

#328306 Unable to remove freight line from sales order - inventory dimension location is inactive and may consequently not be specified

Submitted Received via Requester

21 December 2021, 11:11 Web Form Keith Chetty <keith.chetty@goughcat.co.nz>

CCs

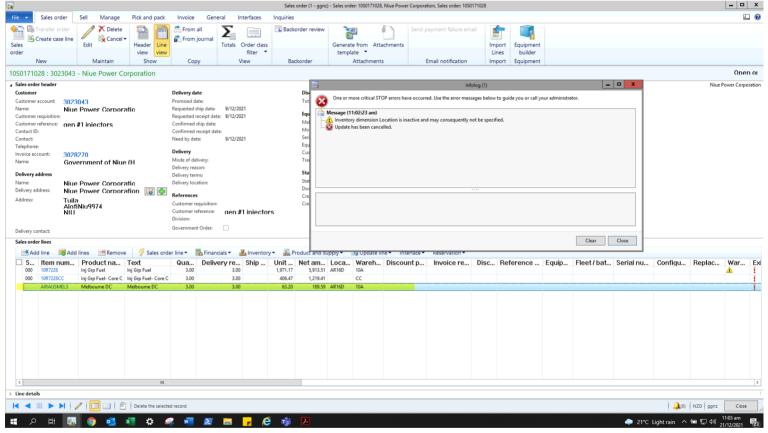
IT Service Desk <servicedesk@terracat.co.nz>

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

Category

NAXT

Jess Beattie 21 December 2021, 11:11



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 21 December 2021, 11:12

Internal note

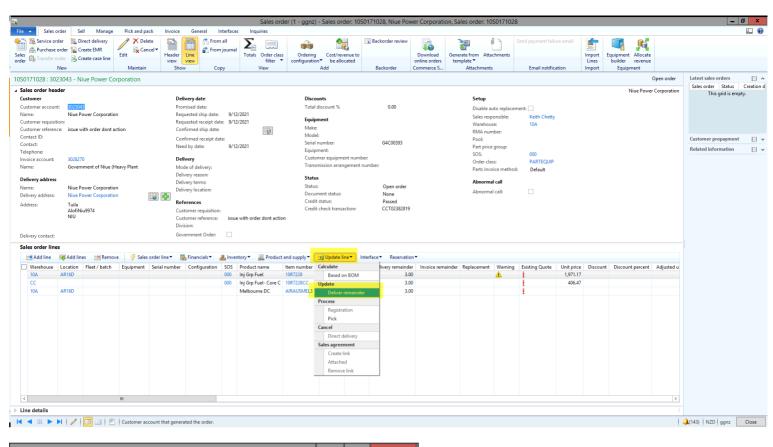
Maureen Aberilla I understand what this error message is saying but how do we fix it?:)

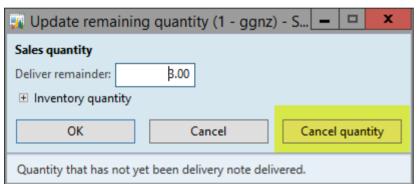
Maureen Aberilla 21 December 2021, 12:43

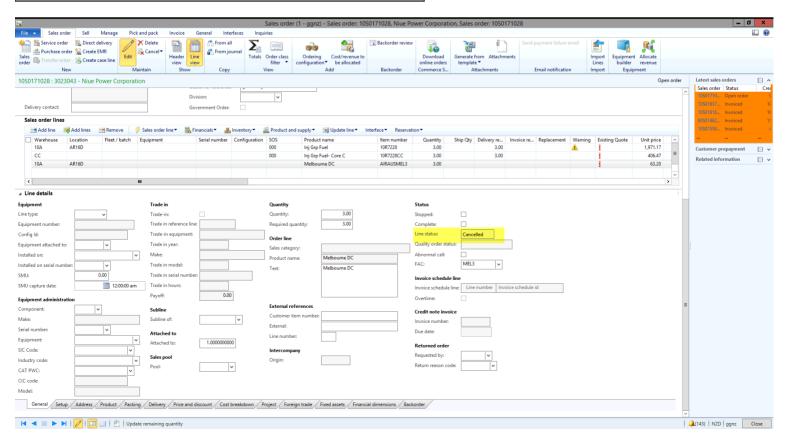
Internal note

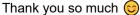
Hi Jess.

