

# #328255 Cancelling 4 POs.

**Submitted** 20 December 2021 at 12:46      **Received via** Mail      **Requester** Natalia Russo <natalia.russo@terracat.co.nz>

**CCs**  
Maureen Aberilla <maureen.aberilla@terracat.co.nz>, IT Service Desk <servicedesk@terracat.co.nz>

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

**Category**  
NAXT

**Natalia Russo** December 20, 2021 at 12:46 PM  
Hello IT.

I need help cancelling these POs:

PO00325589  
PO00325593  
PO00325634  
PO00325636

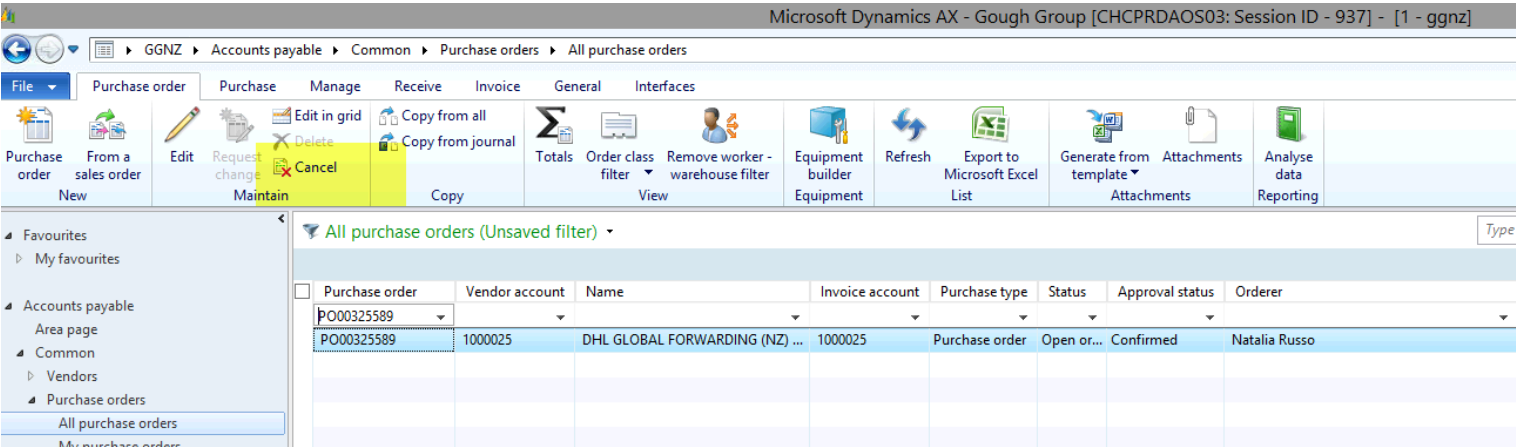
Many Thanks,  
**Natalia Russo**  
**Product Manager - Terra Power Systems**  
16 Branston St, PO Box 16 168, Christchurch, 8042  
**M:** +6421357186 |  
**E:** [Natalia.Russo@terracat.co.nz](mailto:Natalia.Russo@terracat.co.nz) | **W:** [terracat.co.nz](http://terracat.co.nz)



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** December 20, 2021 at 3:01 PM

Hey Natalia,  
Are you not able to click the "cancel" button at the top?  
Or does it pop up with an error if you do?



Kind regards,  
Jess Beattie

**Natalia Russo** December 21, 2021 at 8:38 AM

Hi Jess.

Yes, I'm able to press the cancel button.

The issue is that I've created more than 1 line for each PO and it doesn't let me cancel. When I press cancel, the status changes from Open Order back to Received.

