

#321591 RE: Issue with 21S0116247

Submitted	Received via	Requester
26 August 2021 at 17:28	Mail	Emmalee Giddens <emmalee.giddens@terracat.co.nz>

CCs
Maureen Aberilla <maureen.aberilla@goughcat.co.nz>, Sue Petersen <sue.petersen@goughgroup.co.nz>, Brett White <brett.white@goughcat.co.nz>, Chantelle Fasen <chantelle.fasen@terracat.co.nz>, IT Service Desk <is_sd@goughgroup.co.nz>, Liam Wathne <liam.wathne@goughcat.co.nz>, Parts Support Head Office <partstech@terracat.co.nz>, Steven Thomasen <steven.thomasen@goughcat.co.nz>

Status	Type	Priority	Group	Assignee
Solved	Problem	Normal	Service Desk	Jess Beattie

Category
NAXT

Emmalee Giddens August 26, 2021 at 5:28 PM

Hey team
Can you please have a look into this issue?

Emmalee Giddens
Parts Interpreter - Terra Cat
Cnr Te Ngae and Marino Roads, PO Box , Rotorua, 3010

E: Emmalee.Giddens@terracat.co.nz | W: terracat.co.nz |  



From: Brett White <Brett.White@terracat.co.nz>
Sent: 26 August 2021 17:22
To: Emmalee Giddens <Emmalee.Giddens@terracat.co.nz>; Parts Support Head Office <PartsTech@terracat.co.nz>
Cc: Steven Thomasen <Steven.Thomasen@terracat.co.nz>; Chantelle Fasen <Chantelle.Fasen@terracat.co.nz>; Liam Wathne <Liam.Wathne@terracat.co.nz>
Subject: RE:






Hello

Appears to be missing: PUR-PTS-FIX from the field below (should have flowed from the segment) I cannot get the drop down option to stick
Or type in this field, you may have to raise a ticket

Sales order header

Customer Customer account: 5000281 Name: 1023 - EEQ New Equipment Invent Customer requisition: Customer reference: Contact ID: Contact: Telephone: Invoice account: 5000281 Name: 1023 - EEQ New Equipment Invent	Delivery date Promised date: Requested ship date: 24/08/2021 Requested receipt date: 24/08/2021 Confirmed ship date: Confirmed receipt date: Need by date: 24/08/2021 Delivery Mode of delivery: Delivery reason: Delivery terms: References Customer requisition: Customer reference: Division: ESV Government Order:	Discounts Total discount %: 0.00 Equipment Make: CATERPILLAR Model: 325-07 Serial number: TEL00825 Equipment: EQ050650 Customer equipment number: Transmission arrangement number: Status Status: Open order Document status: Project - delivery note Credit status: Credit check transaction:	Setup Disable auto replacement: Sales responsible: Chantelle Fasen Warehouse: 21A RMA number: Pool: Part price group: INTRMARGIN SOS: Order class: SERVICE Parts invoice method: Default Abnormal call Abnormal call:
---	--	--	--

Sales order lines

<div><div><div><div><div><div></div></div><div>Add line</div></div><div><div><div></div></div><div>Add lines</div></div><div><div><div></div></div><div>Remove</div></div><div><div><div></div></div><div>Sales order line</div></div><div><div><div></div></div><div>Financials</div></div><div><div><div></div></div><div>Inventory</div></div><div><div><div></div></div><div>Product and supply</div></div><div><div><div></div></div><div>Update line</div></div><div><div><div></div></div><div>Interface</div></div><div><div><div></div></div><div>Reservation</div></div></div></div></div>															
<input type="checkbox"/>	BOM Reference lot	Phantom	Level	Type	Text	Original price	Original discount	Adjusted net amount	Deliver now	Freeze price	Sales category	Currency	Exchange rate type	Exchange rate	Contract
		<input type="checkbox"/>	0		Key	6.14	0.00	0.00	<input type="checkbox"/>			NZD	<div><div></div></div>	1.000000000000	
		<input type="checkbox"/>	0		Key	8.52	0.00	0.00	<input type="checkbox"/>			NZD		1.000000000000	
		<input type="checkbox"/>	0		Strap-Cable	0.28	0.00	0.00	<input type="checkbox"/>			NZD		1.000000000000	
		<input type="checkbox"/>	0		Paint-Yellow	15.30	0.00	0.00	<input type="checkbox"/>			NZD		1.000000000000	
		<input type="checkbox"/>	0		Adblue 10Lt	14.20	0.00	0.00	<input type="checkbox"/>			NZD		1.000000000000	

Regards

Brett White

Parts Support Manager - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421769041 | DDI: +6439832352

E: Brett.White@terracat.co.nz | W: terracat.co.nz | [f](#) [i](#)From: Emmalee Giddens <Emmalee.Giddens@terracat.co.nz>

Sent: Thursday, 26 August 2021 5:11 PM

To: Parts Support Head Office <PartsTech@terracat.co.nz>Cc: Steven Thomasen <Steven.Thomasen@terracat.co.nz>; Chantelle Fasen <Chantelle.Fasen@terracat.co.nz>;Liam Wathne <Liam.Wathne@terracat.co.nz>

Subject: RE:

Hey team

I am having trouble trying to back order these rivets.

Please advise

Sales order (1 - ggnz) - Sales order: 21S0116247, 1023 - EEQ New Equipment Inventory, Sales order: 21S0116247Segment id: SC252693-02

File Sales order Sell Manage

Purchase order Create EMR
Transfer order Create case
Sales order Direct delivery

New

The selected address is no longer effective.

S0116247 : 5000281 - 1023 - EEQ New Equipment Inventory

Sales order header

Sales order lines

Add line Add lines Remove

Warehouse	Location	Fleet / batch
21A	A12A05A2	
21A	A12A05A1	
21A	A08A14A	
21A	DISPLAY	
21A	DISPLAY	
21A	DISPLAY	
21A	A06H07A31	
21A	NO-LOC	

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

Message (05:09:48 pm)

- Exchange rate type is empty on line 2.00 with item 8H5306.
- Exchange rate type is empty on line 2.00 with item 5P8500.
- Exchange rate type is empty on line 3.00 with item 3S2093.
- Exchange rate type is empty on line 4.00 with item 4795400.
- Exchange rate type is empty on line 5.00 with item DEF10LMN.
- Exchange rate type is empty on line 6.00 with item DEF20LMN.
- Exchange rate type is empty on line 7.00 with item 1138490.
- Exchange rate type is empty on line 8.00 with item 2346498.
- Please fill exchange rate type on lines before backorder process.

Clear Close

Warehouse	Location	Fleet / batch	Qty	Unit	Price	Total
21A	NO-LOC		0...	Rivet	2346498	2.00

Emmalee Giddens
Parts Interpreter - Terra Cat
 Cnr Te Ngae and Marino Roads, PO Box , Rotorua, 3010

E: Emmalee.Giddens@terracat.co.nz | W: terracat.co.nz | [Facebook](#) [Instagram](#)



From: Liam Wathne <Liam.Wathne@terracat.co.nz>
Sent: 26 August 2021 15:40
To: Emmalee Giddens <Emmalee.Giddens@terracat.co.nz>
Cc: Steven Thomasen <Steven.Thomasen@terracat.co.nz>; Chantelle Fasen <Chantelle.Fasen@terracat.co.nz>
Subject: Re:

Could you also charge 2x 2346498 rivet attn Liam

Get [Outlook for Android](#)

From: Liam Wathne
Sent: Thursday, August 26, 2021 2:57:06 PM
To: Emmalee Giddens <Emmalee.Giddens@terracat.co.nz>
Cc: Steven Thomasen <Steven.Thomasen@terracat.co.nz>; Chantelle Fasen <Chantelle.Fasen@terracat.co.nz>
Subject:

Hi could you please charge 2x mini fuse 1138490
 To sc252693-2
 Have taken from parts
 Thank you

Get [Outlook for Android](#)

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 August 27, 2021 at 7:22 AM

Internal note

21S0116247

Jess Beattie August 27, 2021 at 8:16 AM

Internal note

Hey Sue and Maureen,
Have tried to look into this myself, had a browse through some Parts and Service SOPs to try find the answer or to see if there was potentially a step that someone may have missed but couldn't really find anything. The rate type is showing on the segment but why would it have not pulled through to the sales order? I too was unable to edit the line on the sales order to enter in the exchange rate.

