



#319040 RE: [IT Service Desk] Re: Trying to transfer parts from SC227517-01 to SC180837-13 error = inventory dimension warehouse must be 00

Submitted	Received via	Requester		
27 July 2021 at 16:22	Closed Ticket	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
Pending	Problem	Normal	Service Desk	Jess Beattie

Category
NAXT

Lee Johnson July 27, 2021 at 4:22 PM

This is a follow-up to your previous request [#316544](#) "Trying to transfer parts fr..."

Internal note

Hi Jess

This one still isn't working quite right. Telling me there is unposted on SC227517-01. (also note although originally a negative for the total amount it has changed itself to 280?)

Please call to discuss

Cheers

Lee Johnson

Service Advisor - Terra Cat

157 Kerrs Road, PO Box 98 975, Auckland, 2104

M: +64273281569 |

E: Lee.Johnson@terracat.co.nz | **W:** terracat.co.nz |

From: Lee Johnson

Sent: Thursday, 15 July 2021 8:06 AM

To: IT Service Desk <ServiceDesk@terracat.co.nz>

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

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 | **W:** 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 W: terracat.co.nz

Jess Beattie (ITSD - Terra Cat)

1/07/2021, 12:00 pm NZST

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
3. Create another new purchase order for a **positive amount** of \$420.00 on SC180837

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@terracat.co.nz W: terracat.co.nz

Jess Beattie (ITSD - Terra Cat)

30/06/2021, 1:44 pm NZST

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 July 28, 2021 at 7:42 AM

Hey Lee,
Can't remember who Sue spoke to last whether it was you or Graham but we were aware of the price change to \$280.
The note I put on the previous ticket was:

The negative line was put on but the customer ended up getting changed to an internal customer so it dropped off 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 too much now. Not going to waste time on trying to fix the \$280 as it would cost more to spend time on it.

[Sue Petersen](#) what is the best thing to do here to get rid of this "unposted parts orders in this segment" error when trying to finish the segment

Service segments (1 - ggnz) - Segment id: SC227517-01, In-process, Call number: SC227517

segments

Manage

Warranty

Parts and Labour

Related information

component

ire

Edit

Delete

Equipment disassembly

Quotation

Start segment

Technician complete

Finish segment

Reopen

Cancel

Create invoice proposals

Service call closing summary

Operations

Add standard job

Delivery note

Express picking journal

Post items

Refresh

Export to Microsoft Excel List

Attachments

Report

Quoted

Credited

Split

Seq#

Job code

Component

Description

Modifier code

Shop/Field

Status

Credit status

Serial number

Standard job

Invoice account

Warranty type

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		023	1405	Repair - Alternator		Shop	In-process	Passed	ZAR92028		5000533	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		023	1405	Repair - Alternator		Shop	Invoiced	Passed	ZAR92028		3014359	

Part transactions

Estimate: 11,000.00

Flat rate:

Actual: 0.00

Consumed percentage: 0.00 %

Labour transactions

Estimate: 11,850.00

Flat rate:

Actual: 0.00

Consumed percentage: 0.00 %

Unposted hours: 00:00

Posted hours: 00:00

Invoiced hours: 00:00

Misc transactions

Estimate: 2,175.00

Flat rate:

Actual: 1,280.00

Consumed percentage: 58.85 %

Transaction total

Estimate: 25,025.00

Flat rate:

Actual: 1,280.00

Infolog (1)

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

Segment status change

Segment SC227517-01

There are unposted parts orders in this segment. Segment can't be finished.

Posting has been blocked!

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 W: terracat.co.nz

Jess Beattie July 28, 2021 at 8:14 AM

Hey Lee,
There is a load bank line of \$1000 in the Misc Costs. You either need to leave it there and invoice to the internal customer then let accountants know or do a negative line for the load bank but still let accountants know as the cost is on the other segment.

Kind regards,
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Lee Johnson July 28, 2021 at 9:17 AM

Thanks Jess

This is the message im getting.

Internal note

Service segments (1 - ggnz) - Segment id: SC227517-01, In-process, Call number: SC227517

File Service segments Manage Warranty Parts and Labour Related information

Segment From component structure Edit Delete Equipment disassembly Quotation Start segment Technician complete Finish segment Reopen Cancel Create invoice proposals Service call closing summary Operations Add standard job Delivery note Express picking journal Refresh Export to Microsoft Excel List Attachments

R... Qu... C... Split Need by date Seq# Job code Component Description Modifier code Shop/Field Status Credit status Serial number Standard job Invoice account Warranty ty...