|                |  |                    |  |          |  |                |  |        |  |             |  |           |  |          |  |              |  |                        |  |        |  |                    |  |                  |  |                   |  |                 |  |                |  |                        |  |             |  |             |  |                    |  |                            |  |              |  |  |  |  |  |         |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |         |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |       |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |           |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |             |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|----------------|--|--------------------|--|----------|--|----------------|--|--------|--|-------------|--|-----------|--|----------|--|--------------|--|------------------------|--|--------|--|--------------------|--|------------------|--|-------------------|--|-----------------|--|----------------|--|------------------------|--|-------------|--|-------------|--|--------------------|--|----------------------------|--|--------------|--|--|--|--|--|---------|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|---------|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|-------|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|-----------|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|-------------|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| Purchase order |  |                    |  |          |  |                |  |        |  |             |  |           |  |          |  | Purchase     |  |                        |  |        |  |                    |  |                  |  |                   |  |                 |  |                |  | Manage                 |  |             |  |             |  |                    |  |                            |  |              |  |  |  |  |  | Receive |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | Invoice |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | Order |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | Inquiries |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | Inventories |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                |  |                    |  |          |  |                |  |        |  |             |  |           |  |          |  |              |  |                        |  |        |  |                    |  |                  |  |                   |  |                 |  |                |  |                        |  |             |  |             |  |                    |  |                            |  |              |  |  |  |  |  |         |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |         |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |       |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |           |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |             |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Purchase order |  | From a sales order |  | Edit     |  | Request change |  | Cancel |  | Header view |  | Line view |  | From all |  | From journal |  | Ordering configuration |  | Totals |  | Order class filter |  | Backorder review |  | Equipment builder |  | Generate number |  | Change segment |  | Generate from template |  | Attachments |  | Reservation |  | Create reservation |  | Create reservation request |  | Import Lines |  |  |  |  |  |         |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |         |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |       |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |           |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |             |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| New            |  |                    |  | Maintain |  |                |  |        |  | Show        |  |           |  | Copy     |  |              |  | Add                    |  |        |  | View               |  |                  |  | Equipment         |  | Warranty        |  | Service        |  | Attachments            |  |             |  | Reservation |  | Reservation        |  | Reservation                |  | Import...    |  |  |  |  |  |         |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |         |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |       |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |           |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |             |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

000325589;1000025 - DHL GLOBAL FORWARDING (NZ) LTD

### Purchase order header

### Delivery

Vendor

## External reference

Delivery date:

16/12/2021

Contact ID:

Vendor reference

Earliest confirmed delivery:

RMA number:

## Discounts

Total discount %

0.00

Division

### Purchase order lines

[illegible]

## Many Thanks,

**Natalia Russo**

**Product Manager - Terra Power Systems**

16 Branston St, PO Box 16 168, Christchurch, 8042

M: +6421357186 |

E: [Natalia.Russo@terracat.co.nz](mailto:Natalia.Russo@terracat.co.nz) | W: [terracat.co.nz](http://terracat.co.nz)



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

**Sent:** Monday, 20 December 2021 3:01 pm

**To:** Natalia Russo <Natalia.Russo@terracat.co.nz>

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

**Subject:** [IT Service Desk] Re: Cancelling 4 POs.

Your request (328255) has been updated. To add additional comments, reply to this email.

---

**Jess Beattie** (ITSD - Terra Cat)

20/12/2021, 15:01 NZDT

Hey Natalia,

Are you not able to click the "cancel" button at the top?

Or does it pop up with an error message if you do?

||

|

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](mailto:Jess.Beattie@terracat.co.nz) W: terracat.co.nz

---

**Natalia Russo**

||

20/12/2021, 12:46 NZDT

Hello IT.

I need help cancelling these POs:

PO00325589

PO00325593

PO00325634

PO00325636

Many Thanks,

**Natalia Russo**

**Product Manager - Terra Power Systems**

16 Branston St, PO Box 16 168, Christchurch, 8042

M: +6421357186 |

E: [Natalia.Russo@terracat.co.nz](mailto:Natalia.Russo@terracat.co.nz) | W: [terracat.co.nz](http://terracat.co.nz)

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](#)

[OW2QXP-GKO3]

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** December 21, 2021 at 8:53 AM

Ok, I am not quite sure on this then. I will need to pass this on to Maureen for further advice :)

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](mailto:Jess.Beattie@terracat.co.nz) W: terracat.co.nz

**Jess Beattie** December 21, 2021 at 8:54 AM

Internal note

[Maureen Aberilla](#) please help :)

Natalia is able to cancel the po but when she does, it changes the status from open order back to received

**Maureen Aberilla** December 21, 2021 at 11:10 AM

Hi Natalia,

Here are the steps to cancel the 4 PO's:

**PO00325589:**

1 - cancel product receipt for line 1



Update remaining quantity (1 - ggngz) - P...

**Purchase quantity**

Deliver remainder: 1.00

**Inventory quantity**

Reason code: ▼

OK Cancel Cancel quantity

Quantity that has not yet been received through a product receipt.