SC252693-02

21S0116247

File Service segments Manage Warranty Parts and Labour Related information

Segment From component structure Edit 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

New Maintain Post Operations Standard job Post items List Attachments

Segment id	Report	Quoted	Credited	Split	Seq#	Job code	Component	Description	Modifier code	Shop/Field	Status	Credit status	Serial number	Standard job	Invoice account	Warranty type	Last day of labour	N
SC252693-01					01	096	1273	Top Up - Fuel Tank		Shop	In-process	Passed	TEL00825		5000281			24
SC252693-02					02	070	7000	Clean - Machine		Shop	In-process	Passed	TEL00825		5000281		25/08/2021	24

Cust price group:

INTERNAL

Customer category group:

INTERNAL

Overtime / Allocation

Customer overtime not allowed: ☐

Overtime differential:

Overtime differential customer:

Related equipment

Related serial number:

Cab type:

Arrangement number:

Make:

Currency conversion

Currency:

NZD

Rate type:

PUR-PTS-FIX

Rate contract ID:

Rate:

1.000000000000

General Others Messages Report Flat rate / estimate Split percentages Scheduling Checklist Re-open reasons Financial dimensions

Items

Add Remove Item transaction Functions Apply marketing program Backorder review Item availability Parts order parameters Delivery information

SOS	Item number	Estimated Quantity	Line category group	Category	Group number	Quantity	Ship Qty	Backordered qty	Product name	Unit	Sales price	Discount percent	Net amount	Currency	Marketing program	Config
0...	8H5306		ITEM	ITM-STD-INT-TM		1.00		0.00	Key	pc	6.14	0.00	6.14	NZD	5% WORKSHOP	
0...	5P8500		ITEM	ITM-STD-INT-TM		2.00		0.00	Key	pc	8.52	0.00	17.04	NZD	5% WORKSHOP	
0...	3S2093		ITEM	ITM-STD-INT-TM		1.00		0.00	Strap-Cable	pc	0.28	0.00	0.28	NZD	5% WORKSHOP	
0...	4795400		ITEM	ITM-STD-INT-TM		1.00		0.00	Paint-Yellow	pc	15.30	0.00	15.30	NZD	5% WORKSHOP	
0...	DEF10LMN		ITEM	ITM-STD-INT-TM		2.00		0.00	Adblue 10Lt	EA	14.20	0.00	28.40	NZD		
0...	DEF20LMN		ITEM	ITM-STD-INT-TM		1.00		0.00	Adblue 20Lt	EA	28.20	0.00	28.20	NZD		
0...	1138490	2.00	ITEM	ITM-STD-INT-TM		2.00		0.00	Fuse	pc	1.58	0.00	3.16	NZD	5% WORKSHOP	
0...	2346498	2.00	ITEM	ITM-STD-INT-TM		2.00		0.00	Rivet	pc	0.59	0.00	1.18	NZD	5% WORKSHOP	

Hours

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



From: Blair Doherty (IT Service Desk) <support@itsdterracat.zendesk.com>

Sent: Thursday, 26 August 2021 5:35 pm

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

Subject: [IT Service Desk] Assignment: RE: Issue with 21S0116247

You have been assigned to this ticket ([#321591](#)).

Emmalee Giddens

26 Aug 2021, 17:28 GMT+12

Hey team

Can you please have a look into this issue?

Emmalee Giddens

Parts Interpreter - Terra Cat

Cnr Te Ngae and Marino Roads, PO Box , Rotorua, 3010

E: Emmalee.Giddens@terracat.co.nz | W: terracat.co.nz |  



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

Sent: 26 August 2021 17:22

To: Emmalee Giddens <Emmalee.Giddens@terracat.co.nz>; Parts Support Head Office <PartsTech@terracat.co.nz>

Cc: Steven Thomasen <Steven.Thomasen@terracat.co.nz>; Chantelle Fasen <Chantelle.Fasen@terracat.co.nz>; Liam Wathne <Liam.Wathne@terracat.co.nz>

Subject: RE:

Hello






Appears to be missing: PUR-PTS-FIX from the field below (should have flowed from the segment) I cannot get the drop down option to stick

Or type in this field, you may have to raise a ticket

Sales order header

Customer	Delivery date	Discounts	Setup
Customer account: 5000281	Promised date: <input type="text"/>	Total discount %: 0.00	Disable auto replacement: <input type="checkbox"/>
Name: 1023 - EEQ New Equipment Invent	Requested ship date: 24/08/2021	Equipment	Sales responsible: Chantelle Fasen
Customer requisition: <input type="text"/>	Requested receipt date: 24/08/2021	Make: CATERPILLAR	Warehouse: 21A
Customer reference: <input type="text"/>	Confirmed ship date: <input type="text"/>	Model: 325-07	RMA number: <input type="text"/>
Contact ID: <input type="text"/>	Confirmed receipt date: <input type="text"/>	Serial number: TEL00825	Pool: <input type="text"/>
Contact: <input type="text"/>	Need by date: 24/08/2021	Equipment: EQ050650	Part price group: INTRMARGIN
Telephone: <input type="text"/>	Delivery	Customer equipment number: <input type="text"/>	SOS: <input type="text"/>
Invoice account: 5000281	Mode of delivery: <input type="text"/>	Transmission arrangement number: <input type="text"/>	Order class: SERVICE
Name: 1023 - EEQ New Equipment Invent	Delivery reason: <input type="text"/>	Status	Parts invoice method: Default
Delivery address	Delivery terms: <input type="text"/>	Status: Open order	Abnormal call
Name: ISO Ltd - Attn: Accounts Payable	References	Document status: Project - delivery note	Abnormal call: <input type="checkbox"/>
Delivery address: Terra CAT	Customer requisition: <input type="text"/>	Credit status: <input type="text"/>	
Address: 280 Te Ngae Road Ngapuna Rotorua 3010	Customer reference: <input type="text"/>	Credit check transaction: <input type="text"/>	
Delivery contact: *Essential Services*	Division: ESV		
	Government Order: <input type="checkbox"/>		

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>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"/>	BOM Reference lot	Phantom	Level	Type	Text	Original price	Original discount	Adjusted net amount	Deliver now	Freeze price	Sales category	Currency	Exchange rate type	Exchange rate	Contract
		<input type="checkbox"/>	0		Key	6.14	0.00	0.00		<input type="checkbox"/>		NZD	<div><div></div><div></div></div>	1.000000000000	
		<input type="checkbox"/>	0		Key	8.52	0.00	0.00		<input type="checkbox"/>		NZD		1.000000000000	
		<input type="checkbox"/>	0		Strap-Cable	0.28	0.00	0.00		<input type="checkbox"/>		NZD		1.000000000000	
		<input type="checkbox"/>	0		Paint-Yellow	15.30	0.00	0.00		<input type="checkbox"/>		NZD		1.000000000000	
		<input type="checkbox"/>	0		Adblue 10Lt	14.20	0.00	0.00		<input type="checkbox"/>		NZD		1.000000000000	

Regards

Brett White**Parts Support Manager - Terra Cat**

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421769041 |DDI: +6439832352

E: Brett.White@terracat.co.nz |W: terracat.co.nz |  **From:** Emmalee Giddens <Emmalee.Giddens@terracat.co.nz>**Sent:** Thursday, 26 August 2021 5:11 PM**To:** Parts Support Head Office <PartsTech@terracat.co.nz>**Cc:** Steven Thomasen <Steven.Thomasen@terracat.co.nz>; Chantelle Fasen <Chantelle.Fasen@terracat.co.nz>; Liam Wathne <Liam.Wathne@terracat.co.nz>**Subject:** RE:

Hey team

I am having trouble trying to back order these rivets.

Please advise

Sales order (1 - ggnz) - Sales order: 21S0116247, 1023 - EEQ New Equipment Inventory, Sales order: 21S0116247Segment id: SC252693-02

File Sales order Sell Mar

Purchase order Create EMR
Transfer order Create case
Sales order Direct delivery
New

The selected address is no longer effective.

S0116247 : 5000281 - 1023 - EEQ New Equipment Inventory

Sales order header

Sales order lines

Add line Add lines Remove

Warehouse	Location	Fleet / batch
21A	A12A05A2	
21A	A12A05A1	
21A	A08A14A	
21A	DISPLAY	
21A	DISPLAY	
21A	DISPLAY	
21A	A06H07A31	
21A	NO-LOC	

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

Message (05:09:48 pm)

- Exchange rate type is empty on line 2.00 with item 8H5306.
- Exchange rate type is empty on line 2.00 with item 5P8500.
- Exchange rate type is empty on line 3.00 with item 3S2093.
- Exchange rate type is empty on line 4.00 with item 4795400.
- Exchange rate type is empty on line 5.00 with item DEF10LMN.
- Exchange rate type is empty on line 6.00 with item DEF20LMN.
- Exchange rate type is empty on line 7.00 with item 1138490.
- Exchange rate type is empty on line 8.00 with item 2346498.
- Please fill exchange rate type on lines before backorder process.

Clear Close

Warehouse	Location	Fleet / batch	Qty	Unit	Price	Total
21A	NO-LOC		0...	Rivet	2346498	2.00

Emmalee Giddens

Parts Interpreter - Terra Cat

Cnr Te Ngae and Marino Roads, PO Box , Rotorua, 3010

E: Emmalee.Giddens@terracat.co.nz | W: terracat.co.nz | [f](#) [i](#)



From: Liam Wathne <Liam.Wathne@terracat.co.nz>

Sent: 26 August 2021 15:40

To: Emmalee Giddens <Emmalee.Giddens@terracat.co.nz>

Cc: Steven Thomasen <Steven.Thomasen@terracat.co.nz>; Chantelle Fasen <Chantelle.Fasen@terracat.co.nz>

Subject: Re:

Could you also charge 2x 2346498 rivet attn Liam

Get [Outlook for Android](#)

From: Liam Wathne

Sent: Thursday, August 26, 2021 2:57:06 PM

To: Emmalee Giddens <Emmalee.Giddens@terracat.co.nz>

Cc: Steven Thomasen <Steven.Thomasen@terracat.co.nz>; Chantelle Fasen <Chantelle.Fasen@terracat.co.nz>

Subject:

Hi could you please charge 2x mini fuse 1138490

To sc252693-2

Have taken from parts

Thank you

Get [Outlook for Android](#)

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.

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

Ticket # 321591
Status Open
Requester Emmalee Giddens
CCs Brett White, Chantelle Fasen, IT Service Desk, Liam Wathne, Parts Support Head Office, Steven Thomasen
Followers -
Group Service Desk
Assignee Jess Beattie
Priority -
Type Ticket
Channel By Mail

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

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.

Maureen Aberilla August 27, 2021 at 2:18 PM

Internal note

Hi Jess,

Is this working now?

I can see an exchange rate type on the SO already.

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 Generate from template Attachments Send payment failure email Import Lines Equipment Allocate revenue

New Maintain Show Copy View Add Backorder Commerce... Attachments Email notification Import Equipment

The selected address is no longer effective.