10/04/2021 023 1405 Repair - Alternator Shop In-process Passed ZAR92028 5000533

Shop Invoiced Passed ZAR92028 3014359

Part transactions

Estimate: 11,000.00
Flat rate:
Actual: 0.00
Consumed percentage: 0.00 %

Labour transactions

Estimate: 11,850.00
Flat rate:
Actual: 0.00
Consumed percentage: 0.00 %
Unposted hours: 00:00
Posted hours: 00:00
Invoiced hours: 00:00

Misc transactions

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Flat rate:
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Posting has been blocked!

Clear Close

Order parameters*

	Markup pct	Purchase order	PO status	Quantity	Purchase currency	Purchase price	Currency	Sales price	Net amount	Freeze pri	
OWM A		Pick up alternator from Terracat Auckland and deliver to Gouk and Sullivan 4 gabador place Mount wellington, Contact is John 027246...	0.00	10A0041025	Invoiced	1.00	NZD	280.00	NZD	280.00	280.00
OWM A		Pick up alternator from Gouk and Sullivan 4 gabador place Mount wellington, Contact is John 02724635324 and deliver to Terra CAT A...	0.00	10A0042283	Invoiced	1.00	NZD	481.25	NZD	481.25	481.25
OWM A		negative PO to balance line that cannot be transferred 10A0041025	0.00	10A0042906	Invoiced	-1.00	NZD	0.00	NZD	0.00	-420.00

Misc. Costs

Add Remove Recalculate Freight charge calculati...

Line category group	Category	Line status	Quantity	Description	Unit	Sales price	Net amount	Currency	Line property	Worker	Item GST group	GST group	Date	Exclude ...	Compe
LBK	MSC-LBK-EXP-TM	Posted	1,000.00	Load Bank		1.00	1,000.00	NZD	CHARGEABLE	Graham Vickery	ALL	INTERNAL	14/06/2...		

Review service call closing summary.

(0) NZD ggnz Close

Lee Johnson

Service Advisor - Terra Cat

157 Kerrs Road, PO Box 98 975, Auckland, 2104

M: +64273281569 |

E: Lee.Johnson@terracat.co.nz | W: terracat.co.nz | [f](#) [ig](#)



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

Sent: Wednesday, 28 July 2021 8:15 AM

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

Cc: Sue Petersen <Sue.Petersen@terracat.co.nz>; Lee Johnson <Lee.Johnson@terracat.co.nz>

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

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28/07/2021, 8:14 am NZST

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Kind regards,

Jess Beattie

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P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Jess Beattie (ITSD - Terra Cat)

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The note I put on the previous ticket was:

The negative line was put on but the customer ended up getting changed to an internal customer so it dropped off 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 too much now. Not going to waste time on trying to fix the \$280 as it would cost more to spend time on it.

Sue Petersen what is the best thing to do here to get rid of this "unposted parts orders in this segment" error when trying to finish the segment

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Jess Beattie August 2, 2021 at 10:50 AM

Internal note

Jess to play in Sandbox Tuesday 3/08

Service call
service segments
Delivery note
Lines
Ok

Service segments (1 - ggnz) - Segment id: SC227517-01, In-process, Call number: SC227517

Segment

From component structure

Edit

Delete

Equipment disassembly

Quotation

Start segment

Technician complete

Finish segment

Reopen

Cancel

Create invoice proposals

Service call closing summary

Operation

Add standard job

Delivery note

Express picking journal

Refresh

Export to Microsoft Excel

Attachments

Segment

Rep...

Quot...

Credi...

Split

Seq#

Job c...

Compon...

Description

Modifier c...

Shop/F...

Status

Credit st...

Serial nu...

Standard...

