

Submitted Received via Requester

24 February 2021 at 17:01 Mail Daniel Venkataiya daniel.venkataiya@goughcat.co.nz

CCs

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

StatusTypePriorityGroupAssigneeClosed -NormalService DeskJess Beattie

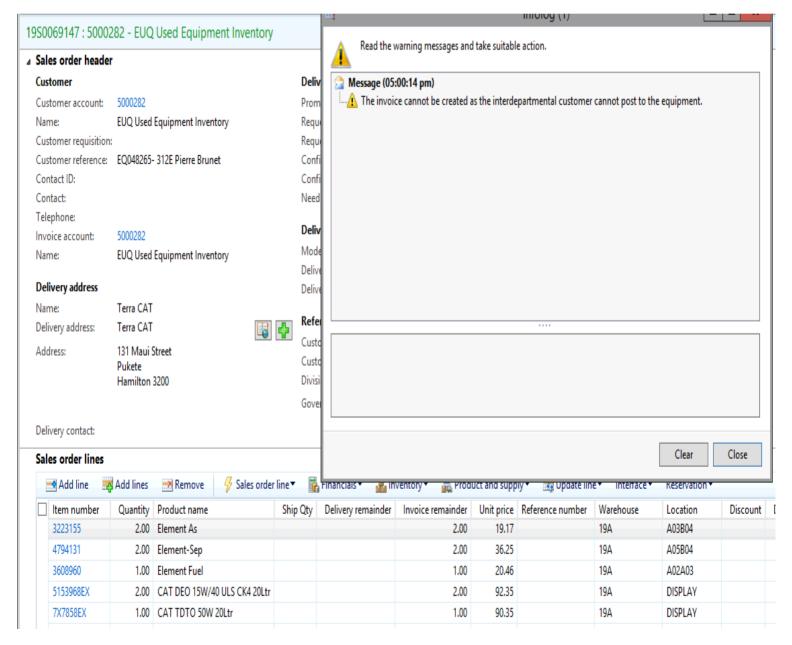
Category

NAXT

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



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 | III 0



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Jess Beattie February 25, 2021 at 08:44

Internal note

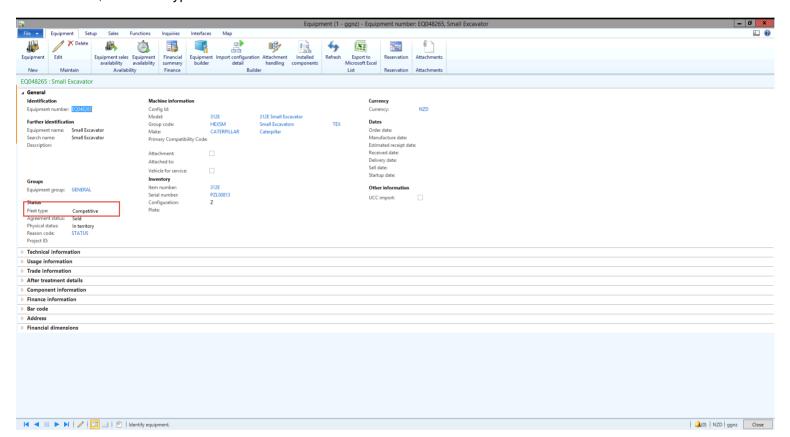
<u>Maureen Aberilla</u> Hey Maureen, I have seen this once before but I don't have any notes on it: (Could you please refresh my memory on what this means? Interdepartmental customer?

Maureen Aberilla February 26, 2021 at 09:43

Internal 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'.



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 Gooodwill internal account.

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@terracat.co.nz | W: terracat.co.nz | I @



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

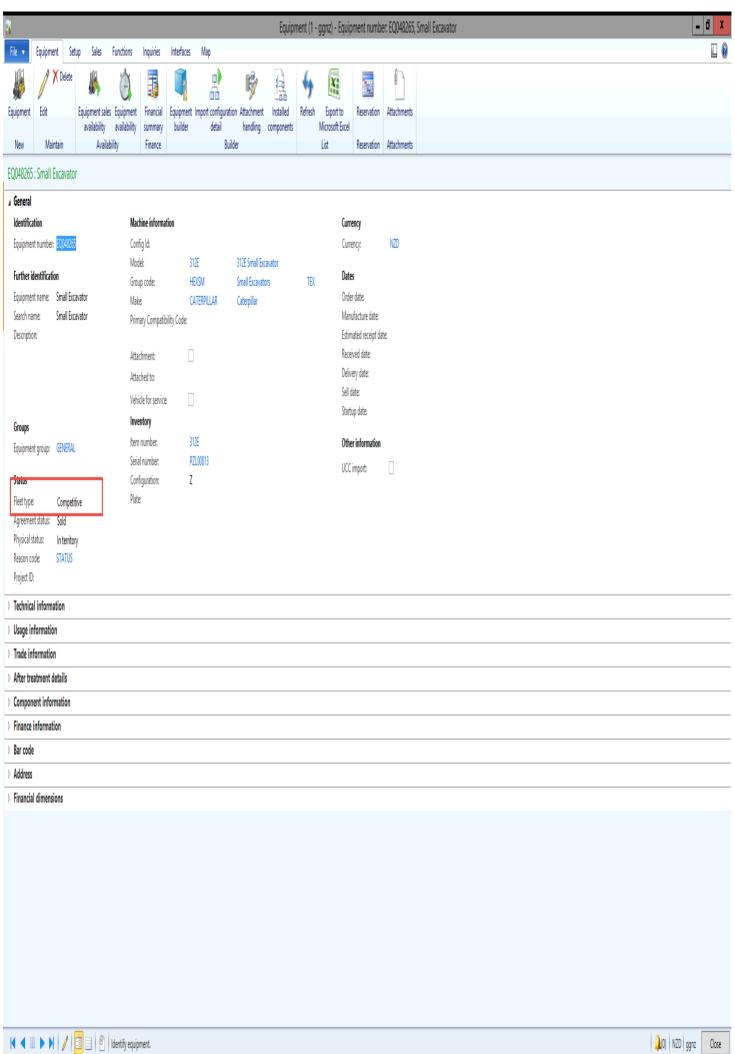
This ticket (<u>#306268</u>) has been updated. itsdterracat.zendesk.com/agent/tickets/306268

Maureen Aberilla (ITSD - Terra Cat)

26 Feb 2021, 09:43 GMT+13

Private note

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Jess Beattie (ITSD - Terra Cat)

25 Feb 2021, 08:44 GMT+13

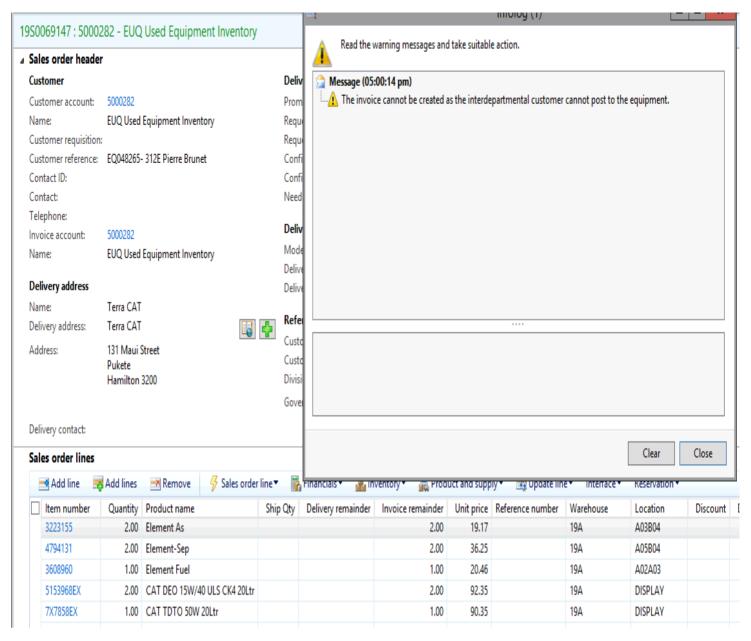
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Daniel Venkataiya

24 Feb 2021, 17:01 GMT+13

Afternoon Team,



Daniel Venkataiya Parts Interpreter - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +64275675609 |



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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 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 | I @



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?