21S0116247 : 5000281 - 1023 - EEQ New Equipment Inventory

Open ord

Sales order header

1023 - EEQ New Equipment Inventory

Customer

Customer account: 5000281

Name: 1023 - EEQ New Equipment I

Customer requisition:

Customer reference:

Contact ID:

Contact:

Telephone:

Invoice account: 5000281

Name: 1023 - EEQ New Equipment I

Delivery address

Name: ISO Ltd - Attn: Accounts Paya

Delivery address: Terra CAT

Address: 280 Te Ngae Road
Ngapuna
Rotorua 3010

Delivery contact: *Essential Services*

Delivery date

Promised date:

Requested ship date: 24/08/2021

Requested receipt date: 24/08/2021

Confirmed ship date:

Confirmed receipt date:

Need by date: 24/08/2021

Delivery

Mode of delivery:

Delivery reason:

Delivery terms:

References

Customer requisition:

Customer reference:

Division: ESV

Government Order:

Discounts

Total discount %: 0.00

Equipment

Make: CATERPILLAR

Model: 325-07

Serial number: TEL00825

Equipment: EQ050650

Customer equipment number:

Transmission arrangement number:

Status

Status: Open ord

Document status: Project - delivery note

Credit status:

Credit check transaction:

Setup

Disable auto replacement:

Sales responsible: Chantelle Fasen

Warehouse: 21A

RMA number:

Pool:

Part price group: INTRMARGIN

SOS:

Order class: SERVICE

Parts invoice method: Default

Abnormal call

Abnormal call:

Latest sales orders

Sales order Status Create

23S0042165 Open order 27/C

23S0042164 Open order 27/C

23S0042163 Open order 27/C

23S0042162 Open order 27/C

23S0042161 Open order 27/C

... ...

Customer prepayment

Related information

Sales order lines

Phant...	Le...	Type	Text	Original price	Original discount	Adjusted net amount	Deliver now	Freeze price	Sales category	Currency	Exchange rate type	Exchange rate	Contract	Overallowance	Marketing program
	0	Key		6.14	0.00	0.00				NZD	PUR-PTS-FIX	1.000000000000		0.00	5% WORKSHOP
	0	Key		8.52	0.00	0.00				NZD	PUR-PTS-FIX	1.000000000000		0.00	5% WORKSHOP
	0	Strap-Cable		0.28	0.00	0.00				NZD	PUR-PTS-FIX	1.000000000000		0.00	5% WORKSHOP
	0	Paint-Yellow		15.30	0.00	0.00				NZD	PUR-PTS-FIX	1.000000000000		0.00	5% WORKSHOP
	0	Adbblue 10Lt		14.20	0.00	0.00				NZD	PUR-PTS-FIX	1.000000000000		0.00	
	0	Adbblue 20Lt		28.20	0.00	0.00				NZD	PUR-PTS-FIX	1.000000000000		0.00	
	0	Fuse		1.58	0.00	0.00				NZD	PUR-PTS-FIX	1.000000000000		0.00	5% WORKSHOP
	0	Rivet		0.59	0.00	0.00				NZD	PUR-PTS-FIX	1.000000000000		0.00	5% WORKSHOP
	0	Weigh		22.00	0.00	0.00				NZD	PUR-PTS-FIX	1.000000000000		0.00	

Line details

The identification of the exchange rate type

(71) NZD ggnz Close

Cheers,
Maureen

Maureen Aberilla

Business Analyst - Terra Cat

24 Amyes Road, PO Box , Christchurch, 8042

M: +64272093040 |

E: Maureen.Aberilla@terraecat.co.nz | **W:** terraecat.co.nz |  



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

Sent: Friday, 27 August 2021 8:16 AM

To: Sue Petersen <Sue.Petersen@terraecat.co.nz>; Maureen Aberilla <Maureen.Aberilla@terraecat.co.nz>

Cc: IT Service Desk <ServiceDesk@terraecat.co.nz>

Subject: FW: [IT Service Desk] Assignment: RE: Issue with 21S0116247

Hey Sue and Maureen,

Have tried to look into this myself, had a browse through some Parts and Service SOPs to try find the answer or to see if there was potentially a step that someone may have missed but couldn't really find anything. The rate type is showing on the segment but why would it have not pulled through to the sales order? I too was unable to edit the line on the sales order to enter in the exchange rate.

SC252693-02

21S0116247

File Service segments Manage Warranty Parts and Labour Related information

Segment From component structure Edit 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

New Maintain Post Operations Standard job Post items List Attachments

Segment id	Report	Quoted	Credited	Split	Seq#	Job code	Component	Description	Modifier code	Shop/Field	Status	Credit status	Serial number	Standard job	Invoice account	Warranty type	Last day of labour	N
SC252693-01					01	096	1273	Top Up - Fuel Tank		Shop	In-process	Passed	TEL00825		5000281			24
SC252693-02					02	070	7000	Clean - Machine		Shop	In-process	Passed	TEL00825		5000281		25/08/2021	24

Cust price group:

INTERNAL

Customer category group:

INTERNAL

Overtime / Allocation

Customer overtime not allowed: ☐

Overtime differential:

Overtime differential customer:

Related equipment

Related serial number:

Cab type:

Arrangement number:

Make:

Currency conversion

Currency:

NZD

Rate type:

PUR-PTS-FIX

Rate contract ID:

Rate:

1.000000000000

General

Others

Messages

Report

Flat rate / estimate

Split percentages

Scheduling

Checklist

Re-open reasons

Financial dimensions

Items

+ Add - Remove ⚡ Item transaction Functions Apply marketing program Backorder review Item availability Parts order parameters Delivery information

SOS	Item number	Estimated Quantity	Line category group	Category	Group number	Quantity	Ship Qty	Backordered qty	Product name	Unit	Sales price	Discount percent	Net amount	Currency	Marketing program	Config
0...	8H5306		ITEM	ITM-STD-INT-TM		1.00		0.00	Key	pc	6.14	0.00	6.14	NZD	5% WORKSHOP	
0...	5P8500		ITEM	ITM-STD-INT-TM		2.00		0.00	Key	pc	8.52	0.00	17.04	NZD	5% WORKSHOP	
0...	3S2093		ITEM	ITM-STD-INT-TM		1.00		0.00	Strap-Cable	pc	0.28	0.00	0.28	NZD	5% WORKSHOP	
0...	4795400		ITEM	ITM-STD-INT-TM		1.00		0.00	Paint-Yellow	pc	15.30	0.00	15.30	NZD	5% WORKSHOP	
0...	DEF10LMN		ITEM	ITM-STD-INT-TM		2.00		0.00	Adblue 10Lt	EA	14.20	0.00	28.40	NZD		
0...	DEF20LMN		ITEM	ITM-STD-INT-TM		1.00		0.00	Adblue 20Lt	EA	28.20	0.00	28.20	NZD		
0...	1138490	2.00	ITEM	ITM-STD-INT-TM		2.00		0.00	Fuse	pc	1.58	0.00	3.16	NZD	5% WORKSHOP	
0...	2346498	2.00	ITEM	ITM-STD-INT-TM		2.00		0.00	Rivet	pc	0.59	0.00	1.18	NZD	5% WORKSHOP	

Hours

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



From: Blair Doherty (IT Service Desk) <support@itsdterracat.zendesk.com>

Sent: Thursday, 26 August 2021 5:35 pm

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

Subject: [IT Service Desk] Assignment: RE: Issue with 21S0116247

You have been assigned to this ticket ([#321591](#)).

Emmalee Giddens

26 Aug 2021, 17:28 GMT+12

Hey team

Can you please have a look into this issue?

Emmalee Giddens

Parts Interpreter - Terra Cat

Cnr Te Ngae and Marino Roads, PO Box , Rotorua, 3010

E: Emmalee.Giddens@terracat.co.nz | W: terracat.co.nz |  



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

Sent: 26 August 2021 17:22

To: Emmalee Giddens <Emmalee.Giddens@terracat.co.nz>; Parts Support Head Office <PartsTech@terracat.co.nz>

Cc: Steven Thomasen <Steven.Thomasen@terracat.co.nz>; Chantelle Fasen <Chantelle.Fasen@terracat.co.nz>; Liam Wathne <Liam.Wathne@terracat.co.nz>

Subject: RE:

Hello

Appears to be missing: PUR-PTS-FIX from the field below (should have flowed from the segment) I cannot get the drop down option to stick

Or type in this field, you may have to raise a ticket

Sales order header

Customer	Delivery date	Discounts	Setup
Customer account: 5000281	Promised date: <input type="text"/>	Total discount %: 0.00	Disable auto replacement: <input type="checkbox"/>
Name: 1023 - EEQ New Equipment Invent	Requested ship date: 24/08/2021	Equipment	Sales responsible: Chantelle Fasen
Customer requisition: <input type="text"/>	Requested receipt date: 24/08/2021	Make: CATERPILLAR	Warehouse: 21A
Customer reference: <input type="text"/>	Confirmed ship date: <input type="text"/>	Model: 325-07	RMA number: <input type="text"/>
Contact ID: <input type="text"/>	Confirmed receipt date: <input type="text"/>	Serial number: TEL00825	Pool: <input type="text"/>
Contact: <input type="text"/>	Need by date: 24/08/2021	Equipment: EQ050650	Part price group: INTRMARGIN
Telephone: <input type="text"/>	Delivery	Customer equipment number: <input type="text"/>	SOS: <input type="text"/>
Invoice account: 5000281	Mode of delivery: <input type="text"/>	Transmission arrangement number: <input type="text"/>	Order class: SERVICE
Name: 1023 - EEQ New Equipment Invent	Delivery reason: <input type="text"/>	Status	Parts invoice method: Default
Delivery address	Delivery terms: <input type="text"/>	Status: Open order	Abnormal call
Name: ISO Ltd - Attn: Accounts Payable	References	Document status: Project - delivery note	Abnormal call: <input type="checkbox"/>
Delivery address: Terra CAT	Customer requisition: <input type="text"/>	Credit status: <input type="text"/>	
Address: 280 Te Ngae Road Ngapuna Rotorua 3010	Customer reference: <input type="text"/>	Credit check transaction: <input type="text"/>	
Delivery contact: *Essential Services*	Division: ESV		
	Government Order: <input type="checkbox"/>		

