUSMEL3	3.00						63.20	

Line details

Equipment
Line type:
Equipment number:
Config id:
Equipment attached to:
Installed on:
Installed on serial number:
SMU:
SMU capture date:

Trade in
Trade-in:
Trade in reference line:
Trade-in equipment:
Trade in year:
Make:
Trade in model:
Trade in serial number:
Trade in hours:
Payoff:

Quantity
Quantity: 3.00
Required quantity: 3.00

Order line
Sales category:
Product name:
Text:

External references
Customer item number:
External:
Line number:
Intercompany:
Origin:

Status
Stopped:
Complete:
Line status: Cancelled
Quality order status:
Abnormal call:
FAC: MEL3

Invoice schedule line
Invoice schedule line: Line number Invoice schedule id
Overtime:

Credit note invoice
Invoice number:
Due date:

Returned order
Requested by:
Return reason code:

Equipment administration
Component:
Make:
Serial number:
Equipment:
SIC Code:
Industry code:
CAT PWC:
CIC code:
Model:

General Setup Address Product Packing Delivery Price and discount Cost breakdown Project Foreign trade Fixed assets Financial dimensions Backorder

Update remaining quantity

(143) NZD ggnz Close

Cheers,
Maureen

Jess Beattie 21 December 2021, 12:55

Internal note

Thank you so much 😊

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) <itsd@terraecat.co.nz>

Sent: Tuesday, 21 December 2021 12:43 pm

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

Subject: [IT Service Desk] Re: Unable to remove freight line from sales order - inventory dimension location is inactive and may consequently not be specified

This ticket ([#328306](#)) has been updated.

itsdterraecat.zendesk.com/agent/tickets/328306

Maureen Aberilla (ITSD - Terra Cat)

21 Dec 2021, 12:43 GMT+13

Private note

Hi Jess,

I couldn't remove the line either but I managed to cancel it in Sandbox.

I would recommend cancelling it as well.

File	Sales order	Sell	Manage	Pick and pack	Invoice	General	Interfaces	Inquiries											
Service order	Direct delivery	Delete	Cancel	Header view	Line view	From all	From journal	Totals	Order class filter	Ordering configuration	Cost/revenue to be allocated	Backorder review	Download online orders	Generate from template	Attachments	Send payment failure email	Import Lines	Equipment builder	Allocate revenue
Sales order	Purchase order	Create EMR	Edit																
Transfer order	Create case line																		
New	Maintain	Show	Copy	View	Add	Backorder	Commerce S...	Attachments	Email notification	Import	Equipment								

10S0171028 : 3023043 - Niue Power Corporation

Open order

Latest sales orders

Sales order header

Niue Power Corporation

Customer	Delivery date	Discounts	Setup
Customer account: 3023043	Promised date:	Total discount % 0.00	Disable auto replacement: <input type="checkbox"/>
Name: Niue Power Corporation	Requested ship date: 9/12/2021	Equipment	Sales responsible: Keith Chetty
Customer requisition:	Requested receipt date: 9/12/2021	Make:	Warehouse: 10A
Customer reference: issue with order dont action	Confirmed ship date:	Model:	RMA number:
Contact ID:	Confirmed receipt date:	Serial number: G4C00293	Pool:
Contact:	Need by date: 9/12/2021	Equipment:	Part price group:
Telephone:	Delivery	Customer equipment number:	SOS: 000
Invoice account: 3028270	Mode of delivery:	Transmission arrangement number:	Order class: PARTEQUIP
Name: Government of Niue (Heavy Plant)	Delivery reason:	Status	Parts invoice method: Default
Delivery address	Delivery terms:	Status: Open order	Abnormal call
Name: Niue Power Corporation	Delivery location:	Document status: None	Abnormal call: <input type="checkbox"/>
Delivery address: Niue Power Corporation	References	Credit status: Passed	
Address: Tuila	Customer requisition:	Credit check transaction: CCT02382819	
AlofiNiue9974	Customer reference: issue with order dont action		
NIU	Division:		
Delivery contact:	Government Order: <input type="checkbox"/>		

Sales order Status Creation d

This grid is empty.