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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 |



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

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,

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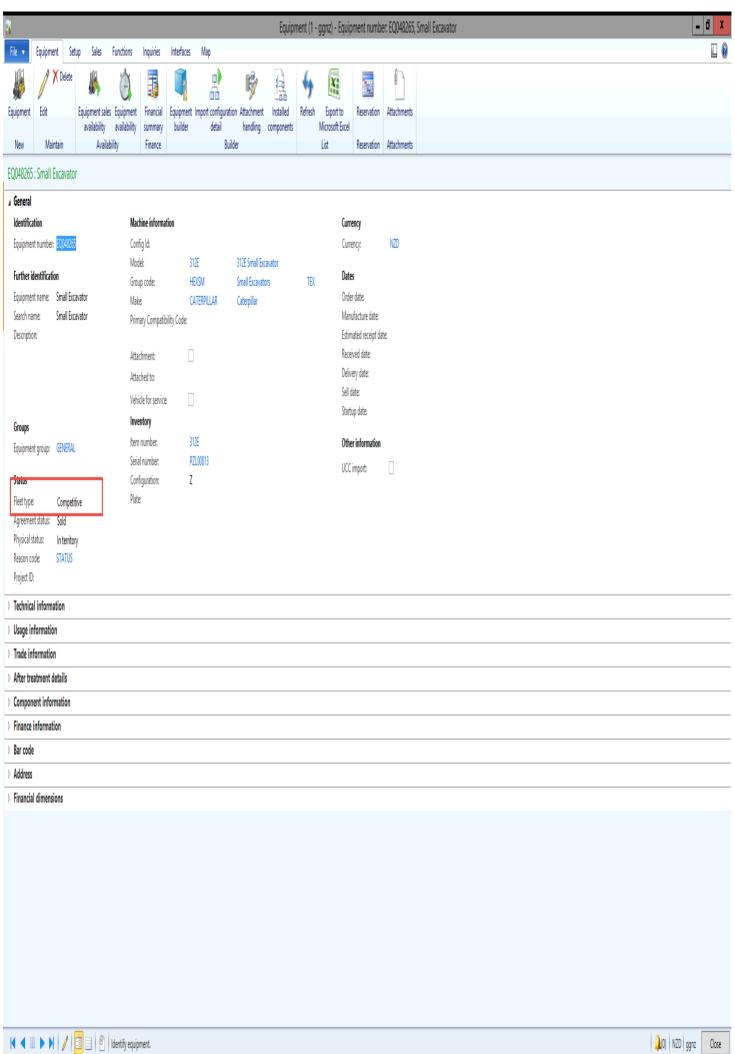
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26 Feb 2021, 09:43 GMT+13

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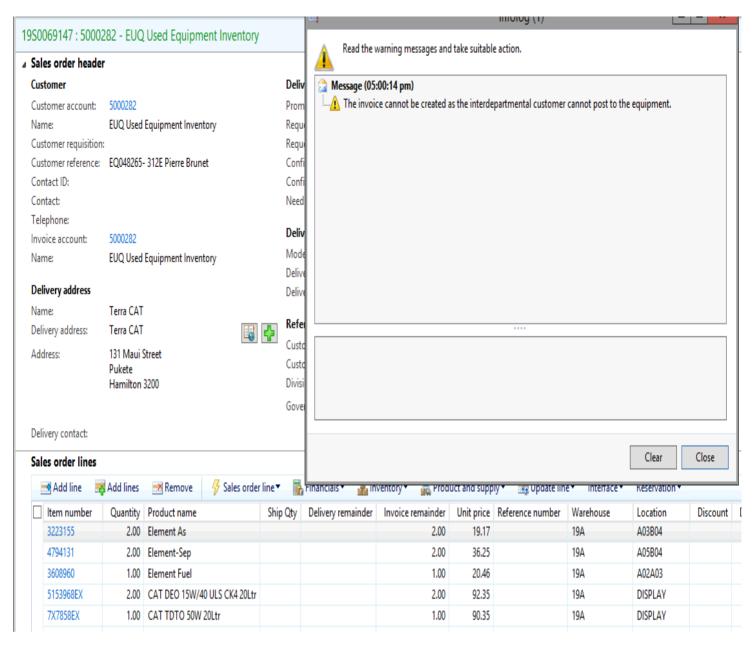
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Ticket # 306268
Status Pending

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

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Kind regards,

Jess Beattie Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

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Sent: Friday, 19 March 2021 9:35 am

To: Jess Beattie < Jess Beattie@terracat.co.nz> Cc: CATHamParts < CatHamParts@terracat.co.nz>

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Sent: Friday, 19 March 2021 8:56 am

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

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Hey Daniel,

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Kind regards,

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Sent: Friday, 26 February 2021 9:44 am **To:** Jess Beattie < <u>Jess Beattie@terracat.co.nz</u> >