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>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"/>	BOM Reference lot	Phantom	Level	Type	Text	Original price	Original discount	Adjusted net amount	Deliver now	Freeze price	Sales category	Currency	Exchange rate type	Exchange rate	Contract
		<input type="checkbox"/>	0		Key	6.14	0.00	0.00		<input type="checkbox"/>		NZD	<div><div></div><div>▼</div></div>	1.000000000000	
		<input type="checkbox"/>	0		Key	8.52	0.00	0.00		<input type="checkbox"/>		NZD		1.000000000000	
		<input type="checkbox"/>	0		Strap-Cable	0.28	0.00	0.00		<input type="checkbox"/>		NZD		1.000000000000	
		<input type="checkbox"/>	0		Paint-Yellow	15.30	0.00	0.00		<input type="checkbox"/>		NZD		1.000000000000	
		<input type="checkbox"/>	0		Adblue 10Lt	14.20	0.00	0.00		<input type="checkbox"/>		NZD		1.000000000000	

Regards

Brett White**Parts Support Manager - Terra Cat**

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421769041 |DDI: +6439832352

E: Brett.White@terracat.co.nz |W: terracat.co.nz |  **From:** Emmalee Giddens <Emmalee.Giddens@terracat.co.nz>**Sent:** Thursday, 26 August 2021 5:11 PM**To:** Parts Support Head Office <PartsTech@terracat.co.nz>**Cc:** Steven Thomasen <Steven.Thomasen@terracat.co.nz>; Chantelle Fasen <Chantelle.Fasen@terracat.co.nz>; Liam Wathne <Liam.Wathne@terracat.co.nz>**Subject:** RE:

Hey team

I am having trouble trying to back order these rivets.

Please advise

Sales order (1 - ggnz) - Sales order: 21S0116247, 1023 - EEQ New Equipment Inventory, Sales order: 21S0116247Segment id: SC252693-02

File Sales order Sell Mar

Purchase order Create EMR
Transfer order Create case
Sales order Direct delivery
New

The selected address is no longer effective.

S0116247 : 5000281 - 1023 - EEQ New Equipment Inventory

Sales order header

Sales order lines

Add line Add lines Remove

Warehouse	Location	Fleet / batch
21A	A12A05A2	
21A	A12A05A1	
21A	A08A14A	
21A	DISPLAY	
21A	DISPLAY	
21A	DISPLAY	
21A	A06H07A31	
21A	NO-LOC	

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

Message (05:09:48 pm)

- Exchange rate type is empty on line 2.00 with item 8H5306.
- Exchange rate type is empty on line 2.00 with item 5P8500.
- Exchange rate type is empty on line 3.00 with item 3S2093.
- Exchange rate type is empty on line 4.00 with item 4795400.
- Exchange rate type is empty on line 5.00 with item DEF10LMN.
- Exchange rate type is empty on line 6.00 with item DEF20LMN.
- Exchange rate type is empty on line 7.00 with item 1138490.
- Exchange rate type is empty on line 8.00 with item 2346498.
- Please fill exchange rate type on lines before backorder process.

Clear Close

Warehouse	Location	Fleet / batch	Qty	Unit	Price	Total
21A	NO-LOC		0...	Rivet	2346498	2.00

Emmalee Giddens

Parts Interpreter - Terra Cat

Cnr Te Ngae and Marino Roads, PO Box , Rotorua, 3010

E: Emmalee.Giddens@terracat.co.nz | W: terracat.co.nz | [f](#) [i](#)



From: Liam Wathne <Liam.Wathne@terracat.co.nz>

Sent: 26 August 2021 15:40

To: Emmalee Giddens <Emmalee.Giddens@terracat.co.nz>

Cc: Steven Thomasen <Steven.Thomasen@terracat.co.nz>; Chantelle Fasen <Chantelle.Fasen@terracat.co.nz>

Subject: Re:

Could you also charge 2x 2346498 rivet attn Liam

Get [Outlook for Android](#)

From: Liam Wathne

Sent: Thursday, August 26, 2021 2:57:06 PM

To: Emmalee Giddens <Emmalee.Giddens@terracat.co.nz>

Cc: Steven Thomasen <Steven.Thomasen@terracat.co.nz>; Chantelle Fasen <Chantelle.Fasen@terracat.co.nz>

Subject:

Hi could you please charge 2x mini fuse 1138490

To sc252693-2

Have taken from parts

Thank you

Get [Outlook for Android](#)

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.

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

Ticket # 321591
Status Open
Requester Emmalee Giddens
CCs Brett White, Chantelle Fasen, IT Service Desk, Liam Wathne, Parts Support Head Office, Steven Thomasen
Followers -
Group Service Desk
Assignee Jess Beattie
Priority -
Type Ticket
Channel By Mail

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

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 August 27, 2021 at 2:44 PM

Internal note



It appears that it has been fixed but no one has told us..

I will check in with Emmalee to see if she knows who fixed it?

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



From: Maureen Aberilla <Maureen.Aberilla@terracat.co.nz>
Sent: Friday, 27 August 2021 2:19 pm
To: Jess Beattie <Jess.Beattie@terracat.co.nz>; Sue Petersen <Sue.Petersen@terracat.co.nz>
Cc: IT Service Desk <ServiceDesk@terracat.co.nz>
Subject: RE: [IT Service Desk] Assignment: RE: Issue with 21S0116247

Hi Jess,

Is this working now?
I can see an exchange rate type on the SO already.

Sales order (1 - ggnz) - Sales order: 21S0116247, 1023 - EEQ New Equipment Inventory, Sales order: 21S0116247

FileSales orderSellManagePick and packInvoiceGeneralInterfacesInquiries

Service orderPurchase orderSales orderTransfer order

Direct deliveryCreate EMRCreate case line

DeleteCancelEdit

Header viewLine view

From allFrom journal

TotalsOrder class filter

Ordering configurationCost/revenue to be allocated

Backorder reviewBackorder

Download online ordersCommerce S...

Generate from templateAttachments

Send payment failure emailEmail notification

Import LinesImport

Equipment builderEquipment

Allocate revenue

NewMaintainShowCopyViewAddBackorderCommerce S...AttachmentsEmail notificationImportEquipment

The selected address is no longer effective.

21S0116247 : 5000281 - 1023 - EEQ New Equipment InventoryOpen ord

Sales order header1023 - EEQ New Equipment Inventory

Customer

Customer account:5000281

Name:1023 - EEQ New Equipment I

Customer requisition:

Customer reference:

Contact ID:

Contact:

Telephone:

Invoice account:5000281

Name:1023 - EEQ New Equipment I

Delivery date

Promised date:

Requested ship date:24/08/2021

Requested receipt date:24/08/2021

Confirmed ship date:

Confirmed receipt date:

Need by date:24/08/2021

Delivery

Mode of delivery:

Delivery reason:

Delivery terms:

Discounts

Total discount %0.00

Equipment

Make:CATERPILLAR

Model:325-07

Serial number:TEL00825

Equipment:EQ050650

Customer equipment number:

Transmission arrangement number:

Status

Status:Open ord

Document status:Project - delivery note

Credit status:

Credit check transaction:

Setup

Disable auto replacement:

Sales responsible:Chantelle Fasen

Warehouse:21A

RMA number:

Pool:

Part price group:INTRMARGIN

SOS:

Order class:SERVICE

Parts invoice method:Default

Abnormal call

Abnormal call:

Delivery address

Name:ISO Ltd - Attn: Accounts Paya

Delivery address:Terra CAT

Address:280 Te Ngae Road
Ngapuna
Rotorua 3010

Delivery contact:*Essential Services*

References

Customer requisition:

Customer reference:

Division:ESV

Government Order:

Sales order lines

Add lineAdd linesRemoveSales order lineFinancialsInventoryProduct and supplyUpdate lineInterfaceReservation

Phant...	Le...	Type	Text	Original price	Original discount	Adjusted net amount	Deliver now	Freeze price	Sales category	Currency	Exchange rate type	Exchange rate	Contract	Overallowance	Marketing program
	0	Key		6.14	0.00	0.00				NZD	PUR-PTS-FIX	1.000000000000		0.00	5% WORKSHOP
	0	Key		8.52	0.00	0.00				NZD	PUR-PTS-FIX	1.000000000000		0.00	5% WORKSHOP
	0	Strap-Cable		0.28	0.00	0.00				NZD	PUR-PTS-FIX	1.000000000000		0.00	5% WORKSHOP
	0	Paint-Yellow		15.30	0.00	0.00				NZD	PUR-PTS-FIX	1.000000000000		0.00	5% WORKSHOP
	0	Adblue 10Lt		14.20	0.00	0.00				NZD	PUR-PTS-FIX	1.000000000000		0.00	
	0	Adblue 20Lt		28.20	0.00	0.00				NZD	PUR-PTS-FIX	1.000000000000		0.00	
	0	Fuse		1.58	0.00	0.00				NZD	PUR-PTS-FIX	1.000000000000		0.00	5% WORKSHOP
	0	Rivet		0.59	0.00	0.00				NZD	PUR-PTS-FIX	1.000000000000		0.00	5% WORKSHOP
	0	Weigh		22.00	0.00	0.00				NZD	PUR-PTS-FIX	1.000000000000		0.00	

Line details

The identification of the exchange rate type

(71) | NZD | ggnz | Close

Cheers,
Maureen

Maureen Aberilla

Business Analyst - Terra Cat

24 Amyes Road, PO Box , Christchurch, 8042

M: +64272093040 |

E: Maureen.Aberilla@terraecat.co.nz | **W:** terraecat.co.nz |  



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

Sent: Friday, 27 August 2021 8:16 AM

To: Sue Petersen <Sue.Petersen@terraecat.co.nz>; Maureen Aberilla <Maureen.Aberilla@terraecat.co.nz>

Cc: IT Service Desk <ServiceDesk@terraecat.co.nz>

Subject: FW: [IT Service Desk] Assignment: RE: Issue with 21S0116247

Hey Sue and Maureen,

Have tried to look into this myself, had a browse through some Parts and Service SOPs to try find the answer or to see if there was potentially a step that someone may have missed but couldn't really find anything. The rate type is showing on the segment but why would it have not pulled through to the sales order? I too was unable to edit the line on the sales order to enter in the exchange rate.