Customer prepayment

Related information

Sales order lines

Sales order line																
Warehouse	Location	Fleet / batch	Equipment	Serial number	Configuration	SOS	Product name	Item number	Calculate	Inventory remainder	Invoice remainder	Replacement	Warning	Existing Quote	Unit price	Discount
10A	AR160					000	Inj Grip Fuel	10R7228	Based on BOM	3.00			!		1,971.17	
CC						000	Inj Grip Fuel- Core C	10R7228CC	Update	3.00			!		406.47	
10A	AR160						Melbourne DC	AIR4USMEL3	Deliver remainder	3.00			!			
Process																
Registration																
Pick																
Cancel																
Direct delivery																
Sales agreement																
Create link																
Attached																
Remove link																

Line details

Customer account that generated the order.

(143) NZD ggnz Close

Update remaining quantity (1 - ggnz) - S...

Sales quantity

Deliver remainder:

+

 Inventory quantity

OK

Cancel

Cancel quantity

Quantity that has not yet been delivery note delivered.

File Sales order Sell Manage Pick and pack Invoice General Interfaces Inquiries

Service order Direct delivery Delete Cancel Edit Header view Line view From all From journal Totals Order class filter Ordering configuration Cost/revenue to be allocated Backorder review Download online orders Commerce S... Generate from template Attachments Send payment failure email Email notification Import Lines Equipment builder Allocate revenue Import Equipment

10S0171028 : 3023043 - Niue Power Corporation

Open order

Latest sales orders

Division:

Delivery contact:

Government Order: ☐

Sales order lines

Add line	Add lines	Remove	Sales order line	Financials	Inventory	Product and supply	Update line	Interface	Reservation										
Warehouse	Location	Fleet / batch	Equipment	Serial number	Configuration	SOS	Product name	Item number	Quantity	Ship Qty	Delivery re...	Invoice re...	Replacement	Warning	Existing Quote	Unit price			
	10A	AR16D				000	Inj Grp Fuel	10R7228	3.00		3.00			!	!	1,971.17			
	CC					000	Inj Grp Fuel- Core C	10R7228CC	3.00		3.00				!	406.47			
	10A	AR16D					Melbourne DC	AIRAU3MEL3	3.00						!	63.20			

Line details

Equipment	Trade in	Quantity	Status
Line type: <input type="text"/>	Trade-in: <input type="checkbox"/>	Quantity: <input type="text" value="3.00"/>	Stopped: <input type="checkbox"/>
Equipment number: <input type="text"/>	Trade in reference line: <input type="text"/>	Required quantity: <input type="text" value="3.00"/>	Complete: <input type="checkbox"/>
Config Id: <input type="text"/>	Trade in equipment: <input type="text"/>	Order line	Line status: Cancelled
Equipment attached to: <input type="text"/>	Trade in year: <input type="text"/>	Sales category: <input type="text"/>	Quality order status: <input type="text"/>
Installed on: <input type="text"/>	Make: <input type="text"/>	Product name: <input type="text" value="Melbourne DC"/>	Abnormal call: <input type="checkbox"/>
Installed on serial number: <input type="text"/>	Trade in model: <input type="text"/>	Text: <input type="text" value="Melbourne DC"/>	FAC: <input type="text" value="MEL3"/>
SMU: <input type="text" value="0.00"/>	Trade in serial number: <input type="text"/>		Invoice schedule line
SMU capture date: <input type="text" value="12:00:00 am"/>	Trade in hours: <input type="text"/>		Invoice schedule line: <input type="text" value="Line number"/> <input type="text" value="Invoice schedule id"/>
	Payoff: <input type="text" value="0.00"/>		Overtime: <input type="checkbox"/>
Equipment administration	Subline	External references	Credit note invoice
Component: <input type="text"/>	Subline of: <input type="text"/>	Customer item number: <input type="text"/>	Invoice number: <input type="text"/>
Make: <input type="text"/>		External: <input type="text"/>	Due date: <input type="text"/>
Serial number: <input type="text"/>	Attached to	Line number: <input type="text"/>	
Equipment: <input type="text"/>	Attached to: <input type="text" value="1.0000000000"/>	Intercompany	Returned order
SIC Code: <input type="text"/>	Sales pool	Origins: <input type="text"/>	Requested by: <input type="text"/>
Industry code: <input type="text"/>	Pool: <input type="text"/>		Return reason code: <input type="text"/>
CAT PWC: <input type="text"/>			
CIC code: <input type="text"/>			
Model: <input type="text"/>			