Subject: [IT Service Desk] Re: Invoice

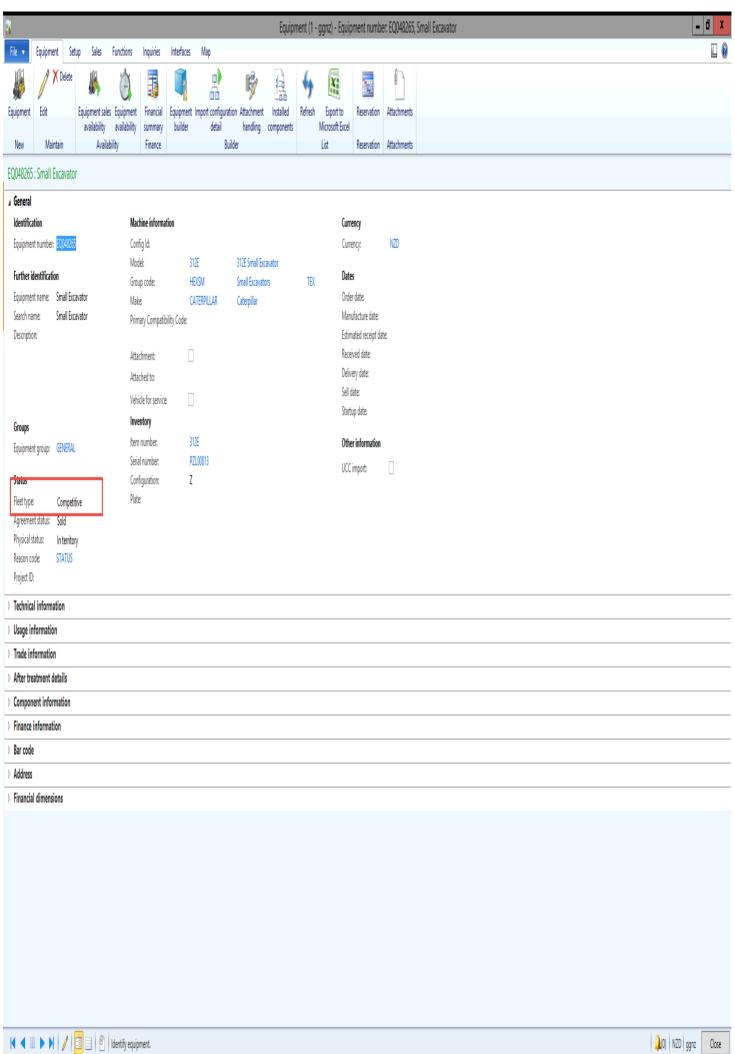
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Maureen Aberilla (ITSD - Terra Cat)

26 Feb 2021, 09:43 GMT+13

Private note

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Cheers,

Maureen 😊



Jess Beattie (ITSD - Terra Cat)

25 Feb 2021, 08:44 GMT+13

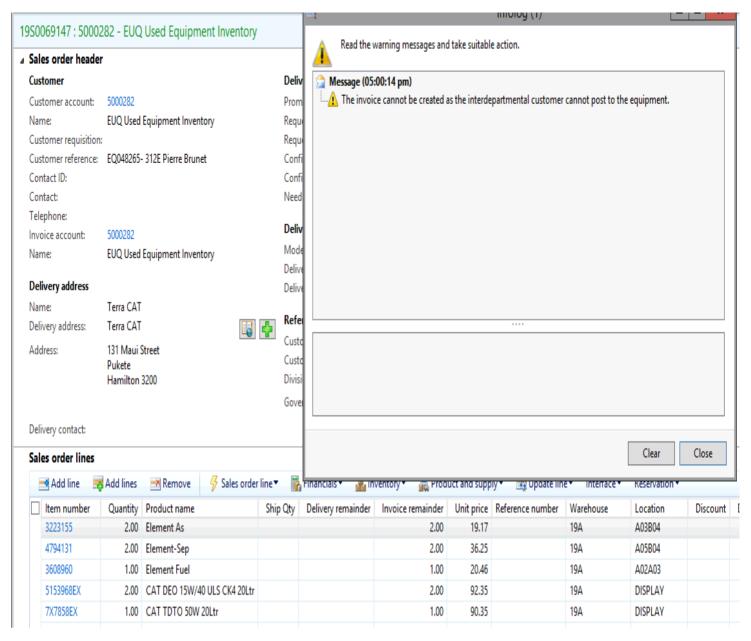
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Maureen Aberilla Hey Maureen, I have seen this once before but I don't have any notes on it :(Could you please refresh my memory on what this means? Interdepartmental customer?

Daniel Venkataiya

24 Feb 2021, 17:01 GMT+13

Afternoon Team,



Daniel Venkataiya Parts Interpreter - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +64275675609 |



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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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Maureen Aberilla March 19, 2021 at 11:12

Hi Ryan,

As discussed, please see email below.

Cheers. Maureen

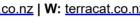
Maureen Aberilla **Business Analyst - Terra Cat**

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

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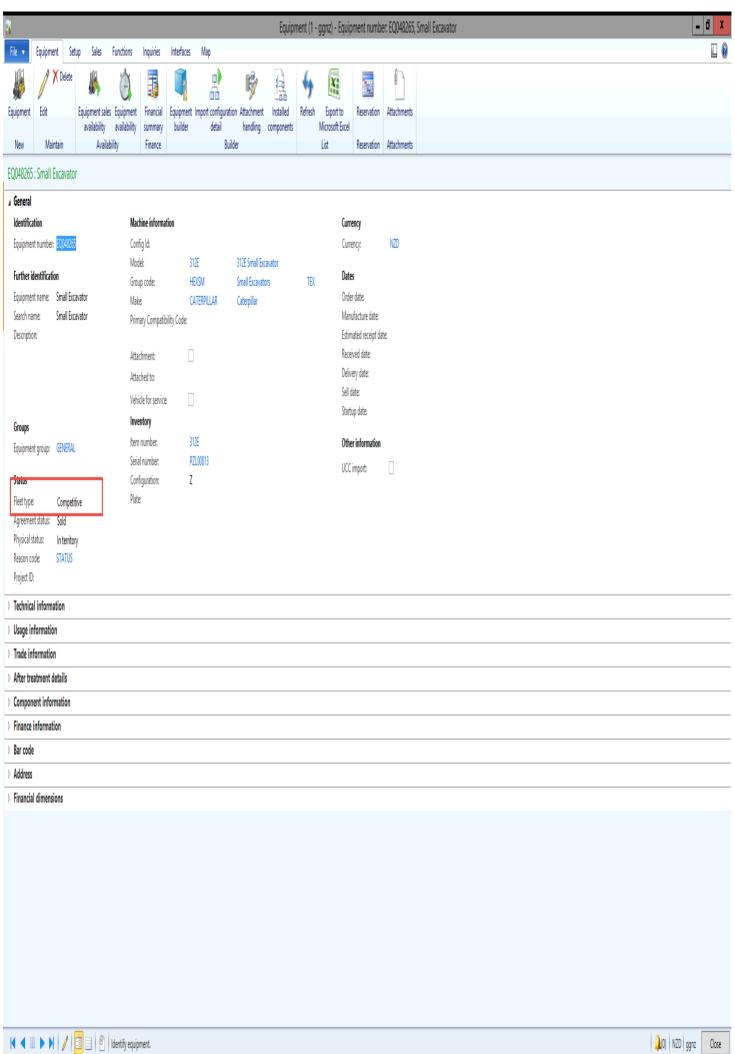
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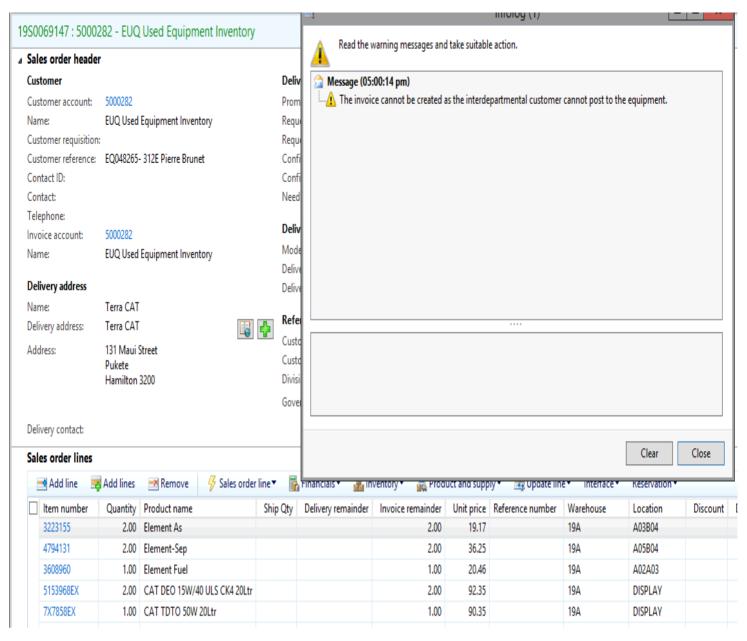
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Ryan Sloan March 19, 2021 at 11:41