SC252693-02

21S0116247

File Service segments Manage Warranty Parts and Labour Related information

Segment From component structure Edit 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

New Maintain Post Operations Standard job Post items List Attachments

Segment id	Report	Quoted	Credited	Split	Seq#	Job code	Component	Description	Modifier code	Shop/Field	Status	Credit status	Serial number	Standard job	Invoice account	Warranty type	Last day of labour	N
SC252693-01					01	096	1273	Top Up - Fuel Tank		Shop	In-process	Passed	TEL00825		5000281			24
SC252693-02					02	070	7000	Clean - Machine		Shop	In-process	Passed	TEL00825		5000281		25/08/2021	24

Cust price group:

INTERNAL

Customer category group:

INTERNAL

Overtime / Allocation

Customer overtime not allowed: ☐

Overtime differential:

Overtime differential customer:

Related equipment

Related serial number:

Cab type:

Arrangement number:

Make:

Currency conversion

Currency:

NZD

Rate type:

PUR-PTS-FIX

Rate contract ID:

Rate:

1.000000000000

General

Others

Messages

Report

Flat rate / estimate

Split percentages

Scheduling

Checklist

Re-open reasons

Financial dimensions

Items

+ Add - Remove ⚡ Item transaction Functions Apply marketing program Backorder review Item availability Parts order parameters Delivery information

SOS	Item number	Estimated Quantity	Line category group	Category	Group number	Quantity	Ship Qty	Backordered qty	Product name	Unit	Sales price	Discount percent	Net amount	Currency	Marketing program	Config
0...	8H5306		ITEM	ITM-STD-INT-TM		1.00		0.00	Key	pc	6.14	0.00	6.14	NZD	5% WORKSHOP	
0...	5P8500		ITEM	ITM-STD-INT-TM		2.00		0.00	Key	pc	8.52	0.00	17.04	NZD	5% WORKSHOP	
0...	3S2093		ITEM	ITM-STD-INT-TM		1.00		0.00	Strap-Cable	pc	0.28	0.00	0.28	NZD	5% WORKSHOP	
0...	4795400		ITEM	ITM-STD-INT-TM		1.00		0.00	Paint-Yellow	pc	15.30	0.00	15.30	NZD	5% WORKSHOP	
0...	DEF10LMN		ITEM	ITM-STD-INT-TM		2.00		0.00	Adblue 10Lt	EA	14.20	0.00	28.40	NZD		
0...	DEF20LMN		ITEM	ITM-STD-INT-TM		1.00		0.00	Adblue 20Lt	EA	28.20	0.00	28.20	NZD		
0...	1138490	2.00	ITEM	ITM-STD-INT-TM		2.00		0.00	Fuse	pc	1.58	0.00	3.16	NZD	5% WORKSHOP	
0...	2346498	2.00	ITEM	ITM-STD-INT-TM		2.00		0.00	Rivet	pc	0.59	0.00	1.18	NZD	5% WORKSHOP	

Hours

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



From: Blair Doherty (IT Service Desk) <support@itsdterracat.zendesk.com>

Sent: Thursday, 26 August 2021 5:35 pm

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

Subject: [IT Service Desk] Assignment: RE: Issue with 21S0116247

You have been assigned to this ticket ([#321591](#)).

Emmalee Giddens

26 Aug 2021, 17:28 GMT+12

Hey team

Can you please have a look into this issue?

Emmalee Giddens

Parts Interpreter - Terra Cat

Cnr Te Ngae and Marino Roads, PO Box , Rotorua, 3010

E: Emmalee.Giddens@terracat.co.nz | W: terracat.co.nz |  



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

Sent: 26 August 2021 17:22

To: Emmalee Giddens <Emmalee.Giddens@terracat.co.nz>; Parts Support Head Office <PartsTech@terracat.co.nz>

Cc: Steven Thomasen <Steven.Thomasen@terracat.co.nz>; Chantelle Fasen <Chantelle.Fasen@terracat.co.nz>; Liam Wathne <Liam.Wathne@terracat.co.nz>

Subject: RE:

Hello

Appears to be missing: PUR-PTS-FIX from the field below (should have flowed from the segment) I cannot get the drop down option to stick

Or type in this field, you may have to raise a ticket

Sales order header

Customer Customer account: 5000281 Name: 1023 - EEQ New Equipment Invent Customer requisition: Customer reference: Contact ID: Contact: Telephone: Invoice account: 5000281 Name: 1023 - EEQ New Equipment Invent Delivery address Name: ISO Ltd - Attn: Accounts Payable Delivery address: Terra CAT Address: 280 Te Ngae Road Ngapuna Rotorua 3010 Delivery contact: *Essential Services*	Delivery date Promised date: Requested ship date: 24/08/2021 Requested receipt date: 24/08/2021 Confirmed ship date: Confirmed receipt date: Need by date: 24/08/2021 Delivery Mode of delivery: Delivery reason: Delivery terms: References Customer requisition: Customer reference: Division: ESV Government Order:	Discounts Total discount %: 0.00 Equipment Make: CATERPILLAR Model: 325-07 Serial number: TEL00825 Equipment: EQ050650 Customer equipment number: Transmission arrangement number: Status Status: Open order Document status: Project - delivery note Credit status: Credit check transaction:	Setup Disable auto replacement: Sales responsible: Chantelle Fasen Warehouse: 21A RMA number: Pool: Part price group: INTRMARGIN SOS: Order class: SERVICE Parts invoice method: Default Abnormal call Abnormal call:
---	--	--	--

Sales order lines


<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>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>															
<input type="checkbox"/>	BOM Reference lot	Phantom	Level	Type	Text	Original price	Original discount	Adjusted net amount	Deliver now	Freeze price	Sales category	Currency	Exchange rate type	Exchange rate	Contract
		<input type="checkbox"/>	0		Key	6.14	0.00	0.00		<input type="checkbox"/>		NZD	<div><div></div></div>	1.000000000000	
		<input type="checkbox"/>	0		Key	8.52	0.00	0.00		<input type="checkbox"/>		NZD		1.000000000000	
		<input type="checkbox"/>	0		Strap-Cable	0.28	0.00	0.00		<input type="checkbox"/>		NZD		1.000000000000	
		<input type="checkbox"/>	0		Paint-Yellow	15.30	0.00	0.00		<input type="checkbox"/>		NZD		1.000000000000	
		<input type="checkbox"/>	0		Adblue 10Lt	14.20	0.00	0.00		<input type="checkbox"/>		NZD		1.000000000000	

Regards

Brett White**Parts Support Manager - Terra Cat**

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421769041 |DDI: +6439832352

E: Brett.White@terracat.co.nz |W: terracat.co.nz |  **From:** Emmalee Giddens <Emmalee.Giddens@terracat.co.nz>**Sent:** Thursday, 26 August 2021 5:11 PM**To:** Parts Support Head Office <PartsTech@terracat.co.nz>**Cc:** Steven Thomasen <Steven.Thomasen@terracat.co.nz>; Chantelle Fasen <Chantelle.Fasen@terracat.co.nz>; Liam Wathne <Liam.Wathne@terracat.co.nz>**Subject:** RE:

Hey team

I am having trouble trying to back order these rivets.

Please advise

Sales order (1 - ggnz) - Sales order: 21S0116247, 1023 - EEQ New Equipment Inventory, Sales order: 21S0116247Segment id: SC252693-02

File Sales order Sell Mar

Purchase order Create EMR
Transfer order Create case
Sales order Direct delivery
New

The selected address is no longer effective.

S0116247 : 5000281 - 1023 - EEQ New Equipment Inventory

Sales order header

Sales order lines

Add line Add lines Remove

Warehouse	Location	Fleet / batch
21A	A12A05A2	
21A	A12A05A1	
21A	A08A14A	
21A	DISPLAY	
21A	DISPLAY	
21A	DISPLAY	
21A	A06H07A31	
21A	NO-LOC	

InfoLog (1)

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

Message (05:09:48 pm)

- Exchange rate type is empty on line 2.00 with item 8H5306.
- Exchange rate type is empty on line 2.00 with item 5P8500.
- Exchange rate type is empty on line 3.00 with item 3S2093.
- Exchange rate type is empty on line 4.00 with item 4795400.
- Exchange rate type is empty on line 5.00 with item DEF10LMN.
- Exchange rate type is empty on line 6.00 with item DEF20LMN.
- Exchange rate type is empty on line 7.00 with item 1138490.
- Exchange rate type is empty on line 8.00 with item 2346498.
- Please fill exchange rate type on lines before backorder process.

