

# 🖊 #331435 Trying to order parts on SC267223 but it is automatically trying to pick from 22A and not 21A

**Submitted** Received via Requester

1 March 2022 at 08:12 Web Form Chantelle Fasen <chantelle.fasen@terracat.co.nz>

**CCs** 

Maureen Aberilla <maureen.aberilla@terracat.co.nz>, Sue Petersen <sue.petersen@terracat.co.nz>

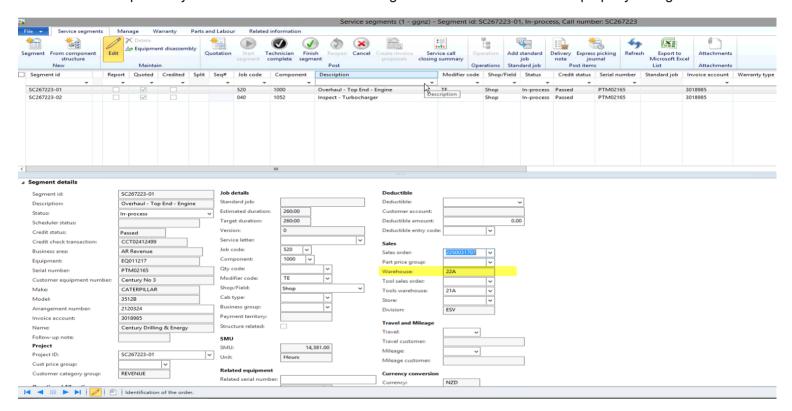
**Priority Assignee Status Type** Group Problem Solved Service Desk Jess Beattie Normal

Category

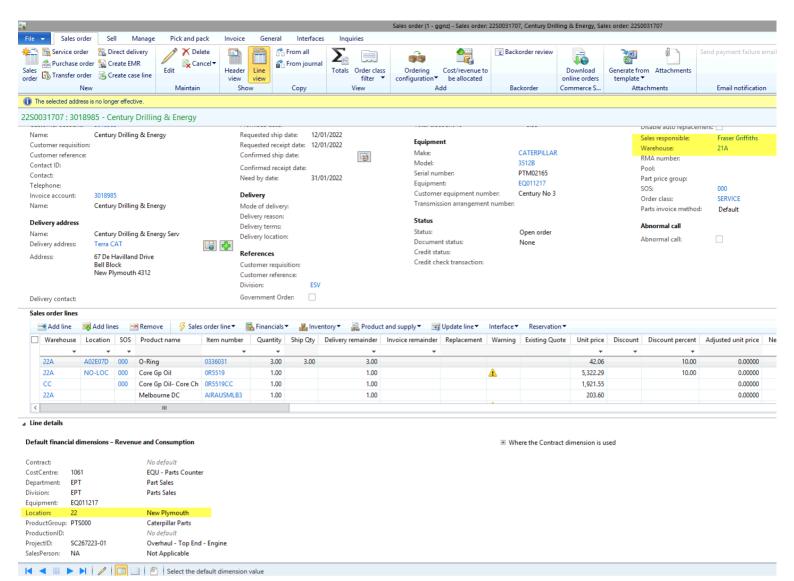
**NAXT** 

Jess Beattie March 1, 2022 at 08:12

Service call was opened by Fraser for 22A but then he changed it to 21A however it hasn't properly changed



The sales order is showing 21A but the parts have been ordered from 22A



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 March 1, 2022 at 08:14

Internal note

<u>Maureen Aberilla Sue Petersen</u> Morning ladies, this looks to be another messy problem. How can we fix this so that they can order parts from 21A on the service call?

Jess Beattie March 1, 2022 at 09:18

Internal note

SC in process status - the warehouse cannot be changed.

Can be changed when segment is in created status

Sue talked to Nathan and he said he has talked to Tess about this...

They need to create a new segment/copy segment then change the warehouse before putting in process (use the copy a segment button then cancel the previous segment)

Sue Petersen March 1, 2022 at 09:18

Internal note

Hi Jess,

As per our conversation once the service call is in process you are not able to change the warehouse. They can copy the segment to a new one and then change the warehouse while it is in created status and then they can delete the old segment. Thanks

Sue Petersen

**Business Analyst - Terra Cat** 

24 Amyes Road, Hornby, PO Box 16-168, Christchurch, 8441

**M**: +64274870656 |

E: Sue.Petersen@terracat.co.nz | W: terracat.co.nz | III @



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

Sent: Tuesday, 1 March 2022 8:14 am

**Cc:** Sue Petersen <Sue.Petersen@terracat.co.nz>; Maureen Aberilla <Maureen.Aberilla@terracat.co.nz> **Subject:** Trying to order parts on SC267223 but it is automatically trying to pick from 22A and not 21A

You are a follower on this request (331435). Reply to this email to add an internal note to the request.

## Jess Beattie (ITSD - Terra Cat)

1 Mar 2022, 08:14 GMT+13

#### Private note

<u>Maureen Aberilla</u> <u>Sue Petersen</u> Morning ladies, this looks to be another messy problem. How can we fix this so that they can order parts from 21A on the service call?

### Jess Beattie (ITSD - Terra Cat)

1 Mar 2022, 08:12 GMT+13

Service call was opened by Fraser for 22A but then he changed it to 21A however it hasn't properly changed

The sales order is showing 21A but the parts have been ordered from 22A

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

itsdterracat.zendesk.com/agent/tickets/331435

Status Pending

Requester Chantelle Fasen

CCs

**Followers** Maureen Aberilla, Sue Petersen

Group Service Desk Assignee Jess Beattie Priority Normal Type Problem Channel Web Form

This email is a service from ITSD - Terra Cat. Delivered by Zendesk

[49V7DV-7D07]Ticket-Id:331435Account-Subdomain:itsdterracat

This email and any attachments, is intended solely for the addressee and may contain confidential, proprietary or privileged information. If you have received this email in error, you must not use, read, distribute or copy this email or any attachments. If you are not the intended recipient please advise the sender immediately and destroy this message and any attachments. Terra Industrial New Zealand Limited and its subsidiaries do not warrant that this email or any attachments are free from viruses or other defects and accept no liability for any losses resulting from this email or its attachments and do not waive any rights in relation to confidential, proprietary or privileged information. Views expressed in this email do not necessarily reflect those of Terra Industrial New Zealand Limited or its subsidiaries.

#### Jess Beattie March 1, 2022 at 09:24

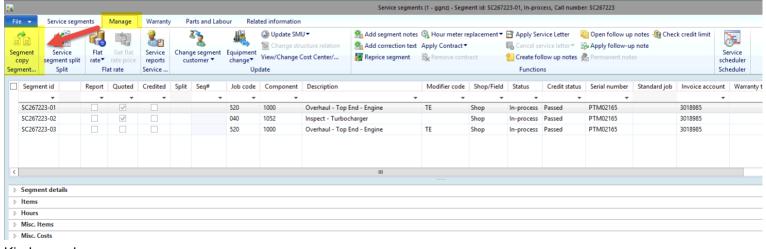
Hey Chantelle,

Sue has looked into this for us and the resolution is:

Once a service call is in "process" status, the warehouse cannot be changed. If it was in "created" status then you would be able to change it.

What you need to do is:

- 1. Select the segment
- 2. Go to the "manage" tab at the top
- 3. Click the "segment copy" button as per screenshot below
- 4. While the segment is in "created status", change the warehouse to 21A before putting the segment to "in process"
- Cancel the old segment



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