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>

Sent: Friday, 19 March 2021 11:13 AM

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

Cc: 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 **Business Analyst - Terra Cat**

24 Amyes Road, PO Box, Christchurch, 8042

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TERRA





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Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

DDI: 0800 95 95 98



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

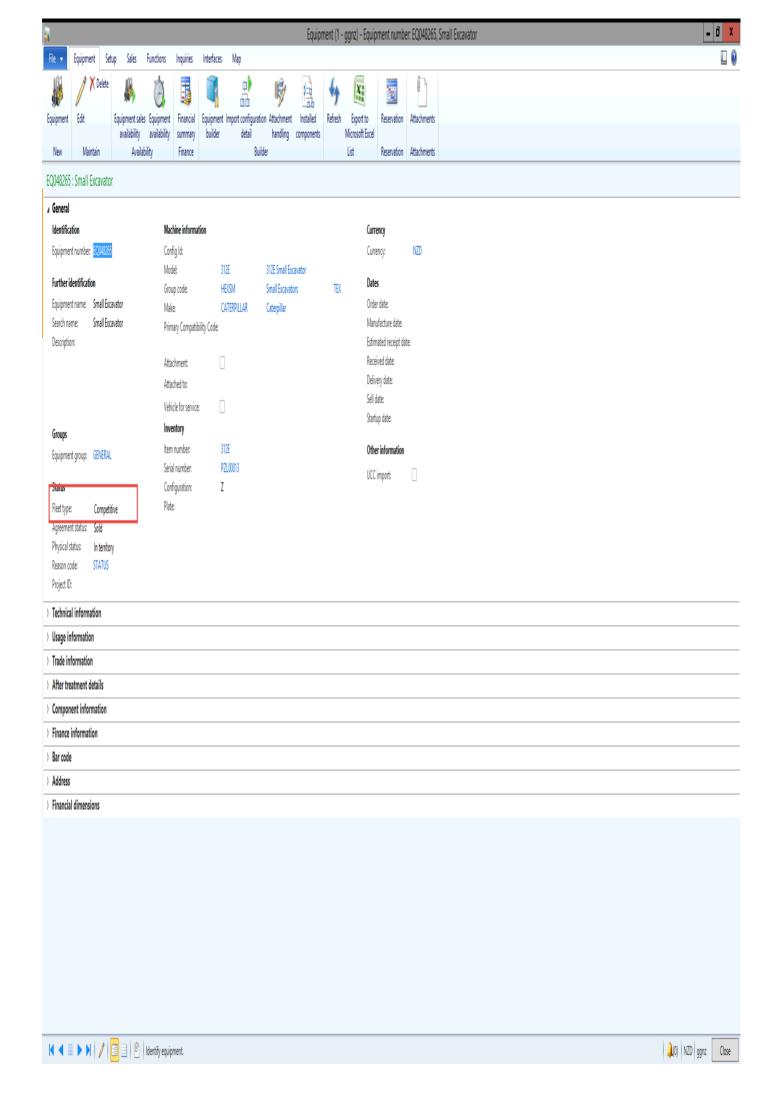
This ticket (#306268) has been updated. itsdterracat.zendesk.com/agent/tickets/306268

Maureen Aberilla (ITSD - Terra Cat)

26 Feb 2021, 09:43 GMT+13

Private note

Jess Beattie Hi Jess,



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

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

Cheers,

Maureen 😊



equipment' means.

Jess Beattie (ITSD - Terra Cat)

25 Feb 2021, 08:44 GMT+13

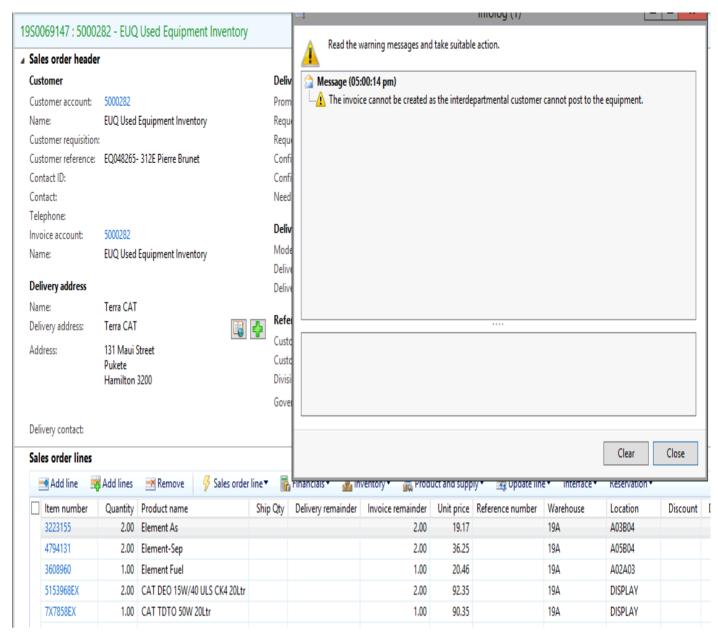
Private note

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,



Daniel Venkataiya Parts Interpreter - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +64275675609 |



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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,

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24 Amyes Road, PO Box 16168, Christchurch, 8042

DDI: 0800 95 95 98



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 > Cubicate DE: III Service Dead Des Jessica