Clear Close

Emmalee Giddens

Parts Interpreter - Terra Cat

Cnr Te Ngae and Marino Roads, PO Box , Rotorua, 3010

E: Emmalee.Giddens@terracat.co.nz | W: terracat.co.nz | [f](#) [i](#)



From: Liam Wathne <Liam.Wathne@terracat.co.nz>

Sent: 26 August 2021 15:40

To: Emmalee Giddens <Emmalee.Giddens@terracat.co.nz>

Cc: Steven Thomasen <Steven.Thomasen@terracat.co.nz>; Chantelle Fasen <Chantelle.Fasen@terracat.co.nz>

Subject: Re:

Could you also charge 2x 2346498 rivet attn Liam

Get [Outlook for Android](#)

From: Liam Wathne

Sent: Thursday, August 26, 2021 2:57:06 PM

To: Emmalee Giddens <Emmalee.Giddens@terracat.co.nz>

Cc: Steven Thomasen <Steven.Thomasen@terracat.co.nz>; Chantelle Fasen <Chantelle.Fasen@terracat.co.nz>

Subject:

Hi could you please charge 2x mini fuse 1138490

To sc252693-2

Have taken from parts

Thank you

Get [Outlook for Android](#)

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.

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

Ticket # 321591
Status Open
Requester Emmalee Giddens
CCs Brett White, Chantelle Fasen, IT Service Desk, Liam Wathne, Parts Support Head Office, Steven Thomasen
Followers -
Group Service Desk
Assignee Jess Beattie
Priority -
Type Ticket
Channel By Mail

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

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 August 27, 2021 at 2:45 PM

Hey Team,
Did someone manage to fix this? If so, how? :)
I reached out to level 3 this morning regarding this issue and it now appears to be fixed all of a sudden.
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

Emmalee Giddens August 27, 2021 at 2:48 PM

Hey Jess

Error message was coming up but Parts Support fixed it 😊

Emmalee Giddens
Parts Interpreter - Terra Cat
Cnr Te Ngae and Marino Roads, PO Box , Rotorua, 3010

E: Emmalee.Giddens@terracat.co.nz | W: terracat.co.nz |  



From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: 27 August 2021 14:46

To: Emmalee Giddens <Emmalee.Giddens@terracat.co.nz>

Cc: Brett White <Brett.White@terracat.co.nz>; IT Service Desk <ServiceDesk@terracat.co.nz>; Steven Thomasen <Steven.Thomasen@terracat.co.nz>; Liam Wathne <Liam.Wathne@terracat.co.nz>; Parts Support Head Office <PartsTech@terracat.co.nz>; Chantelle Fasen <Chantelle.Fasen@terracat.co.nz>

Subject: [IT Service Desk] Re: RE: Issue with 21S0116247

Your request (321591) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

27/08/2021, 2:45 pm NZST

Hey Team,

Did someone manage to fix this? If so, how? :)

I reached out to level 3 this morning regarding this issue and it now appears to be fixed all of a sudden.

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

Emmalee Giddens

26/08/2021, 5:28 pm NZST

Hey team

Can you please have a look into this issue?

Emmalee Giddens

Parts Interpreter - Terra Cat

Cnr Te Ngae and Marino Roads, PO Box , Rotorua, 3010

E:Emmalee.Giddens@terracat.co.nz |W: terracat.co.nz |  



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

Sent: 26 August 2021 17:22

To: Emmalee Giddens <Emmalee.Giddens@terracat.co.nz>; Parts Support Head Office <PartsTech@terracat.co.nz>

Cc: Steven Thomasen <Steven.Thomasen@terracat.co.nz>; Chantelle Fasen <Chantelle.Fasen@terracat.co.nz>; Liam Wathne <Liam.Wathne@terracat.co.nz>

Subject: RE:

Hello






Appears to be missing: PUR-PTS-FIX from the field below (should have flowed from the segment) I cannot get the drop down option to stick

Or type in this field, you may have to raise a ticket

Sales order header

Customer	Delivery date	Discounts	Setup
Customer account: 5000281	Promised date: <input type="text"/>	Total discount %: 0.00	Disable auto replacement: <input type="checkbox"/>
Name: 1023 - EEQ New Equipment Invent	Requested ship date: 24/08/2021	Equipment	Sales responsible: Chantelle Fasen
Customer requisition: <input type="text"/>	Requested receipt date: 24/08/2021	Make: CATERPILLAR	Warehouse: 21A
Customer reference: <input type="text"/>	Confirmed ship date: <input type="text"/>	Model: 325-07	RMA number: <input type="text"/>
Contact ID: <input type="text"/>	Confirmed receipt date: <input type="text"/>	Serial number: TEL00825	Pool: <input type="text"/>
Contact: <input type="text"/>	Need by date: 24/08/2021	Equipment: EQ050650	Part price group: INTRMARGIN
Telephone: <input type="text"/>	Delivery	Customer equipment number: <input type="text"/>	SOS: <input type="text"/>
Invoice account: 5000281	Mode of delivery: <input type="text"/>	Transmission arrangement number: <input type="text"/>	Order class: SERVICE
Name: 1023 - EEQ New Equipment Invent	Delivery reason: <input type="text"/>	Status	Parts invoice method: Default
Delivery address	Delivery terms: <input type="text"/>	Status: Open order	Abnormal call
Name: ISO Ltd - Attn: Accounts Payable	References	Document status: Project - delivery note	Abnormal call: <input type="checkbox"/>
Delivery address: Terra CAT	Customer requisition: <input type="text"/>	Credit status: <input type="text"/>	
Address: 280 Te Ngae Road Ngapuna Rotorua 3010	Customer reference: <input type="text"/>	Credit check transaction: <input type="text"/>	
Delivery contact: *Essential Services*	Division: ESV		
	Government Order: <input type="checkbox"/>		

Sales order lines

<div><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></div>															
<input type="checkbox"/>	BOM Reference lot	Phantom	Level	Type	Text	Original price	Original discount	Adjusted net amount	Deliver now	Freeze price	Sales category	Currency	Exchange rate type	Exchange rate	Contract
		<input type="checkbox"/>	0		Key	6.14	0.00	0.00		<input type="checkbox"/>		NZD	<div><div></div><div></div></div>	1.000000000000	
		<input type="checkbox"/>	0		Key	8.52	0.00	0.00		<input type="checkbox"/>		NZD		1.000000000000	
		<input type="checkbox"/>	0		Strap-Cable	0.28	0.00	0.00		<input type="checkbox"/>		NZD		1.000000000000	
		<input type="checkbox"/>	0		Paint-Yellow	15.30	0.00	0.00		<input type="checkbox"/>		NZD		1.000000000000	
		<input type="checkbox"/>	0		Adblue 10Lt	14.20	0.00	0.00		<input type="checkbox"/>		NZD		1.000000000000	



Regards

Brett White

Parts Support Manager - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421769041 |DDI: +6439832352

E: Brett.White@terracat.co.nz |W: terracat.co.nz |  From: Emmalee Giddens <Emmalee.Giddens@terracat.co.nz>

Sent: Thursday, 26 August 2021 5:11 PM

To: Parts Support Head Office <PartsTech@terracat.co.nz>Cc: Steven Thomasen <Steven.Thomasen@terracat.co.nz>; Chantelle Fasen <Chantelle.Fasen@terracat.co.nz>; Liam Wathne <Liam.Wathne@terracat.co.nz>

Subject: RE:

Hey team

I am having trouble trying to back order these rivets.

Please advise

Sales order (1 - ggnz) - Sales order: 21S0116247, 1023 - EEQ New Equipment Inventory, Sales order: 21S0116247Segment id: SC252693-02

File Sales order Sell Manage

Purchase order Create EMR
Transfer order Create case
Sales order Direct delivery
New

The selected address is no longer effective.

S0116247 : 5000281 - 1023 - EEQ New Equipment Inventory

Sales order header

Sales order lines

Add line Add lines Remove

Warehouse	Location	Fleet / batch
21A	A12A05A2	
21A	A12A05A1	
21A	A08A14A	
21A	DISPLAY	
21A	DISPLAY	
21A	DISPLAY	
21A	A06H07A31	
21A	NO-LOC	

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

Message (05:09:48 pm)

- Exchange rate type is empty on line 2.00 with item 8H5306.
- Exchange rate type is empty on line 2.00 with item 5P8500.
- Exchange rate type is empty on line 3.00 with item 3S2093.
- Exchange rate type is empty on line 4.00 with item 4795400.
- Exchange rate type is empty on line 5.00 with item DEF10LMN.
- Exchange rate type is empty on line 6.00 with item DEF20LMN.
- Exchange rate type is empty on line 7.00 with item 1138490.
- Exchange rate type is empty on line 8.00 with item 2346498.
- Please fill exchange rate type on lines before backorder process.

Clear Close

Warehouse	Location	Fleet / batch	Qty	Unit	Price	Total
21A	NO-LOC		0...	Rivet	2346498	2.00

Emmalee Giddens

Parts Interpreter - Terra Cat

Cnr Te Ngae and Marino Roads, PO Box , Rotorua, 3010

E: Emmalee.Giddens@terracat.co.nz | W: terracat.co.nz | [f](#) [i](#)



From: Liam Wathne <Liam.Wathne@terracat.co.nz>

Sent: 26 August 2021 15:40

To: Emmalee Giddens <Emmalee.Giddens@terracat.co.nz>

Cc: Steven Thomasen <Steven.Thomasen@terracat.co.nz>; Chantelle Fasen <Chantelle.Fasen@terracat.co.nz>

Subject: Re:

Could you also charge 2x 2346498 rivet attn Liam

Get [Outlook for Android](#)

From: Liam Wathne

Sent: Thursday, August 26, 2021 2:57:06 PM

To: Emmalee Giddens <Emmalee.Giddens@terracat.co.nz>

Cc: Steven Thomasen <Steven.Thomasen@terracat.co.nz>; Chantelle Fasen <Chantelle.Fasen@terracat.co.nz>

Subject:

Hi could you please charge 2x mini fuse 1138490

To sc252693-2

Have taken from parts

Thank you

Get [Outlook for Android](#)

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.