SC227517-01					023	1405	Repair - Alternator		Shop	In-process	Passed	ZAR92028	
SC227517-02					023	1405	Repair - Alternator		Shop	Invoiced	Passed	ZAR92028	

Delivery note posting (1 - ggnz)

Parameters

Other

Parameter

Quantity: All

Posting: ☒

Reduce quantity: ☐

Late selection: ☐

Print Price Information: ☐

Estimate freight: ☒

Update project consist: ☐

Create invoice: ☐

Invoice status details

Prepayment: ☐

Print options

Print: Current

Print delivery note: ☐

Use print management destination: ☐

Print COD: ☐

Print shipping labels: ☐

Print Reception Statement: ☐

Interface

Document name:

Select

Arrange

Totals (b)

GST

Printer setup

Overview

Setup

Lines

Line details

Sales orders

Delete

Sales order line

Inventory

Update line

Sales category	Text	Sales order	Site	Warehouse	Location	Item number	Update	Net amount	Close	Scrap
	negative PO to balance line that cannot be	1050145592	NZ	10A		OWM A	-1.00	-420.00		

OK

Cancel

Batch (3)

Category from the sales category hierarchy

The issue is the OWM on the sales order

Sales order (1 - ggnz) - Sales order: 10S0145592, 10 - ESV - 1020 - Goodwill Commercial, Sales order: 10S0145592Segment id: SC227517-01

File

Sales order

Sell

Manage

Pick and pack

Invoice

General

Interfaces

Inquiries

Service order

Purchase order

Transfer order

Direct delivery

Create EMR

Create case line

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

Generate from template

Attachments

Send payment failure email

Import Lines

Equipment builder

Allocate revenue

New

Maintain

Show

Copy

View

Add

Backorder

Commerce S...

Attachments

Email notification

Import

Equipment

10S0145592 : 5000533 - 10 - ESV - 1020 - Goodwill Commercial

Open order

Sales order header

10 - ESV - 1020 - Goodwill Commercial

Customer

Delivery date

Discounts

Setup

Customer account: 5000533

Name: 10 - ESV - 1020 - Goodwill Comme

Customer requisition:

Customer reference: Adam

Contact ID:

Contact:

Telephone:

Invoice account: 5000533

Name: 10 - ESV - 1020 - Goodwill Comme

Promised date:

Requested ship date: 11/12/2020

Requested receipt date: 11/12/2020

Confirmed ship date:

Confirmed receipt date:

Need by date: 30/04/2021

Total discount %: 0.00

Equipment

Make: CATERPILLAR

Model: 3516

Serial number: ZAR92028

Equipment: EQ034453

Customer equipment number:

Transmission arrangement number:

Disable auto replacement:

Sales responsible: Graham Vickery

Warehouse: 10A

RMA number:

Pool:

Part price groups: INTRCOST

SOS: 000

Order class: SERVICE

Parts invoice method: Default

Delivery

Mode of delivery:

Delivery reason:

Delivery terms:

Status

Status: Open order

Document status: Project - delivery note

Credit status:

Credit check transaction:

Abnormal call

Abnormal call:

References

Customer requisition:

Customer reference: Adam

Division: ESV

Government Order:

Delivery address

Name: Natural Waters Of Viti Pte Ltd

Delivery address: Terra CAT

Address: 153 Kerrs Road
Wiri
Auckland 2104

Delivery contact: Spec Shop

Sales order lines

<div><div><div><div><div></div><div>Add line</div></div><div><div></div><div>Add lines</div></div><div><div></div><div>Remove</div></div></div><div><div><div></div><div>Sales order line</div></div><div><div></div><div>Financials</div></div><div><div></div><div>Inventory</div></div><div><div></div><div>Product and supply</div></div><div><div></div><div>Update line</div></div><div><div></div><div>Interface</div></div><div><div></div><div>Reservation</div></div></div></div></div>																			
<input type="checkbox"/>	Warehouse	Location	SOS	Product name	Item number	Quantity	Ship Qty	Delivery r...	Invoice re...	Replacement	Warning	Existing Quote	Unit price	Discount	Disc...	Adjusted ...	Net amount	Unit	BOM Refere
10A	WORKSHOP	070	Diesel Per Litre	DieselMN	900.00								1.35			0.00000	1,215.00	ea	
10A	WORKSHOP	070	Diesel Per Litre	DieselMN	-900.00								1.35			0.00000	-1,215.00	ea	
10A			\$0.00 - \$500.00 - 50% Mark-up	OWM A	-1.00			-1.00								0.00000	-420.00	each	

What you need to do is on the service segments, click “delivery note” then ok then you should be able to do your bit

Service segments (1 - ggnz) - Segment id: SC227517-01, In-process, Call number: SC227517