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. P.O. Box 20121 Hamilton

131 Maui St, PO Box 20121, Hamilton, 3241

M: +64275675609 |



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

Sent: Friday, 19 March 2021 8:56 am

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

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



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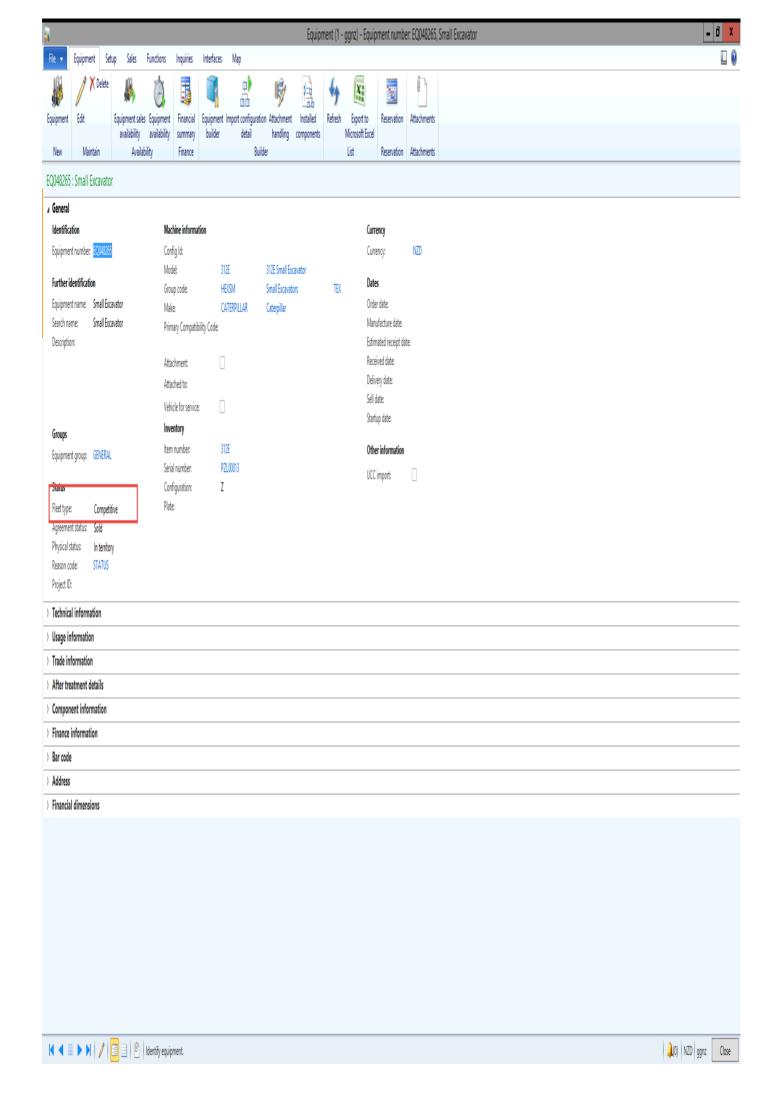
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25 Feb 2021, 08:44 GMT+13

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<u>Maureen Aberilla</u> 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

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 | I @



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>

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

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

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 >

Sent: Friday, 19 March 2021 11:13 AM

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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 **Business Analyst - Terra Cat**

24 Amyes Road, PO Box, Christchurch, 8042

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



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

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24 Amyes Road, PO Box 16168, Christchurch, 8042

DDI: 0800 95 95 98



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131 Maui St, PO Box 20121, Hamilton, 3241

M: +64275675609 |



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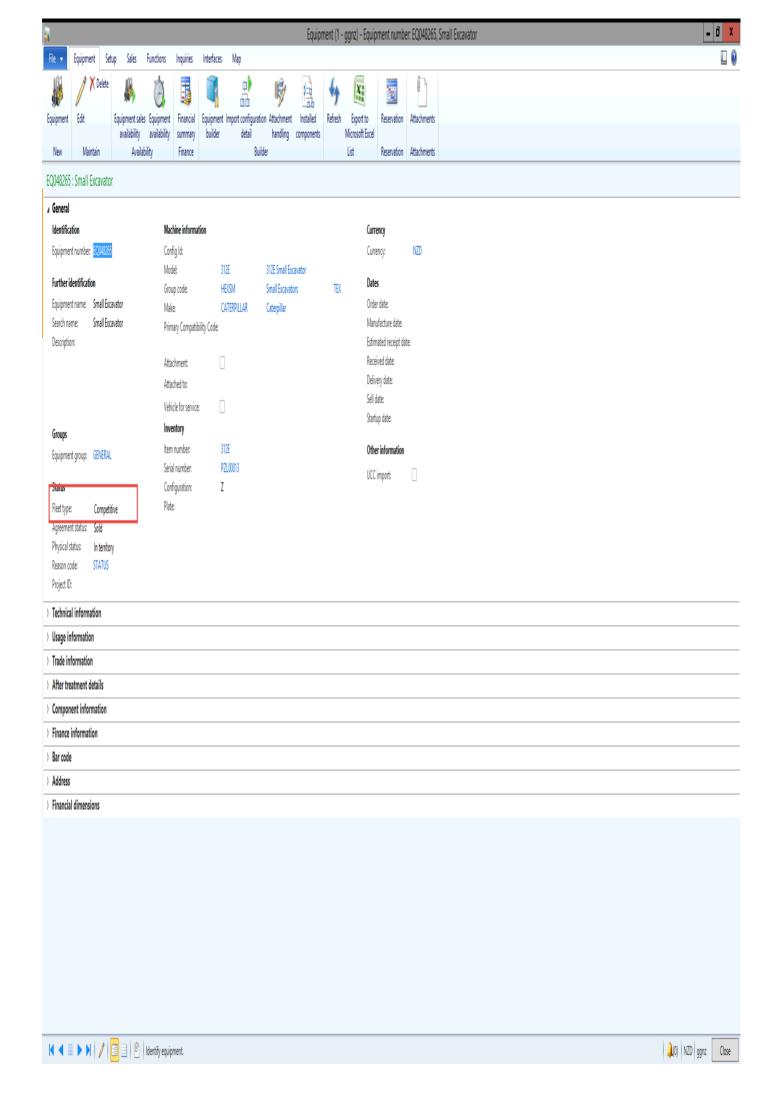
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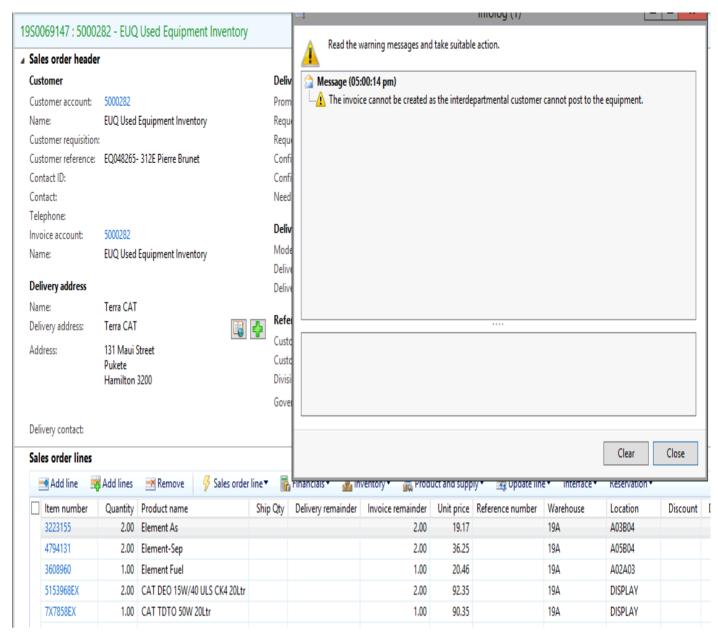
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Afternoon Team,



Daniel Venkataiya Parts Interpreter - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

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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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Kind regards,

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24 Amyes Road, PO Box 16168, Christchurch, 8042

DDI: 0800 95 95 98





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Jess Beattie Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

DDI: 0800 95 95 98

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





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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)

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@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@terracat.co.nz | W: terracat.co.nz | III @



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>

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

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

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

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Sent: Friday, 19 March 2021 11:13 AM

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

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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



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Sent: Friday, 19 March 2021 10:55 AM

