

#318233 FW: Bug 25369: Warranty type will not apply a changed claim customer

Submitted

19 July 2021 at 11:09

Mail

Received via

Requester

Nathan Welch <nathan.welch@goughcat.co.nz>

CCs

Sue Petersen <sue.petersen@goughgroup.co.nz>, IT Service Desk <is\_sd@goughgroup.co.nz>

Status

Type

Priority

Group

Assignee

Open

-

-

Service Desk

Jess Beattie

Nathan Welch July 19, 2021 at 11:09 AM

Hi Team, please see email trail below. Any questions please reach out to Sue P.

Cheers,

Nathan Welch  
Service Development Manager - Terra Cat  
Branston Street, PO Box 16168, Christchurch, 8441  
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From: Sue Petersen <[Sue.Petersen@terracat.co.nz](mailto:Sue.Petersen@terracat.co.nz)>  
Sent: Monday, 19 July 2021 10:13 am  
To: Nathan Welch <[Nathan.Welch@terracat.co.nz](mailto:Nathan.Welch@terracat.co.nz)>  
Cc: Bradley Harrison <[Bradley.Harrison@terracat.co.nz](mailto:Bradley.Harrison@terracat.co.nz)>  
Subject: RE: Bug 25369: Warranty type will not apply a changed claim customer

Hi Nathan,

The process going forward will be that when you change the warranty claim customer you will notify the help desk, asking them to run the job – to change the warranty claim customer.

So Please raise a ticket through the help desk for the below change.

Thanks

Sue Petersen  
Business Analyst - Terra Cat  
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From: Nathan Welch <[Nathan.Welch@terracat.co.nz](mailto:Nathan.Welch@terracat.co.nz)>  
Sent: Monday, 19 July 2021 10:04 am  
To: Sue Petersen <[Sue.Petersen@terracat.co.nz](mailto:Sue.Petersen@terracat.co.nz)>  
Cc: Bradley Harrison <[Bradley.Harrison@terracat.co.nz](mailto:Bradley.Harrison@terracat.co.nz)>  
Subject: RE: Bug 25369: Warranty type will not apply a changed claim customer

Hi Sue,

Please ensure all these warranty types are updated also.

| Warranty type | Description   | Claim customer |
|---------------|---|----------------|
| CAT-EPP-01    | EXT-36/6000 Premier EPP EXT-EEQ-EPP-01                  | 5002207        |
| CAT-EPP-02    | EXT-36/6000 Powertrain & Hydraulics EPP EXT-EEQ-EPP-02  | 5002207        |
| CAT-EPP-03    | EXT-36/6000 Powertrain EPP EXT-EEQ-EPP-03               | 5002207        |
| CAT-EPP-04    | EXT-36/3000 Premier EPP EXT-EEQ-EPP-04                  | 5002207        |
| CAT-EPP-05    | EXT-36/3000 Powertrain & Hydraulics EPP EXT-EEQ-EPP-05  | 5002207        |
| CAT-EPP-06    | EXT-36/3000 Powertrain EPP EXT-EEQ-EPP-06               | 5002207        |
| CAT-EPP-07    | EXT-24/10000 Powertrain & Hydraulics EPP EXT-EEQ-EPP-07 | 5002207        |
| CAT-EPP-08    | EXT-60/10000 Powertrain & Hydraulics EPP EXT-EEQ-EPP-08 | 5002207        |
| CAT-EPP-09    | EXT-60/8000 Powertrain & Hydraulics EPP EXT-EEQ-EPP-09  | 5002207        |