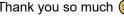
I couldn't remove the line either but I managed to cancel it in Sandbox. I would recommend cancelling it as well.











Kind regards,

Jess Beattie Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

DDI: 0800 95 95 98







From: Maureen Aberilla (IT Service Desk) <itsd@terracat.co.nz>

Sent: Tuesday, 21 December 2021 12:43 pm To: Jess Beattie < Jess Beattie@terracat.co.nz>

Subject: [IT Service Desk] Re: Unable to remove freight line from sales order - inventory dimension location is

inactive and may consequently not be specified

This ticket (#328306) has been updated. itsdterracat.zendesk.com/agent/tickets/328306

Maureen Aberilla (ITSD - Terra Cat)

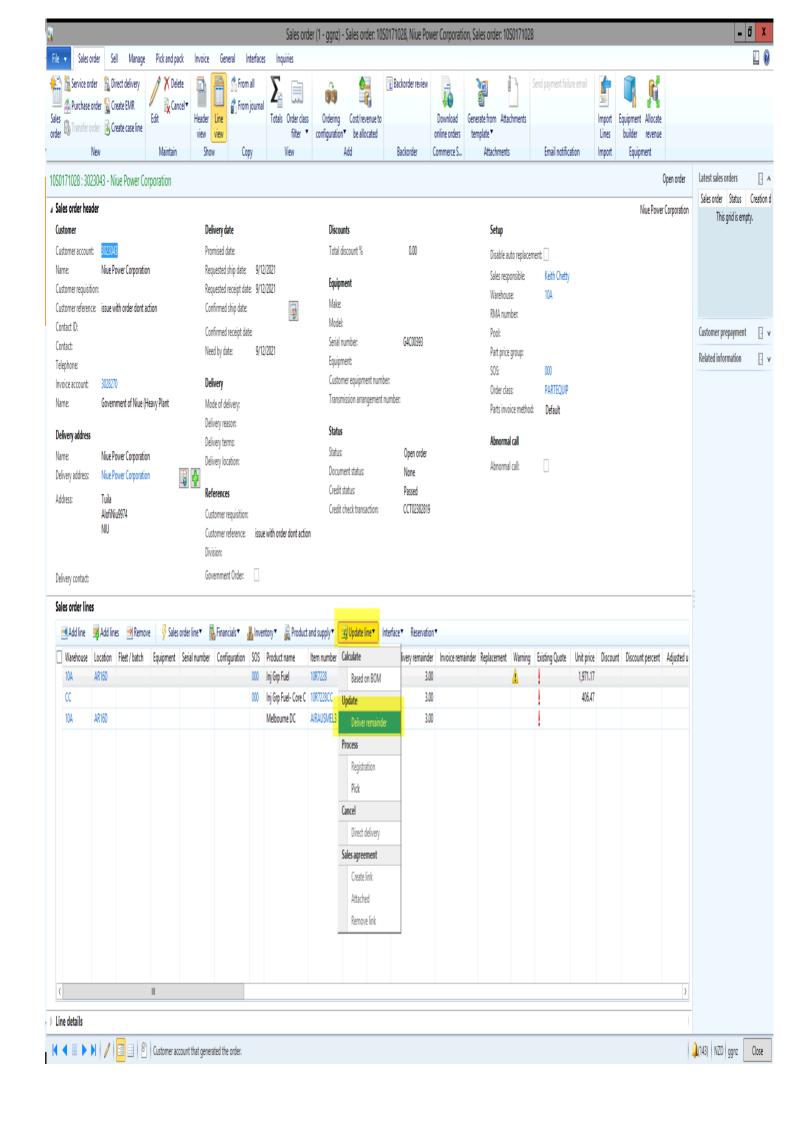
21 Dec 2021, 12:43 GMT+13

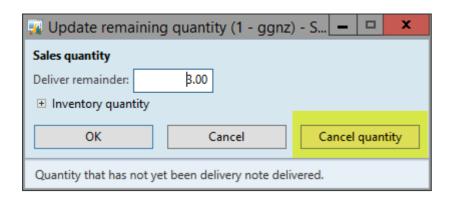
Private note

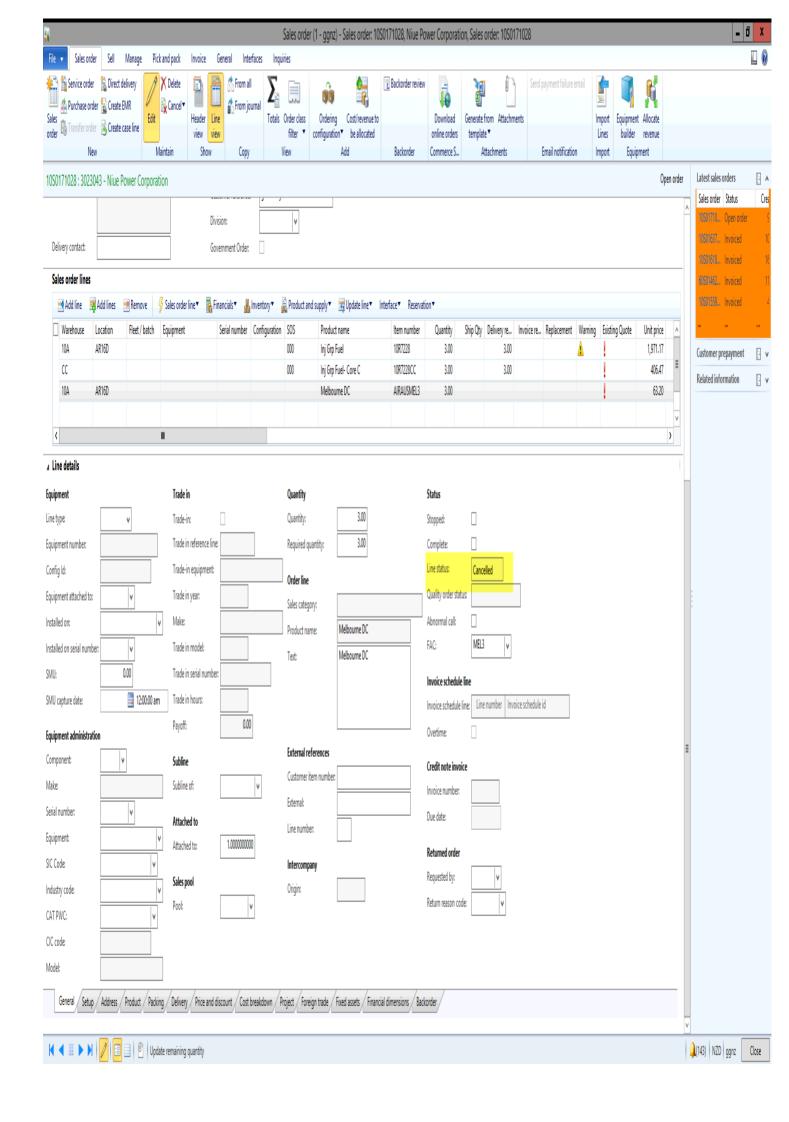
Hi Jess,

I couldn't remove the line either but I managed to cancel it in Sandbox.

I would recommend cancelling it as well.







You are an agent. Add a comment by replying to this email or view ticket in Zendesk Support.