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

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 August 27, 2021 at 2:53 PM

That is great news :)
Could we please know how it was fixed?
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

Brett White August 27, 2021 at 2:56 PM

Has to be done at the Header View à Price and Discount à Exchange Rate Type and that will assign it to all the lines

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

Purchase order Create EMR
Transfer order Create case line
Direct delivery
New

Edit Delete
Cancel
Header view
Line view
Maintain Show
Copy

From all
From journal
Totals
Order class filter
View
Backorder review
Backorder
Download online orders
Commerce S...
Generate from template
Attachments
Attachments
Send payment failure email
Email notification
Import Lines
Import
Equipment builder
Equipment

The selected address is no longer effective.

21S0116247 : 5000281 - 1023 - EEQ New Equipment Inventory

General 5000281 | 5000281 | 21S0116247 | 1023 - EEQ New

Setup

Address ISO L

Delivery

Price and discount

Currency

Contract:

Exchange rate: 1.000000000000

Exchange rate type: PUR-PTS-FIX

Currency: NZD

Fixed exchange rate:

Payment

Payment: 0120

Due date:

Method of payment:

Payment specification:

Payment schedule:

Settlement discount:

Discount percentage: 0.00

Payment terms base date:

Has cash payment: ☐

Invoice free text:

Discount or charges

Total discount %: 0.00

Total discount group:

Line discount group:

Charges group:

Customer rebate group:

Customer TMA group:

Multiline disc. group:

Price group:

Marketing program

Marketing program:

Financial

D/N Price: 4.06

Promotion

Promotional Code:

Brett White
Parts Support Manager - Terra Cat
 Branstons Street, PO Box 16168, Christchurch, 8441
M: +6421769041 | **DDI:** +6439832352
E: Brett.White@terra.cat.co.nz | **W:** terra.cat.co.nz |  



From: Jess Beattie (IT Service Desk) <support@itsdterra.cat.zendesk.com>
Sent: Friday, 27 August 2021 2:54 PM
To: Emmalee Giddens <Emmalee.Giddens@terra.cat.co.nz>
Cc: Brett White <Brett.White@terra.cat.co.nz>; IT Service Desk <ServiceDesk@terra.cat.co.nz>; Steven Thomasen <Steven.Thomasen@terra.cat.co.nz>; Liam Wathne <Liam.Wathne@terra.cat.co.nz>; Parts Support Head Office <PartsTech@terra.cat.co.nz>; Chantelle Fasen <Chantelle.Fasen@terra.cat.co.nz>
Subject: [IT Service Desk] Re: RE: Issue with 21S0116247

Your request (321591) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

27/08/2021, 2:53 pm NZST

That is great news :)

Could we please know how it was fixed?

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

Emmalee Giddens

27/08/2021, 2:48 pm NZST

Hey Jess

Error message was coming up but Parts Support fixed it 😊

Emmalee Giddens

Parts Interpreter - Terra Cat

Cnr Te Ngae and Marino Roads, PO Box , Rotorua, 3010

E: Emmalee.Giddens@terracat.co.nz | W: terracat.co.nz |  



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

Sent: 27 August 2021 14:46

To: Emmalee Giddens <Emmalee.Giddens@terracat.co.nz>

Cc: Brett White <Brett.White@terracat.co.nz>; IT Service Desk <ServiceDesk@terracat.co.nz>; Steven Thomasen <Steven.Thomasen@terracat.co.nz>; Liam Wathne <Liam.Wathne@terracat.co.nz>; Parts Support Head Office <PartsTech@terracat.co.nz>; Chantelle Fasen <Chantelle.Fasen@terracat.co.nz>

Subject: [IT Service Desk] Re: RE: Issue with 21S0116247

Your request (321591) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

27/08/2021, 2:45 pm NZST

Hey Team,

Did someone manage to fix this? If so, how? :)

I reached out to level 3 this morning regarding this issue and it now appears to be fixed all of a sudden.

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

Emmalee Giddens

26/08/2021, 5:28 pm NZST

Hey team

Can you please have a look into this issue?

Emmalee Giddens

Parts Interpreter - Terra Cat

Cnr Te Ngae and Marino Roads, PO Box , Rotorua, 3010

E: Emmalee.Giddens@terracat.co.nz | W: terracat.co.nz |  



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

Sent: 26 August 2021 17:22

To: Emmalee Giddens <Emmalee.Giddens@terracat.co.nz>; Parts Support Head Office <PartsTech@terracat.co.nz>

Cc: Steven Thomasen <Steven.Thomasen@terracat.co.nz>; Chantelle Fasen <Chantelle.Fasen@terracat.co.nz>; Liam Wathne <Liam.Wathne@terracat.co.nz>

Subject: RE:

Hello

Appears to be missing: PUR-PTS-FIX from the field below (should have flowed from the segment) I cannot get the drop down option to stick
Or type in this field, you may have to raise a ticket

Sales order header

Customer	Delivery date	Discounts	Setup
Customer account: 5000281	Promised date: <input type="text"/>	Total discount %: 0.00	Disable auto replacement: <input type="checkbox"/>
Name: 1023 - EEQ New Equipment Invent	Requested ship date: 24/08/2021	Equipment	Sales responsible: Chantelle Fasen
Customer requisition: <input type="text"/>	Requested receipt date: 24/08/2021	Make: CATERPILLAR	Warehouse: 21A
Customer reference: <input type="text"/>	Confirmed ship date: <input type="text"/>	Model: 325-07	RMA number: <input type="text"/>
Contact ID: <input type="text"/>	Confirmed receipt date: <input type="text"/>	Serial number: TEL00825	Pool: <input type="text"/>
Contact: <input type="text"/>	Need by date: 24/08/2021	Equipment: EQ050650	Part price group: INTRMARGIN
Telephone: <input type="text"/>	Delivery	Customer equipment number: <input type="text"/>	SOS: <input type="text"/>
Invoice account: 5000281	Mode of delivery: <input type="text"/>	Transmission arrangement number: <input type="text"/>	Order class: SERVICE
Name: 1023 - EEQ New Equipment Invent	Delivery reason: <input type="text"/>	Status	Parts invoice method: Default
Delivery address	Delivery terms: <input type="text"/>	Status: Open order	Abnormal call
Name: ISO Ltd - Attn: Accounts Payable	References	Document status: Project - delivery note	Abnormal call: <input type="checkbox"/>
Delivery address: Terra CAT	Customer requisition: <input type="text"/>	Credit status: <input type="text"/>	
Address: 280 Te Ngae Road Ngapuna Rotorua 3010	Customer reference: <input type="text"/>	Credit check transaction: <input type="text"/>	
Delivery contact: *Essential Services*	Division: ESV		
	Government Order: <input type="checkbox"/>		

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>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"/> BOM Reference lot	Phantom	Level	Type	Text	Original price	Original discount	Adjusted net amount	Deliver now	Freeze price	Sales category	Currency	Exchange rate type	Exchange rate	Contract
	<input type="checkbox"/>	0		Key	6.14	0.00	0.00		<input type="checkbox"/>		NZD	<div><div></div></div>	1.000000000000	
	<input type="checkbox"/>	0		Key	8.52	0.00	0.00		<input type="checkbox"/>		NZD		1.000000000000	
	<input type="checkbox"/>	0		Strap-Cable	0.28	0.00	0.00		<input type="checkbox"/>		NZD		1.000000000000	
	<input type="checkbox"/>	0		Paint-Yellow	15.30	0.00	0.00		<input type="checkbox"/>		NZD		1.000000000000	
	<input type="checkbox"/>	0		Adblue 10Lt	14.20	0.00	0.00		<input type="checkbox"/>		NZD		1.000000000000	

Regards

Brett White**Parts Support Manager - Terra Cat**

Branstons Street, PO Box 16168, Christchurch, 8441

M: +6421769041 | DDI: +6439832352

E: Brett.White@terracat.co.nz | W: terracat.co.nz | [f](#) [i](#)**From:** Emmalee Giddens <Emmalee.Giddens@terracat.co.nz>**Sent:** Thursday, 26 August 2021 5:11 PM**To:** Parts Support Head Office <PartsTech@terracat.co.nz>**Cc:** Steven Thomasen <Steven.Thomasen@terracat.co.nz>; Chantelle Fasen <Chantelle.Fasen@terracat.co.nz>; Liam Wathne <Liam.Wathne@terracat.co.nz>**Subject:** RE:

Hey team

I am having trouble trying to back order these rivets.

Please advise

Sales order (1 - ggnz) - Sales order: 21S0116247, 1023 - EEQ New Equipment Inventory, Sales order: 21S0116247Segment id: SC252693-02

File Sales order Sell Manage

Purchase order Create EMR
Transfer order Create case
Sales order Direct delivery
New

The selected address is no longer effective.

S0116247 : 5000281 - 1023 - EEQ New Equipment Inventory

Sales order header

Sales order lines

Add line Add lines Remove

Warehouse	Location	Fleet / batch
21A	A12A05A2	
21A	A12A05A1	
21A	A08A14A	
21A	DISPLAY	
21A	DISPLAY	
21A	DISPLAY	
21A	A06H07A31	
21A	NO-LOC	

InfoLog (1)

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

Message (05:09:48 pm)

- Exchange rate type is empty on line 2.00 with item 8H5306.
- Exchange rate type is empty on line 2.00 with item 5P8500.
- Exchange rate type is empty on line 3.00 with item 3S2093.
- Exchange rate type is empty on line 4.00 with item 4795400.
- Exchange rate type is empty on line 5.00 with item DEF10LMN.
- Exchange rate type is empty on line 6.00 with item DEF20LMN.
- Exchange rate type is empty on line 7.00 with item 1138490.
- Exchange rate type is empty on line 8.00 with item 2346498.
- Please fill exchange rate type on lines before backorder process.