General Setup Address Product Packing Delivery Price and discount Cost breakdown Project Foreign trade Fixed assets Financial dimensions Backorder

Cheers,
Maureen

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

Ticket # 328306
Status Pending
Requester Keith Chetty
CCs -
Followers Maureen Aberilla
Group Service Desk
Assignee Jess Beattie
Priority Normal
Type Problem
Channel Web Form

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

[7MP0V6-Y0X0]Ticket-Id:328306Account-Subdomain:itsdterracat

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Jess Beattie 14 January 2022, 08:15

Internal note

Hey Keith,
Apologies for the delay on this one. Please see Maureen's solution below 😊

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) <itsd@terracat.co.nz>
Sent: Tuesday, 21 December 2021 12:43 pm
To: Jess Beattie <Jess.Beattie@terracat.co.nz>
Subject: [IT Service Desk] Re: Unable to remove freight line from sales order - inventory dimension location is inactive and may consequently not be specified

This ticket ([#328306](#)) has been updated.
itsdterracat.zendesk.com/agent/tickets/328306

Maureen Aberilla (ITSD - Terra Cat)

21 Dec 2021, 12:43 GMT+13

Private note

Hi Jess,

I couldn't remove the line either but I managed to cancel it in Sandbox.

I would recommend cancelling it as well.

File Sales order Sell Manage Pick and pack Invoice General Interfaces Inquiries

Service order Direct delivery Delete From all Backorder review Download online orders Generate from Attachments Send payment failure email Import Equipment Allocate revenue

Purchase order Create EMR Edit Cancel Header view Line view From all From journal Totals Order class filter Ordering configuration Cost/revenue to be allocated Backorder Commerce S... Attachments Email notification Import Equipment

Sales order Transfer order Create case line New Maintain Show Copy View Add Backorder Commerce S... Attachments Email notification Import Equipment

10S0171028 : 3023043 - Niue Power Corporation

Open order

Latest sales orders

Sales order header

Niue Power Corporation

Customer

Customer account: 3023043

Name: Niue Power Corporation

Customer requisition:

Customer reference: issue with order dont action

Contact ID:

Contact:

Telephone:

Invoice account: 3028270

Name: Government of Niue (Heavy Plant)

Delivery date

Promised date:

Requested ship date: 9/12/2021

Requested receipt date: 9/12/2021

Confirmed ship date:

Confirmed receipt date:

Need by date: 9/12/2021

Delivery

Mode of delivery:

Delivery reason:

Delivery terms:

Delivery location:

Delivery address

Name: Niue Power Corporation

Delivery address: Niue Power Corporation

Address: Tuila
Alofi Niue 9974
NIU

Discunts

Total discount %: 0.00

Equipment

Make:

Model:

Serial number: G4C00393

Equipment:

Customer equipment number:

Transmission arrangement number:

Status

Status: Open order

Document status: None

Credit status: Passed

Credit check transaction: CCT02382819

Setup

Disable auto replacement: ☐

Sales responsible: Keith Chetty

Warehouse: 10A

RMA number:

Pool:

Part price group:

SOS: 000

Order class: PARTEQUIP

Parts invoice method: Default

Abnormal call

Abnormal call: ☐

References

Customer requisition:

Customer reference: issue with order dont action

Division:

Government Order: ☐

Sales order Status Creation d

This grid is empty.