File Service segments Manage Warranty Parts and Labour Related information

Segment From component structure New Edit Delete Equipment disassembly Quotation Start segment Technician complete Finish segment Reopen Cancel Create invoice proposals Service call closing summary Operations Add standard job Delivery note Express picking journal Refresh Export to Microsoft Excel List Attachments Attachments

Segment id	R	C	C	Split	Job ...	Com...	Description	Modifier code	Sho...	Status	Credit status	Serial number	Standard job	Invoice account
SC227517-01	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		023	1405	Repair - Alternator	Shop	In-process	Passed	ZAR92028			5000533
SC227517-02	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		023	1405	Repair - Alternator	Shop	Invoiced	Passed	ZAR92028			3014359

Delivery note posting (1 - ggnz)

Parameters Other

Parameter

Quantity:

Posting: ☒

Reduce quantity: ☐

Late selection: ☐

Print Price Information: ☐

Estimate freight: ☒

Update project consist: ☐

Create invoice: ☐

Invoice status details

Prepayment: ☐

Print options

Print:

Print delivery note: ☐

Use print management destination: ☐

Print COD: ☐

Print shipping labels: ☐

Print Reception Statement: ☐

Interface

Document name:

Select

Arrange

Totals (b)

GST

Printer setup ▶

Overview Setup Lines Line details Sales orders

New Delete

	Project ID	Update	Customer delivery note number	Sales order	Name	Currency
<input checked="" type="checkbox"/>	SC227517-01	Project - delivery note		10S0145592	10 - ESV - 1020 - Goodwill Commercial	NZD

OK Cancel Batch (3)

Update quantity

This has worked for us in Sandbox so we don't see why it won't work for you ☺

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

DDI: 0800 95 95 98 option 1

E: Jess.Beattie@terraecat.co.nz | **W:** terraecat.co.nz |  



From: Lee Johnson (IT Service Desk) <support@itsdterraecat.zendesk.com>

Sent: Wednesday, 28 July 2021 9:18 am

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

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

This ticket ([#319040](#)) has been updated.

itsdterraecat.zendesk.com/agent/tickets/319040

Lee Johnson

28 Jul 2021, 09:17 GMT+12

Lee Johnson was not explicitly added to the ticket by the requester or an agent. [Learn more](#)

Private note

Thanks Jess

This is the message im getting.

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New Maintain Post Operations Standard job Post items List Attachments

R...	Qu...	C...	Split	Need by date	Seq#	Job code	Component	Description	Modifier code	Shop/Field	Status	Credit status	Serial number	Standard job	Invoice account	Warranty ty...	Part transactions
				10/04/2021		023	1405	Repair - Alternator		Shop	In-process	Passed	ZAR92028		5000533		Estimate: 11,000.00
										Shop	Invoiced	Passed	ZAR92028		3014359		Flat rate: 0.00
																	Actual: 0.00
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Order parameters

OWM A	Pick up alternator from Terracat Auckland and deliver to Gouk and Sullivan 4 gabador place Mount wellington, Contact is John 027246...	Markup pct	Purchase order	PO status	Quantity	Purchase currency	Purchase price	Currency	Sales price	Net amount	Freeze pri
OWM A	Pick up alternator from Gouk and Sullivan 4 gabador place Mount wellington, Contact is John 02724635324 and deliver to Terra CAT A...	0.00	10A0041025	Invoiced	1.00	NZD	280.00	NZD	280.00	280.00	
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Misc. Costs

Add Remove Recalculate Freight charge calculati...

Line category group	Category	Line status	Quantity	Description	Unit	Sales price	Net amount	Currency	Line property	Worker	Item GST group	GST group	Date	Exclude...	Compe
LBK	MSC-LBK-EXP-TM	Posted	1,000.00	Load Bank		1.00	1,000.00	NZD	CHARGEABLE	Graham Vickery	ALL	INTERNAL	14/06/2...		

Review service call closing summary.

NZD ggnz Close

Lee Johnson

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

Sent: Wednesday, 28 July 2021 8:15 AM

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

Cc: Sue Petersen <Sue.Petersen@terracat.co.nz>; Lee Johnson <Lee.Johnson@terracat.co.nz>

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

Ticket # 319040
Status Open
Requester Graham Vickery
CCs Lee Johnson, Sue Petersen
Followers Sue Petersen
Group Service Desk
Assignee Jess Beattie
Priority Normal
Type Problem
Channel By Closed Ticket

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