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DDI: 0800 95 95 98





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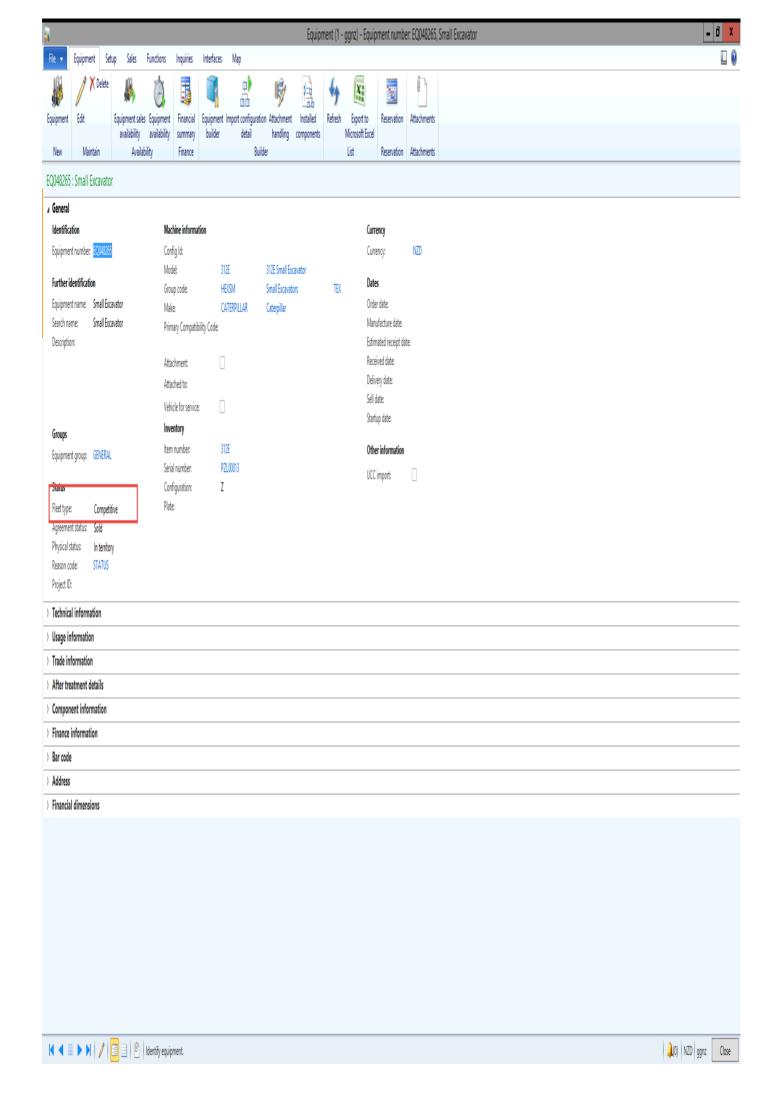
Subject: [IT Service Desk] Re: Invoice

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

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'.



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.

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Jess Beattie (ITSD - Terra Cat)

25 Feb 2021, 08:44 GMT+13

Private note

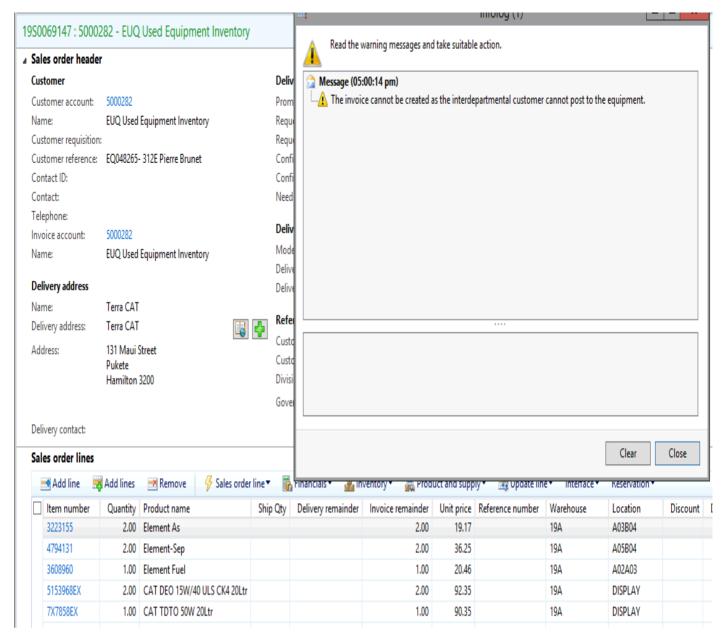
Maureen Aberilla Hey Maureen, I have seen this once before but I don't have any notes on it :(Could you please refresh my memory on what this means? Interdepartmental customer?

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



Cheers,

Daniel Venkataiya Parts Interpreter - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +64275675609 |



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

Hev 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





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 (

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@terracat.co.nz | W: terracat.co.nz | III 0



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@terracat.co.nz | W: terracat.co.nz | III @





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>

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

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

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 >

Sent: Friday, 19 March 2021 11:13 AM

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

Business Analyst - Terra Cat

24 Amyes Road, PO Box, Christchurch, 8042

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







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



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 |



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

Sent: Friday, 19 March 2021 8:56 am

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

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

Hev 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







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

Sent: Friday, 26 February 2021 9:44 am

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

Subject: [IT Service Desk] Re: Invoice

This ticket (<u>#306268</u>) has been updated. itsdterracat.zendesk.com/agent/tickets/306268

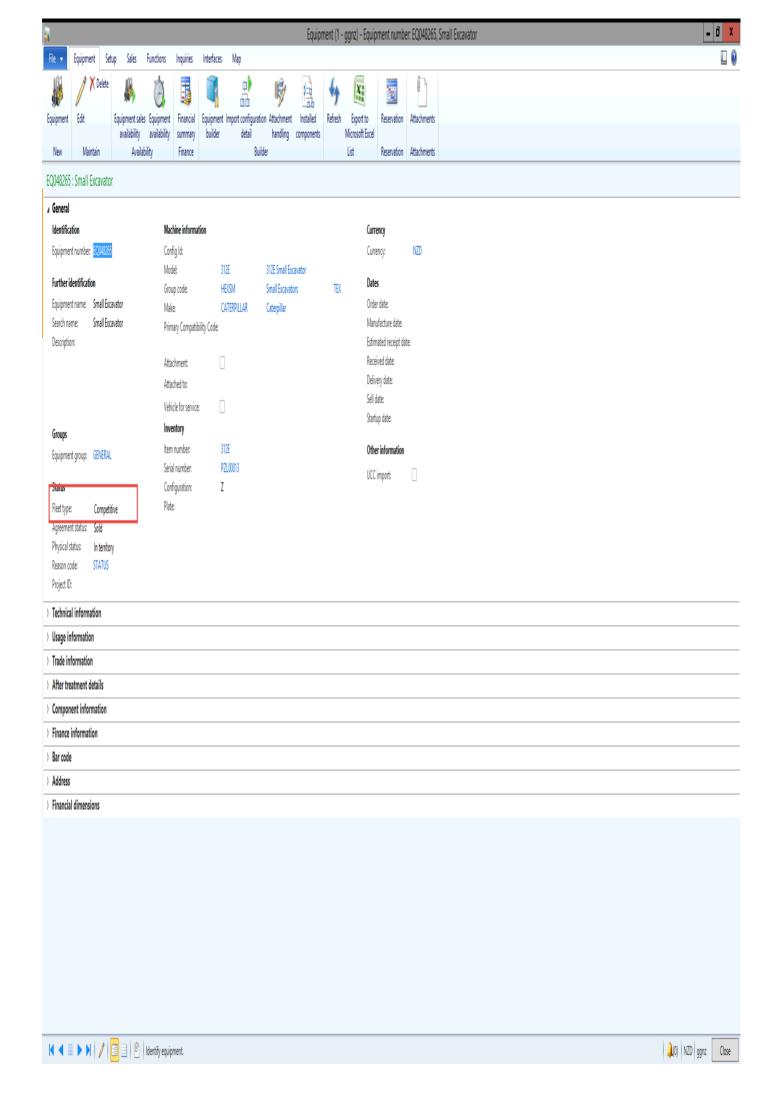
Maureen Aberilla (ITSD - Terra Cat)

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'.