Ticket # 328306
Status Pending
Requester Keith Chetty

CCs -

Followers Maureen Aberilla
Group Service Desk
Assignee Jess Beattie
Priority Normal
Type Problem

Channel Web Form

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[7MP0V6-Y0X0]Ticket-Id:328306Account-Subdomain:itsdterracat

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Jess Beattie 14 January 2022, 08:15

Internal note

Hey Keith,

Apologies for the delay on this one. Please see Maureen's solution below 😊

Kind regards,

Jess Beattie Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

DDI: 0800 95 95 98

E: Jess.Beattie@terracat.co.nz | W: terracat.co.nz | I @



From: Maureen Aberilla (IT Service Desk) <itsd@terracat.co.nz>

Sent: Tuesday, 21 December 2021 12:43 pm **To:** Jess Beattie < Jess.Beattie@terracat.co.nz>

Subject: [IT Service Desk] Re: Unable to remove freight line from sales order - inventory dimension location is

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This ticket (<u>#328306</u>) has been updated. itsdterracat.zendesk.com/agent/tickets/328306

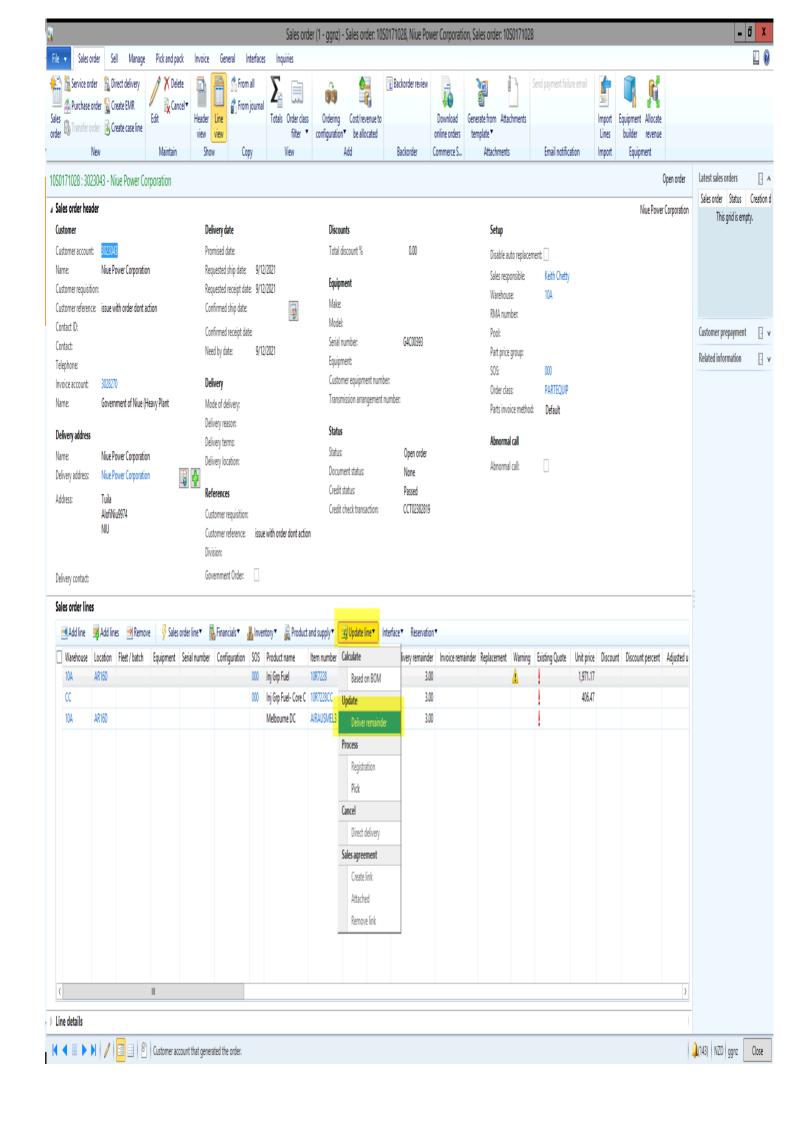
Maureen Aberilla (ITSD - Terra Cat)