Customer prepayment

Related information

Sales order lines

<div><div>Add line</div><div>Add lines</div><div>Remove</div><div>Sales order line</div><div>Financials</div><div>Inventory</div><div>Product and supply</div><div>Update line</div><div>Interface</div><div>Reservation</div></div>																			
<input type="checkbox"/>	Warehouse	Location	Fleet / batch	Equipment	Serial number	Configuration	SOS	Product name	Item number	Calculate	Inventory remainder	Invoice remainder	Replacement	Warning	Existing Quote	Unit price	Discount	Discount percent	Adjusted u
	10A	AR160					000	Inj Grp Fuel	10R7228	Based on BOM	3.00			⚠	!	1,971.17			
	CC						000	Inj Grp Fuel- Core C	10R7228CC	Update	3.00				!	406.47			
	10A	AR160						Melbourne DC	AIR4USMEL3	Deliver remainder	3.00				!				
Process																			
Registration																			
Pick																			
Cancel																			
Direct delivery																			
Sales agreement																			
Create link																			
Attached																			
Remove link																			

Line details

Customer account that generated the order.

(143) NZD ggnz Close

Sales quantity

Deliver remainder:

☐ Inventory quantity

OK

Cancel

Cancel quantity

Quantity that has not yet been delivery note delivered.

File Sales order Sell Manage Pick and pack Invoice General Interfaces Inquiries

Service order Direct delivery Delete Cancel Edit Header view Line view From all From journal Totals Order class filter Ordering configuration Cost/revenue to be allocated Backorder review Download online orders Commerce S... Generate from template Attachments Send payment failure email Email notification Import Lines Equipment builder Allocate revenue Import Equipment

10S0171028 : 3023043 - Niue Power Corporation

Open order

Latest sales orders

Division:

Delivery contact:







Government Order: ☐

Sales order	Status	Created
10S01710...	Open order	9
10S01637...	Invoiced	10
10S01618...	Invoiced	10
60S01462...	Invoiced	11
10S01559...	Invoiced	12

Customer prepayment

Related information

Sales order lines

Add line Add lines Remove Sales order line Financials Inventory Product and supply Update line Interface Reservation																
Warehouse	Location	Fleet / batch	Equipment	Serial number	Configuration	SOS	Product name	Item number	Quantity	Ship Qty	Delivery re...	Invoice re...	Replacement	Warning	Existing Quote	Unit price
10A	AR16D					000	Inj Grp Fuel	10R7228	3.00		3.00					1,971.17
CC						000	Inj Grp Fuel- Core C	10R7228CC	3.00		3.00					406.47
10A	AR16D						Melbourne DC	AIRAU3MEL3	3.00							63.20

Line details

Equipment	Trade in	Quantity	Status
Line type: <input type="text"/>	Trade-in: <input type="checkbox"/>	Quantity: <input type="text" value="3.00"/>	Stopped: <input type="checkbox"/>
Equipment number: <input type="text"/>	Trade in reference line: <input type="text"/>	Required quantity: <input type="text" value="3.00"/>	Complete: <input type="checkbox"/>
Config Id: <input type="text"/>	Trade in equipment: <input type="text"/>	Order line	Line status: Cancelled
Equipment attached to: <input type="text"/>	Trade in year: <input type="text"/>	Sales category: <input type="text"/>	Quality order status: <input type="text"/>
Installed on: <input type="text"/>	Make: <input type="text"/>	Product name: <input type="text" value="Melbourne DC"/>	Abnormal call: <input type="checkbox"/>
Installed on serial number: <input type="text"/>	Trade in model: <input type="text"/>	Text: <input type="text" value="Melbourne DC"/>	FAC: <input type="text" value="MEL3"/>
SMU: <input type="text" value="0.00"/>	Trade in serial number: <input type="text"/>		Invoice schedule line
SMU capture date: <input type="text" value="12:00:00 am"/>	Trade in hours: <input type="text"/>		Invoice schedule line: <input type="text" value="Line number"/> <input type="text" value="Invoice schedule id"/>
	Payoff: <input type="text" value="0.00"/>		Overtime: <input type="checkbox"/>
Equipment administration	Subline	External references	Credit note invoice
Component: <input type="text"/>	Subline of: <input type="text"/>	Customer item number: <input type="text"/>	Invoice number: <input type="text"/>
Make: <input type="text"/>		External: <input type="text"/>	Due date: <input type="text"/>
Serial number: <input type="text"/>	Attached to	Line number: <input type="text"/>	
Equipment: <input type="text"/>	Attached to: <input type="text" value="1.0000000000"/>	Intercompany	Returned order
SIC Code: <input type="text"/>	Sales pool	Origins: <input type="text"/>	Requested by: <input type="text"/>
Industry code: <input type="text"/>	Pool: <input type="text"/>		Return reason code: <input type="text"/>
CAT PWC: <input type="text"/>			
CIC code: <input type="text"/>			
Model: <input type="text"/>			