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 Gooodwill internal account.

Cheers,

Maureen 😊



Jess Beattie (ITSD - Terra Cat)

25 Feb 2021, 08:44 GMT+13

Private note

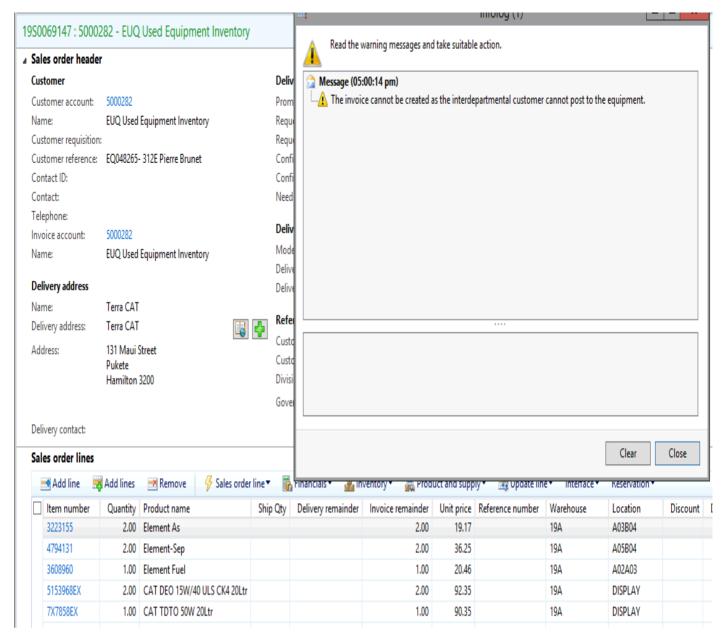
Maureen Aberilla Hey Maureen, I have seen this once before but I don't have any notes on it :(Could you please refresh my memory on what this means? Interdepartmental customer?

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



Cheers,

Daniel Venkataiya Parts Interpreter - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +64275675609 |



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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





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

Sent: Friday, 19 March 2021 9:35 am

To: Jess Beattie < <u>Jess.Beattie@terracat.co.nz</u>> 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. <u>@Daniel Venkataiya</u>, 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

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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 | III 0





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

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

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

ΗΙ

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

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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 | II @



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>

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

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

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 ②.



Kind Regards, Ryan Sloan

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

Sent: Friday, 19 March 2021 11:13 AM

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

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

<<u>CatHamParts@terracat.co.nz</u>> 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





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





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?

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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 |





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







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

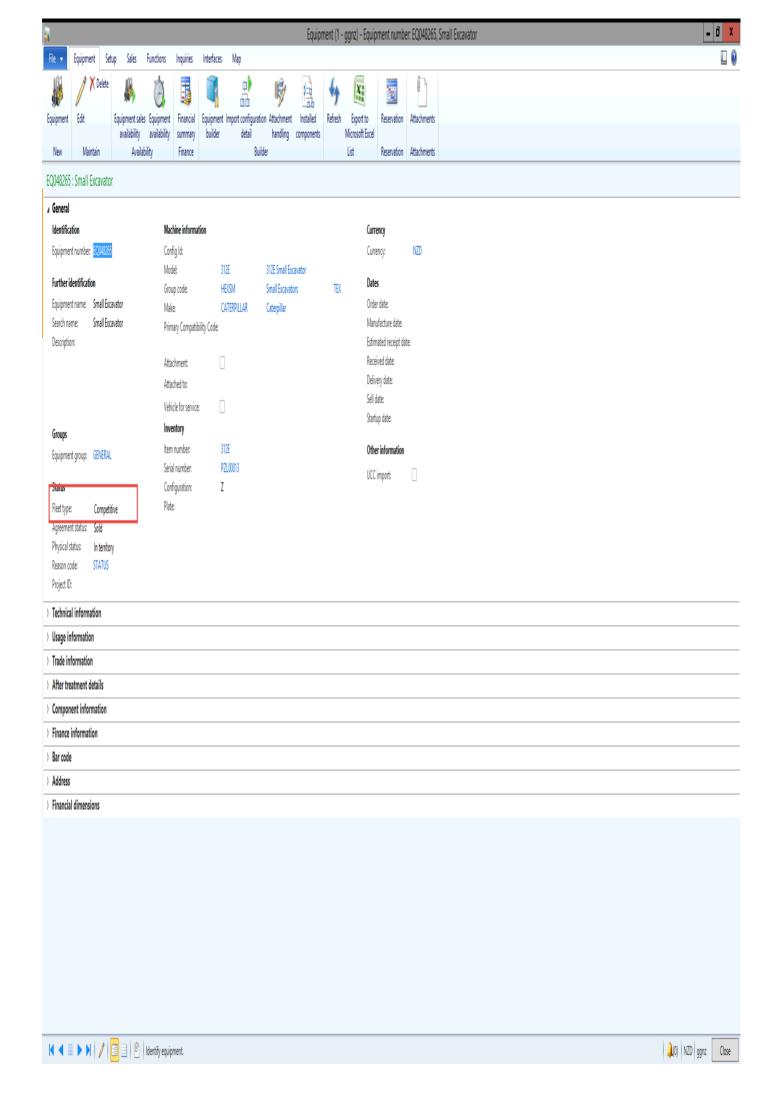
Maureen Aberilla (ITSD - Terra Cat)

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'.



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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 Gooodwill internal account.