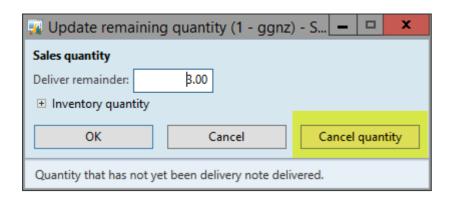
21 Dec 2021, 12:43 GMT+13

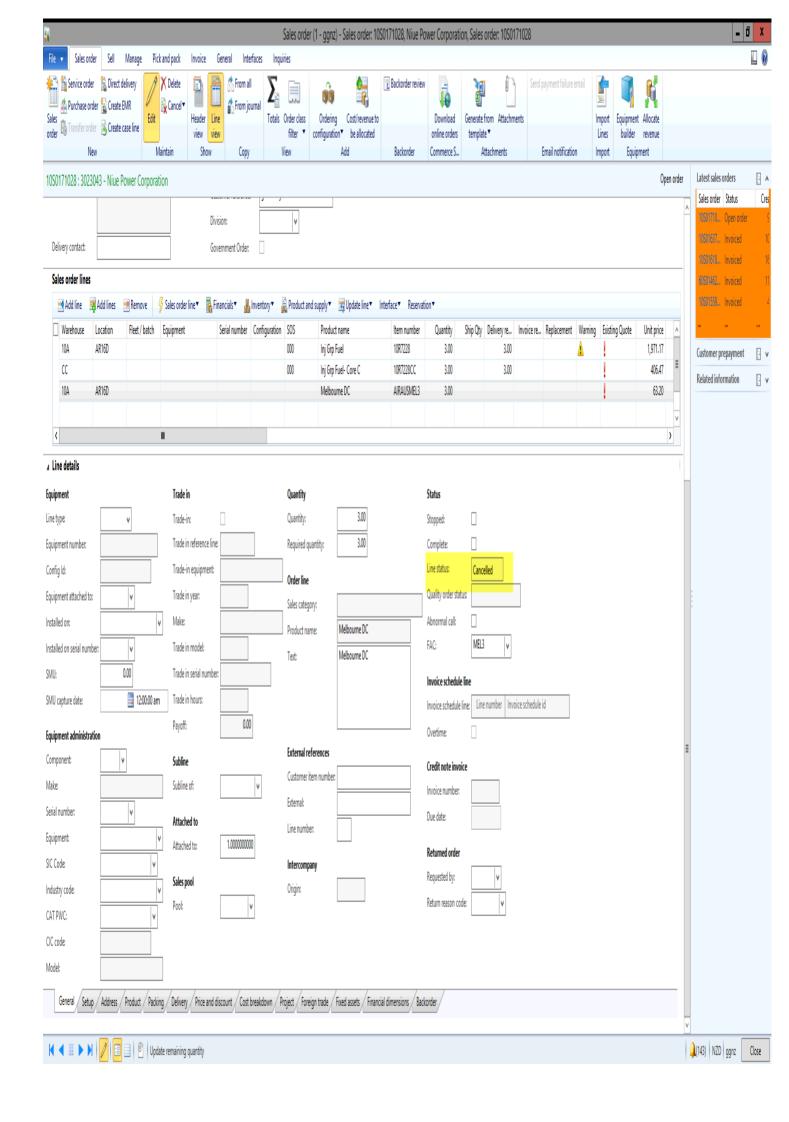
Private note

Hi Jess,

I couldn't remove the line either but I managed to cancel it in Sandbox. I would recommend cancelling it as well.







Cheers, Maureen

You are an agent. Add a comment by replying to this email or view ticket in Zendesk Support.

Ticket # 328306 Status Pending Requester Keith Chetty

CCs -

Followers Maureen Aberilla
Group Service Desk
Assignee Jess Beattie
Priority Normal
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[7MP0V6-Y0X0]Ticket-Id:328306Account-Subdomain:itsdterracat

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Jess Beattie 18 January 2022, 12:49

Hey Keith,

How have you got on with the solution I sent you on Friday?