|            |   |         |
|------------|---|---------|
| CAT-EPP-10 | EXT-60/6000 Premier EPP EXT-EEQ-EPP-10                  | 5002207 |
| CAT-EPP-11 | EXT-24/2000 Premier EPP EXT-EEQ-EPP-11                  | 5002207 |
| CAT-EPP-12 | EXT-48/7000 Premier EPP EXT-EEQ-EPP-12                  | 5002207 |
| CAT-EPP-13 | EXT-36/7000 Premier EPP EXT-EEQ-EPP-13                  | 5002207 |
| CAT-EPP-14 | EXT-60/8000 Premier EPP EXT-EEQ-EPP-14                  | 5002207 |
| CAT-EPP-15 | EXT-36/8000 Premier EPP EXT-EEQ-EPP-15                  | 5002207 |
| CAT-EPP-16 | EXT-36/10000 Powertrain & Hydraulics EPP EXT-EEQ-EPP-16 | 5002207 |
| CAT-EPP-17 | EXT-48/8000 Premier EPP EXT-EEQ-EPP-17                  | 5002207 |
| CAT-EPP-18 | EXT-24/8000 Premier EPP EXT-EEQ-EPP-18                  | 5002207 |
| CAT-EPP-19 | EXT-60/10000 Premier EPP EXT-EEQ-EPP-19                 | 5002207 |
| CAT-EPP-20 | EXT-36/2000 Powertrain & Hydraulics EPP EXT-EEQ-EPP-20  | 5002207 |
| CAT-EPP-21 | EXT-48/4000 Powertrain & Hydraulics EPP EXT-EEQ-EPP-21  | 5002207 |
| CAT-EPP-22 | EXT-48/8000 Powertrain & Hydraulics EPP EXT-EEQ-EPP-22  | 5002207 |
| CAT-EPP-23 | EXT-60/9000 Powertrain & Hydraulics EPP EXT-EEQ-EPP-23  | 5002207 |
| CAT-EPP-24 | EXT-48/9000 Powertrain & Hydraulics EPP EXT-EEQ-EPP-24  | 5002207 |
| CAT-EPP-25 | EXT-84/40000 structural repairs only EPP EXT-EEQ-EPP-25 | 5002207 |
| CAT-EPP-26 | EXT-48/6000 Premier EPP EXT-EEQ-EPP-26                  | 5002207 |
| CAT-EPP-27 | EXT-24/2000 Powertrain & Hydraulics EPP EXT-EEQ-EPP-27  | 5002207 |
| CAT-EPP-28 | No longer used  | 5002207 |
| CAT-EPP-29 | No longer used  | 5002207 |
| CAT-EPP-30 | No longer used  | 5002207 |
| CAT-EPP-31 | EXT-60/6000 Powertrain & Hydraulics EPP EXT-EEQ-EPP-31  | 5002207 |
| CAT-EPP-32 | EXT-60/5000 Premier EPP EXT-EEQ-EPP-32                  | 5002207 |
| CAT-EPP-33 | EXT-60/4000 Premier EPP EXT-EEQ-EPP-33                  | 5002207 |
| CAT-EPP-34 | EXT-48/3000 Premier EPP EXT-EEQ-EPP-34                  | 5002207 |
| CAT-EPP-35 | EXT-36/5500 Premier EPP EXT-EEQ-EPP-35                  | 5002207 |
| CAT-EPP-36 | EXT-36/1000 Powertrain & Hydraulics EPP EXT-EEQ-EPP-36  | 5002207 |
| CAT-EPP-37 | EXT-36/4500 Premier EPP EXT-EEQ-EPP-37                  | 5002207 |
| CAT-EPP-38 | EXT-48/4000 Premier EPP EXT-EEQ-EPP-38                  | 5002207 |
| CAT-EPP-39 | EXT-48/6000 Powertrain & Hydraulics EPP EXT-EEQ-EPP-39  | 5002207 |
| CAT-EPP-40 | EXT-36/6000 P+H+T EPP EXT-EEQ-EPP-40                    | 5002207 |
| CAT-EPP-41 | EXT-36/3000 P+H+T EPP EXT-EEQ-EPP-41                    | 5002207 |
| CAT-EPP-42 | EXT-48/7000 Powertrain & Hydraulics EPP EXT-EEQ-EPP-42  | 5002207 |
| CAT-EPP-43 | EXT-60/5000 P+H+T EPP EXT-EEQ-EPP-43                    | 5002207 |
| CAT-EPP-44 | EXT-60/8000 P+H+T EPP EXT-EEQ-EPP-44                    | 5002207 |
| CAT-EPP-45 | EXT-60/9000 Premier EPP EXT-EEQ-EPP-45                  | 5002207 |
| CAT-EPP-46 | EXT-60/3000 P+H+T EPP EXT-EEQ-EPP-46                    | 5002207 |
| CAT-EPP-47 | EXT-24/3000 Premier EPP EXT-EEQ-EPP-47                  | 5002207 |
| CAT-EPP-48 | EXT-48/3000 P+H+T EPP EXT-EEQ-EPP-48                    | 5002207 |
| CAT-EPP-49 | EXT-48/8000 P+H+T EPP EXT-EEQ-EPP-49                    | 5002207 |
| CAT-EPP-50 | EXT-60/4000 P+H+T EPP EXT-EEQ-EPP-50                    | 5002207 |
| CAT-EPP-51 |   |         |