Cheers,

Maureen 😊



Jess Beattie (ITSD - Terra Cat)

25 Feb 2021, 08:44 GMT+13

Private note

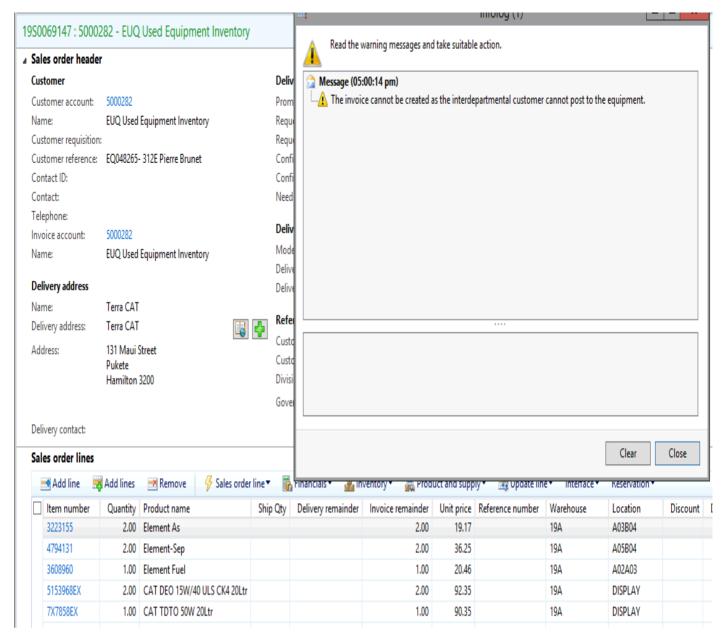
Maureen Aberilla Hey Maureen, I have seen this once before but I don't have any notes on it :(Could you please refresh my memory on what this means? Interdepartmental customer?

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



Cheers,

Daniel Venkataiya Parts Interpreter - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +64275675609 |



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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

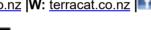
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Kind regards,

Jess Beattie Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

DDI: 0800 95 95 98





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

Sent: Friday, 19 March 2021 9:35 am

To: Jess Beattie < <u>Jess.Beattie@terracat.co.nz</u>>
Cc: CATHamParts < <u>CatHamParts@terracat.co.nz</u>>
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@terracat.co.nz | W: terracat.co.nz | II @



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

Sent: Wednesday, 24 March 2021 9:13 am

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

Cc: Maureen Aberilla <Maureen.Aberilla@terracat.co.nz>; Scott White <Scott.White@terracat.co.nz>; 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.

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@terracat.co.nz W: terracat.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. @Danielvenkataiya, 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 <<u>Ryan.Sloan@terracat.co.nz</u>>; IT Service Desk <<u>support+id306268@itsdterracat.zendesk.com</u>>; Daniel Venkataiya

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

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 | I @



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

Sent: Friday, 19 March 2021 1:41 PM

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

<Daniel.Venkataiya@terracat.co.nz>

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

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 \bigcirc .

Regards, Ryan Sloan

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

Sent: Friday, 19 March 2021 1:33 PM

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

<Daniel.Venkataiya@terracat.co.nz>

Cc: ITHD ITHD <a href="mail

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

ΗΙ

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



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>

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

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

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>

Sent: Friday, 19 March 2021 11:13 AM

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

Cc: ITHD < ITHD.ITHD@goughgroup.co.nz >; Ryan Sloan < Ryan.Sloan@terracat.co.nz >;

CATHamParts < <u>CatHamParts@terracat.co.nz</u>>

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



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





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 |





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

Hev Daniel.

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

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 | III @



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

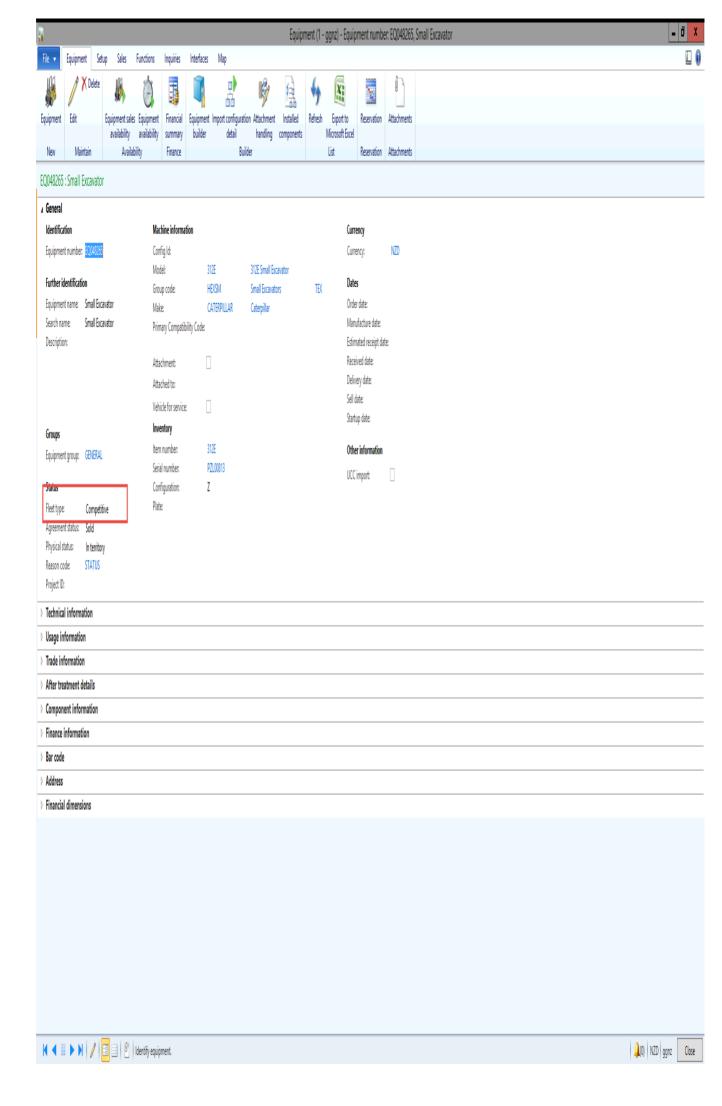
Maureen Aberilla (ITSD - Terra Cat)

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'.



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

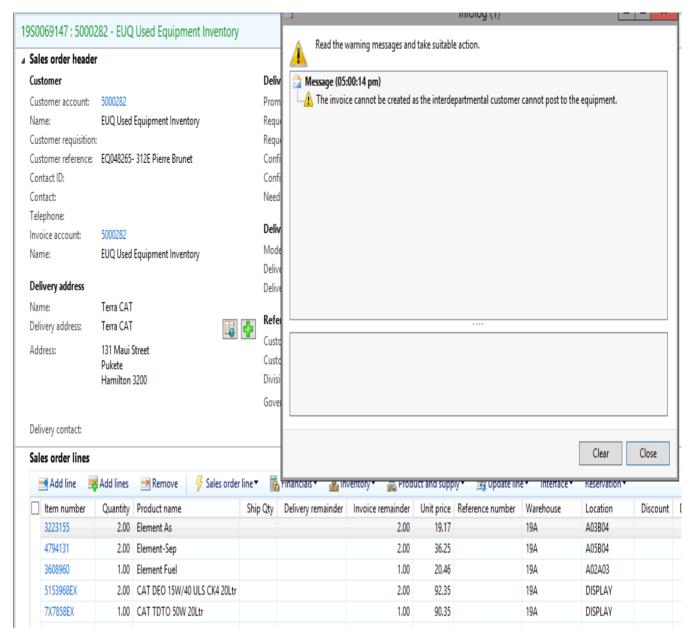
Maureen Aberilla Hey Maureen, I have seen this once before but I don't have any notes on it : (Could you please refresh my memory on what this means? Interdepartmental customer?

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



Cheers,

Daniel Venkataiya Parts Interpreter - Terra Cat

131 Maui St, PO Box 20121, Hamilton, 3241

M: +64275675609 |



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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 March 24, 2021 at 09:16

Awesome, great to hear :)

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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