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

Keith Chetty 19 January 2022, 16:48

Hi there Jessica.

I have tried what Maureen asked to do.

It worked.

Thank you so much

Regards

Keith Chetty
Parts Interpreter Senior - Terra Cat
Kerrs Road, PO Box 98 975, Auckland, 2104
M: +64273558572 | DDI: +6499799310

E: Keith.Chetty@terracat.co.nz | W: terracat.co.nz | M = 0



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

Sent: Tuesday, 18 January 2022 12:49 pm **To:** Keith Chetty <Keith.Chetty@terracat.co.nz>

Subject: [IT Service Desk] Re: Unable to remove freight line from sales order - inventory dimension location is

inactive and may consequently not be specified

Your request (328306) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

18/01/2022, 12:49 NZDT

Hey Keith,

How have you got on with the solution I sent you on Friday?

Kind regards,

Jess Beattie

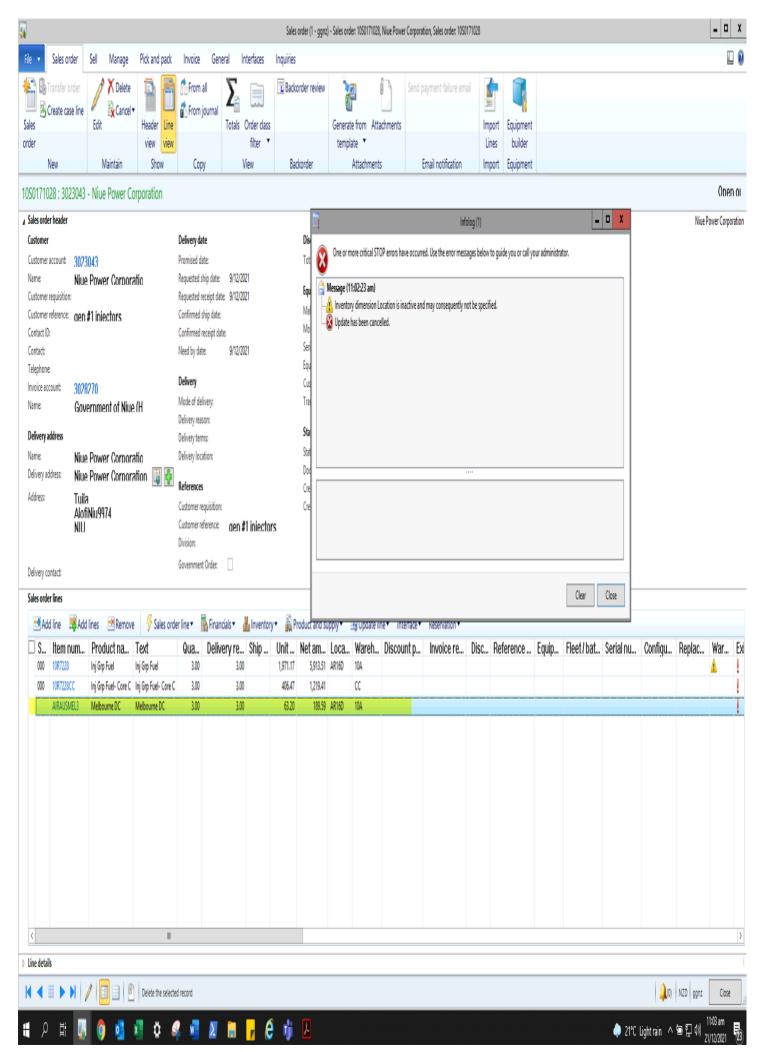
Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: <u>Jess.Beattie@terracat.co.nz</u> W: terracat.co.nz

Jess Beattie (ITSD - Terra Cat)

21/12/2021, 11:11 NZDT



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

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[7MP0V6-Y0X0]

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Jess Beattie 20 January 2022, 09:29

That is awesome to hear:)

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

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