3 - Then click on the cancel button in the Purchase order action pane

Purchase order (1 - ggnz) - Purchase order: PO00325589, DHL GLOBAL

| File | Purchase order            | Purchase                           | Manage           | Receive             | Invoice          | General                          | Inquiries                     | Interfaces                           |                  |                                |                             |                           |                               |
|------|---------------------------|------------------------------------|------------------|---------------------|------------------|----------------------------------|-------------------------------|--------------------------------------|------------------|--------------------------------|-----------------------------|---------------------------|-------------------------------|
|      | From a sales order<br>New | Edit<br>Request change<br>Maintain | Delete<br>Cancel | Header view<br>Show | Line view<br>Add | From all<br>From journal<br>Copy | Ordering configuration<br>Add | Totals<br>Order class filter<br>View | Backorder review | Equipment builder<br>Equipment | Generate number<br>Warranty | Change segment<br>Service | Generate from template<br>Att |

PO00325589 : 1000025 - DHL GLOBAL FORWARDING (NZ) LTD

### Purchase order header

| Delivery                     | Vendor      | External reference         |
|------------------------------|-------------|----------------------------|
| Delivery date: 16/12/2021    | Contact ID: | Vendor reference:          |
| Earliest confirmed delivery: |             | RMA number:                |
|                              |             | Claim Ref. Invoice number: |
|                              |             | Division:                  |

**Discounts**

|                  |      |
|------------------|------|
| Total discount % | 0.00 |
|------------------|------|

### Purchase order lines

| Add line                      | Add lines      | Remove        | Purchase order line | Financials         | Inventory     | Product and supply | Update line   | Generate      | Equipment |         |      |
|-------------------------------|----------------|---------------|---------------------|--------------------|---------------|--------------------|---------------|---------------|-----------|---------|------|
| <input type="checkbox"/> Unit | Delivery re... | Invoice re... | Curren...           | Exchange rate type | Exchange rate | Contract           | Delivery date | Adjusted u... | Discount  | Disc... | A... |
| ea                            |                |               | NZD                 | QUO-6MON-FIX       | *****         |                    | 16/12/2021    | 0.00000       |           |         |      |

Repeat for all lines.

[illegible][illegible]

**PO00325593:**

## 1 - Ask Accounts Payable to delete Pending Invoice

Microsoft Dynamics AX - Gougny Group [CHCPR040506: Session ID = 2034] - [1 - ggnz]

File | GGNZ | Accounts payable | Common | Purchase orders | All purchase orders

Invoice | Pro forma invoice | Payment schedule | Cash flow forecast | Open transactions | Invoice | Pending invoices | Interfaces

Generate | Bill | Settle | History

Favourites | My favourites | Batch jobs | Global address book | All contracts | Insurance | Main accounts | Trial balance | Voucher transactions

All purchase orders (Unsaved filter)

Type to filter | Purchase order

| Purchase order   | Vendor account | Name                           | Invoice account | Purchase type  | Status   | Approval status | Orderer       | Created date and time  | Product ship date | Delivery date | Wa  |
|------------------|----------------|--------------------------------|-----------------|----------------|----------|-----------------|---------------|------------------------|-------------------|---------------|-----|
| *325593, *325634 |                |                                |                 |                |          |                 |               |                        |                   |               |     |
| P000325593       | 1000025        | DHL GLOBAL FORWARDING (NZ) ... | 1000025         | Purchase order | Received | Approved        | Natalia Russo | 16/12/2021 03:13:58 pm |                   | 16/12/2021    | 10G |
| P000325634       | 1000025        | DHL GLOBAL FORWARDING (NZ) ... | 1000025         | Purchase order | Received | Confirmed       | Natalia Russo | 17/12/2021 12:51:49 pm |                   | 17/12/2021    | 10G |

## 2 - Cancel Product Receipt

[illegible]





## 1 - Unreceipt PO

## 2 - Cancel PO from the Purchase order action pane/header

Purchase order (1 - ggnz) - Purchase order: PO00325634, DHL GLOBAL FORWARDING (NZ) LTD

|                |                    |          |                |         |             |           |           |              |                        |        |                    |                  |                   |                 |                |                        |             |             |                    |                            |              |
|----------------|--------------------|----------|----------------|---------|-------------|-----------|-----------|--------------|------------------------|--------|--------------------|------------------|-------------------|-----------------|----------------|------------------------|-------------|-------------|--------------------|----------------------------|--------------|
| File           | Purchase order     | Purchase | Manage         | Receive | Invoice     | General   | Inquiries | Interfaces   |                        |        |                    |                  |                   |                 |                |                        |             |             |                    |                            |              |
|                |                    |          |                |         |             |           |           |              |                        |        |                    |                  |                   |                 |                |                        |             |             |                    |                            |              |
| Purchase order | From a sales order | Edit     | Request change | Delete  | Header view | Line view | From all  | From journal | Ordering configuration | Totals | Order class filter | Backorder review | Equipment builder | Generate number | Change segment | Generate from template | Attachments | Reservation | Create reservation | Create reservation request | Import Lines |
| New            | New                | Maintain | Maintain       | Cancel  | Show        | Show      |           |              | Add                    |        | View               |                  | Equipment         | Warranty        | Service        | Attachments            |             |             | Reservation        | Reservation                | Import...    |