Clear Close

Warehouse	Location	Fleet / batch	Qty	Unit	Price	Total
21A	NO-LOC		0...	Rivet	2346498	2.00

Emmalee Giddens

Parts Interpreter - Terra Cat

Cnr Te Ngae and Marino Roads, PO Box , Rotorua, 3010

E: Emmalee.Giddens@terracat.co.nz | W: terracat.co.nz | [f](#) [i](#)



From: Liam Wathne <Liam.Wathne@terracat.co.nz>

Sent: 26 August 2021 15:40

To: Emmalee Giddens <Emmalee.Giddens@terracat.co.nz>

Cc: Steven Thomasen <Steven.Thomasen@terracat.co.nz>; Chantelle Fasen <Chantelle.Fasen@terracat.co.nz>

Subject: Re:

Could you also charge 2x 2346498 rivet attn Liam

Get [Outlook for Android](#)

From: Liam Wathne

Sent: Thursday, August 26, 2021 2:57:06 PM

To: Emmalee Giddens <Emmalee.Giddens@terracat.co.nz>

Cc: Steven Thomasen <Steven.Thomasen@terracat.co.nz>; Chantelle Fasen <Chantelle.Fasen@terracat.co.nz>

Subject:

Hi could you please charge 2x mini fuse 1138490

To sc252693-2

Have taken from parts

Thank you

Get [Outlook for Android](#)

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.

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

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)

27/08/2021, 2:45 pm NZST

Hey Team,

Did someone manage to fix this? If so, how? :)

I reached out to level 3 this morning regarding this issue and it now appears to be fixed all of a sudden.

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

Emmalee Giddens

26/08/2021, 5:28 pm NZST

Hey team

Can you please have a look into this issue?

Emmalee Giddens

Parts Interpreter - Terra Cat

Cnr Te Ngae and Marino Roads, PO Box , Rotorua, 3010

E: Emmalee.Giddens@terracat.co.nz | W: terracat.co.nz |  



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

Sent: 26 August 2021 17:22

To: Emmalee Giddens <Emmalee.Giddens@terracat.co.nz>; Parts Support Head Office <PartsTech@terracat.co.nz>

Cc: Steven Thomasen <Steven.Thomasen@terracat.co.nz>; Chantelle Fasen

<Chantelle.Fasen@terracat.co.nz>; Liam Wathne <Liam.Wathne@terracat.co.nz>

Subject: RE:

Hello

Appears to be missing: PUR-PTS-FIX from the field below (should have flowed from the segment) I cannot get the drop down option to stick
Or type in this field, you may have to raise a ticket

21S0116247 : 5000281 - 1023 - EEQ New Equipment Inventory

▲ Sales order header

102

Customer

Customer account: 5000281
Name: 1023 - EEQ New Equipment Invent
Customer requisition:
Customer reference:
Contact ID:
Contact:
Telephone:
Invoice account: 5000281
Name: 1023 - EEQ New Equipment Invent

Delivery date

Promised date:
Requested ship date: 24/08/2021
Requested receipt date: 24/08/2021
Confirmed ship date:
Confirmed receipt date:
Need by date: 24/08/2021

Discounts

Total discount % 0.00

Setup

Disable auto replacement:
Sales responsible: Chantelle Fasen
Warehouse: 21A
RMA number:
Pool:
Part price group: INTRMARGIN
SOS:
Order class: SERVICE
Parts invoice method: Default

Delivery address

Name: ISO Ltd - Attn: Accounts Payable
Delivery address: Terra CAT
Address: 280 Te Ngae Road
Ngapuna
Rotorua 3010
Delivery contact: *Essential Services*

Delivery

Mode of delivery:
Delivery reason:
Delivery terms:

Equipment

Make: CATERPILLAR
Model: 325-07
Serial number: TEL00825
Equipment: EQ050650
Customer equipment number:
Transmission arrangement number:

Status

Status: Open order
Document status: Project - delivery note
Credit status:
Credit check transaction:

References

Customer requisition:
Customer reference:
Division: ESV
Government Order:

Abnormal call

Abnormal call:

Sales order lines

<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>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>															
<input type="checkbox"/>	BOM Reference lot	Phantom	Level	Type	Text	Original price	Original discount	Adjusted net amount	Deliver now	Freeze price	Sales category	Currency	Exchange rate type	Exchange rate	Contract
		<input type="checkbox"/>	0		Key	6.14	0.00	0.00		<input type="checkbox"/>		NZD	<div><div></div></div>	1.000000000000	
		<input type="checkbox"/>	0		Key	8.52	0.00	0.00		<input type="checkbox"/>		NZD		1.000000000000	
		<input type="checkbox"/>	0		Strap-Cable	0.28	0.00	0.00		<input type="checkbox"/>		NZD		1.000000000000	
		<input type="checkbox"/>	0		Paint-Yellow	15.30	0.00	0.00		<input type="checkbox"/>		NZD		1.000000000000	
		<input type="checkbox"/>	0		Adblue 10Lt	14.20	0.00	0.00		<input type="checkbox"/>		NZD		1.000000000000	



Regards

Brett White

Parts Support Manager - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421769041 |DDI: +6439832352

E:Brett.White@terracat.co.nz |W: terracat.co.nz |  



From: Emmalee Giddens <Emmalee.Giddens@terracat.co.nz>

Sent: Thursday, 26 August 2021 5:11 PM

To: Parts Support Head Office <PartsTech@terracat.co.nz>

Cc: Steven Thomasen <Steven.Thomasen@terracat.co.nz>; Chantelle Fasen <Chantelle.Fasen@terracat.co.nz>; Liam Wathne <Liam.Wathne@terracat.co.nz>
Subject: RE:

Hey team

I am having trouble trying to back order these rivets.

Please advise

The screenshot shows a software window titled "Sales order (1 - ggnz) - Sales order: 21S0116247, 1023 - EEQ New Equipment Inventory, Sales order: 21S0116247Segment id: SC252693-02". The window has a menu bar with "File", "Sales order", "Sell", and "Main". Below the menu bar is a toolbar with icons for "Purchase order", "Create EMR", "Transfer order", "Create case", "Sales order", and "Direct delivery". A yellow banner at the top of the main area says "The selected address is no longer effective." Below this is a green banner with the text "S0116247 : 5000281 - 1023 - EEQ New Equipment Inventory". The main area is divided into two panes. The left pane is titled "Sales order header" and "Sales order lines". It contains a table with columns "Warehouse", "Location", "Fleet / batch", and "Item". The table has 8 rows of data. The right pane is titled "Infolog (1)" and contains a message box with a red 'X' icon. The message box says "One or more critical STOP errors have occurred. Use the error messages below to guide you or call your administrator." Below this is a list of error messages, each preceded by an 'i' icon. The messages are: "Exchange rate type is empty on line 2.00 with item 8H5306.", "Exchange rate type is empty on line 2.00 with item 5P8500.", "Exchange rate type is empty on line 3.00 with item 3S2093.", "Exchange rate type is empty on line 4.00 with item 4795400.", "Exchange rate type is empty on line 5.00 with item DEF10LMN.", "Exchange rate type is empty on line 6.00 with item DEF20LMN.", "Exchange rate type is empty on line 7.00 with item 1138490.", "Exchange rate type is empty on line 8.00 with item 2346498.", and "Please fill exchange rate type on lines before backorder process." Below the list of error messages are "Clear" and "Close" buttons. The bottom of the window shows a table with columns "Warehouse", "Location", "Fleet / batch", "Item", "Qty", "Unit", "Price", "Total", "Status", "Action", and "Notes". The table has 8 rows of data.

Warehouse	Location	Fleet / batch	Item	Qty	Unit	Price	Total	Status	Action	Notes
21A	A12A05A2									
21A	A12A05A1									
21A	A08A14A									
21A	DISPLAY									
21A	DISPLAY									
21A	DISPLAY									
21A	A06H07A31									
21A	NO-LOC									

Emmalee Giddens
Parts Interpreter - Terra Cat
Cnr Te Ngae and Marino Roads, PO Box , Rotorua, 3010

E:Emmalee.Giddens@terracat.co.nz |W: terracat.co.nz |  



From: Liam Wathne <Liam.Wathne@terracat.co.nz>
Sent: 26 August 2021 15:40
To: Emmalee Giddens <Emmalee.Giddens@terracat.co.nz>
Cc: Steven Thomasen <Steven.Thomasen@terracat.co.nz>; Chantelle Fasen <Chantelle.Fasen@terracat.co.nz>
Subject: Re:

Could you also charge 2x 2346498 rivet attn Liam

Get [Outlook for Android](#)

From: Liam Wathne
Sent: Thursday, August 26, 2021 2:57:06 PM

To: Emmalee Giddens <Emmalee.Giddens@terracat.co.nz>
Cc: Steven Thomasen <Steven.Thomasen@terracat.co.nz>; Chantelle Fasen <Chantelle.Fasen@terracat.co.nz>
Subject:

Hi could you please charge 2x mini fuse 1138490
To sc252693-2
Have taken from parts
Thank you

Get [Outlook for Android](#)

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 th...

Jess Beattie August 27, 2021 at 2:58 PM

Oh awesome! Thanks for that Brett :)
I will be saving this to my notes for future reference :)

Good work!

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

Support Software by **Zendesk**