General Setup Address Product Packing Delivery Price and discount Cost breakdown Project Foreign trade Fixed assets Financial dimensions Backorder

Cheers,
Maureen

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

Ticket # 328306
Status Pending
Requester Keith Chetty
CCs -
Followers Maureen Aberilla
Group Service Desk
Assignee Jess Beattie
Priority Normal
Type Problem
Channel Web Form

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

[7MP0V6-Y0X0]Ticket-Id:328306Account-Subdomain:itsdterracat

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Jess Beattie 18 January 2022, 12:49

Hey Keith,
How have you got on with the solution I sent you on Friday?
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

Keith Chetty 19 January 2022, 16:48

Hi there Jessica.

I have tried what Maureen asked to do.
It worked.
Thank you so much

Regards

Keith Chetty
Parts Interpreter Senior - Terra Cat
Kerrs Road, PO Box 98 975, Auckland, 2104
M: +64273558572 | **DDI:** +6499799310
E: Keith.Chetty@terracat.co.nz | **W:** terracat.co.nz |  



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

Sent: Tuesday, 18 January 2022 12:49 pm

To: Keith Chetty <Keith.Chetty@terracat.co.nz>

Subject: [IT Service Desk] Re: Unable to remove freight line from sales order - inventory dimension location is inactive and may consequently not be specified

Your request (328306) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

18/01/2022, 12:49 NZDT

Hey Keith,

How have you got on with the solution I sent you on Friday?

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 (ITSD - Terra Cat)

21/12/2021, 11:11 NZDT

Sales order (1 - ggnz) - Sales order: 1050171028, Niue Power Corporation, Sales order: 1050171028

File Sales order Sell Manage Pick and pack Invoice General Interfaces Inquiries

Transfer order Create case line Sales order New Edit Maintain Header view Line view Totals Order class filter View Backorder Generate from template Attachments Send payment failure email Email notification Import Lines Equipment builder Import Equipment

1050171028 : 3023043 - Niue Power Corporation Open

Sales order header

Customer
 Customer account: 3023043
 Name: Niue Power Corporation
 Customer requisition:
 Customer reference: nen #1 injectors
 Contact ID:
 Contact:
 Telephone:
 Invoice account: 3028270
 Name: Government of Niue (H)

Delivery date
 Promised date:
 Requested ship date: 9/12/2021
 Requested receipt date: 9/12/2021
 Confirmed ship date:
 Confirmed receipt date:
 Need by date: 9/12/2021

Delivery
 Mode of delivery:
 Delivery reason:
 Delivery terms:
 Delivery location:

Delivery address
 Name: Niue Power Corporation
 Delivery address: Niue Power Corporation
 Address: Tuila
 Alofi Niue 9974
 Niue

References
 Customer requisition:
 Customer reference: nen #1 injectors
 Division:
 Government Order: ☐

Sales order lines

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

S...	Item num...	Product na...	Text	Qua...	Delivery re...	Ship ...	Unit ...	Net am...	Loca...	Wareh...	Discount p...	Invoice re...	Disc...	Reference ...	Equip...	Fleet/bat...	Serial nu...	Configu...	Replac...	War...	Ex
000	10R7228	Inj Grp Fuel	Inj Grp Fuel	3.00	3.00		1,971.17	5,913.51	AR160	10A											!
000	10R7228CC	Inj Grp Fuel- Core C	Inj Grp Fuel- Core C	3.00	3.00		406.47	1,219.41	CC												!
	AIRAUSMEL3	Melbourne DC	Melbourne DC	3.00	3.00		63.20	189.59	AR160	10A											!

Line details

Delete the selected record

11:03 am 21/12/2021 21°C Light rain NZD ggnz

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

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Jess Beattie 20 January 2022, 09:29

That is awesome to hear :)

Kind regards,
Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

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