PO00325634 : 1000025 - DHL GLOBAL FORWARDING (NZ) LTD

**Purchase order header**

|                              |               |                            |
|------------------------------|---------------|----------------------------|
| <b>Delivery</b>              | <b>Vendor</b> | <b>External reference</b>  |
| Delivery date: 17/12/2021    | Contact ID:   | Vendor reference:          |
| Earliest confirmed delivery: |               | RMA number:                |
|                              |               | Claim Ref. Invoice number: |
|                              |               | Division:                  |

|                  |      |  |
|------------------|------|--|
| <b>Discounts</b> |      |  |
| Total discount % | 0.00 |  |

**Purchase order lines**

|  |  |  |  |  |  |  |  |  |           |  |  |  |  |
|--|--|--|--|--|--|--|--|--|-----------|--|--|--|--|
|  |  |  |  |  |  |  |  |  | Equipment |  |  |  |  |
|--|--|--|--|--|--|--|--|--|-----------|--|--|--|--|

|                          | Adjusted unit price | Discount | Discount percent | Adjusted net amount | Original price | Landed Cost Numbers | Expected warehouse arrival date | Actual warehouse arrival date | Line status | Shipping status | SOS | Type |
|--------------------------|---------------------|----------|------------------|---------------------|----------------|---------------------|---------------------------------|-------------------------------|-------------|-----------------|-----|------|
| <input type="checkbox"/> | 0.00000             |          |                  | 0.00                | 0.00           |                     |                                 |                               | Cancelled   |                 |     |      |
|                          | 0.00000             |          |                  | 0.00                | 0.00           |                     |                                 |                               | Cancelled   |                 |     |      |
|                          | 0.00000             |          |                  | 0.00                | 0.00           |                     |                                 |                               | Cancelled   |                 |     |      |
|                          | 0.00000             |          |                  | 0.00                | 0.00           |                     |                                 |                               | Cancelled   |                 |     |      |

|                                      |                  |                |                                |                 |                |           |                 |               |                       |             |                   |               |                |                |  |  |  |  |
|--------------------------------------|------------------|----------------|--------------------------------|-----------------|----------------|-----------|-----------------|---------------|-----------------------|-------------|-------------------|---------------|----------------|----------------|--|--|--|--|
| All purchase orders (Unsaved filter) |                  |                |                                |                 |                |           |                 |               |                       |             |                   |               | Type to filter | Purchase order |  |  |  |  |
| <input type="checkbox"/>             | Purchase order   | Vendor account | Name                           | Invoice account | Purchase type  | Status    | Approval status | Orderer       | Created date and time |             | Product ship date | Delivery date | Wa             |                |  |  |  |  |
|                                      | *325636, *325589 |                |                                |                 |                |           |                 |               |                       |             |                   |               |                |                |  |  |  |  |
|                                      | PO00325589       | 1000025        | DHL GLOBAL FORWARDING (NZ) ... | 1000025         | Purchase order | Cancelled | Approved        | Natalia Russo | 16/12/2021            | 02:31:12 pm |                   | 16/12/2021    | 60G            |                |  |  |  |  |
|                                      | PO00325593       | 1000025        | DHL GLOBAL FORWARDING (NZ) ... | 1000025         | Purchase order | Cancelled | Approved        | Natalia Russo | 16/12/2021            | 03:13:58 pm |                   | 16/12/2021    | 10G            |                |  |  |  |  |
|                                      | PO00325634       | 1000025        | DHL GLOBAL FORWARDING (NZ) ... | 1000025         | Purchase order | Cancelled | Approved        | Natalia Russo | 17/12/2021            | 12:51:49 pm |                   | 17/12/2021    | 10G            |                |  |  |  |  |
|                                      | PO00325636       | 1000025        | DHL GLOBAL FORWARDING (NZ) ... | 1000025         | Purchase order | Cancelled | Approved        | Natalia Russo | 17/12/2021            | 01:03:40 pm |                   | 17/12/2021    | 10G            |                |  |  |  |  |

Regards,  
Maureen