

#335344 SC276028-04 - NAXT Error

Submitted Received via Requester

9 May 2022, 15:55 Mail Nathan Welch <nathan.welch@goughcat.co.nz>

CCs

Sue Petersen <sue.petersen@terracat.co.nz>, IT Service Desk <servicedesk@terracat.co.nz>

Status Type Priority Group Assignee
Open - Normal Service Desk Matt Osterfield

Category

NAXT

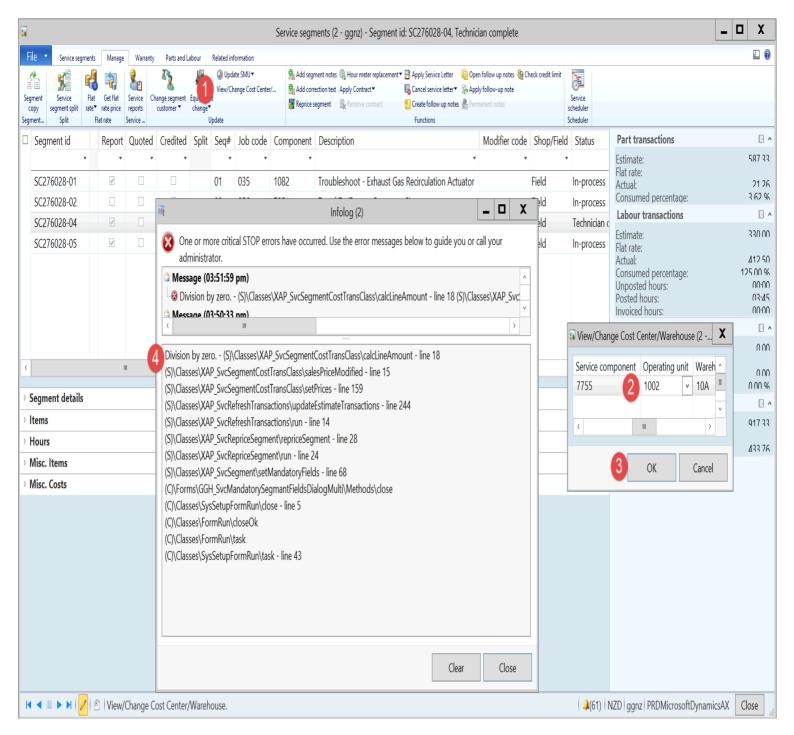
Nathan Welch 9 May 2022, 15:55

Hi team,

We found this segment in Auckland that doesn't have a cost centre...

When we tried to change it we got the error message below.

The branch will have to write off the \$400 odd dollars, as it's past warranty claim aging limits, but can you please investigate the issue so we can get it off the books ASAP.



Nathan Welch

Service Development Manager - Terra Cat

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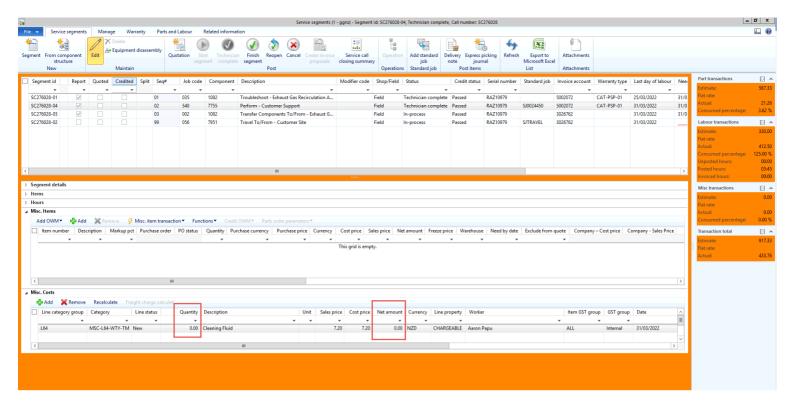


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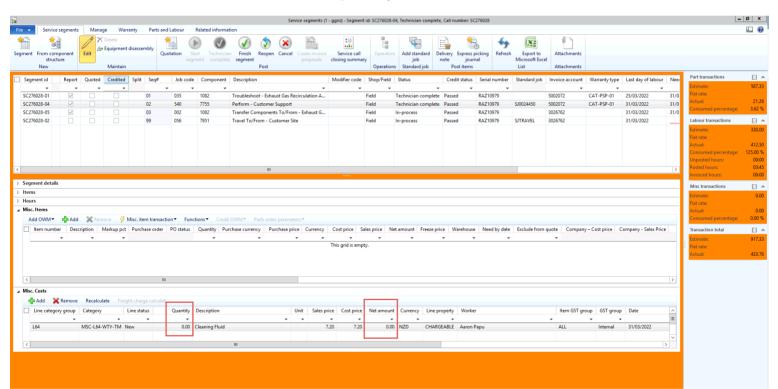
Jess Beattie 27 May 2022, 14:50

Internal note

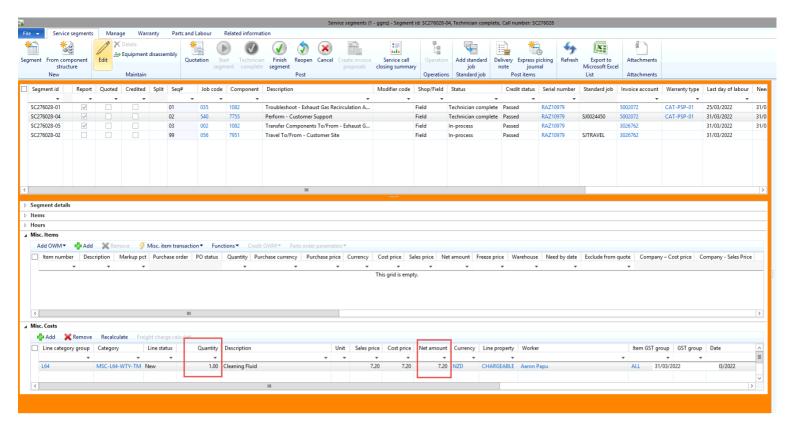
https://itsdterracat.zendesk.com/agent/tickets/305106 - although this doesn't tell us the resolution



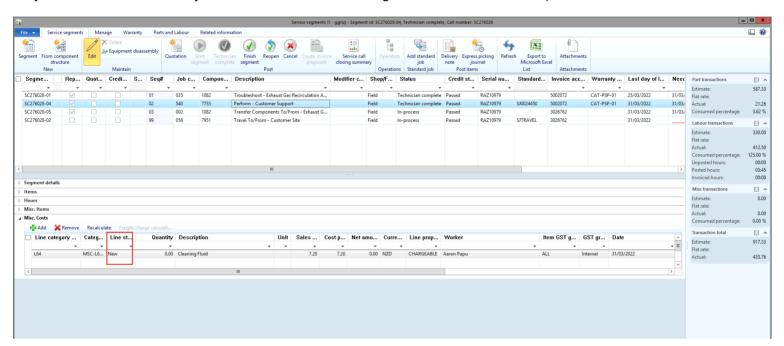
Because the "line status" was "new" and hadn't been posted yet - I was able to remove the line and re-add it



Now the quantity and net amount show values



So you can tell Nathan exactly that because it is still showing as "new" status in Prod :)



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