

Submitted Received via Requester

4 October 2021 at 10:25 Mail Brett White <a href="mailto:specification-nc">brett.white@goughcat.co.nz</a>

CCs

Sue Petersen <sue.petersen@terracat.co.nz>

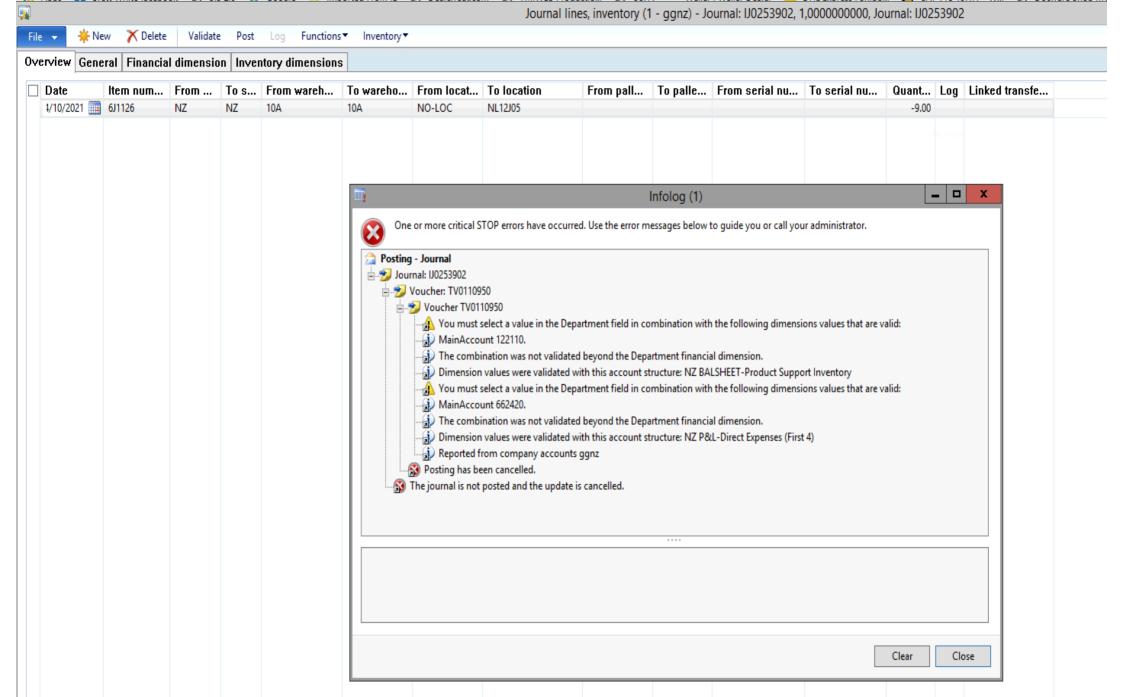
StatusTypePriorityGroupAssigneeSolvedProblemNormalService DeskJess Beattie

Category

NAXT

Brett White October 4, 2021 at 10:25 AM

Please look at the following Bin transfer journal, unable to Post due to the following Financial errors, have populated Fields stated, but still won't post:



**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 | III @





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Jess Beattie October 8, 2021 at 5:01 PM

Internal note

Not sure what a TV is or where to find in Naxt...

Jess Beattie October 12, 2021 at 8:28 AM

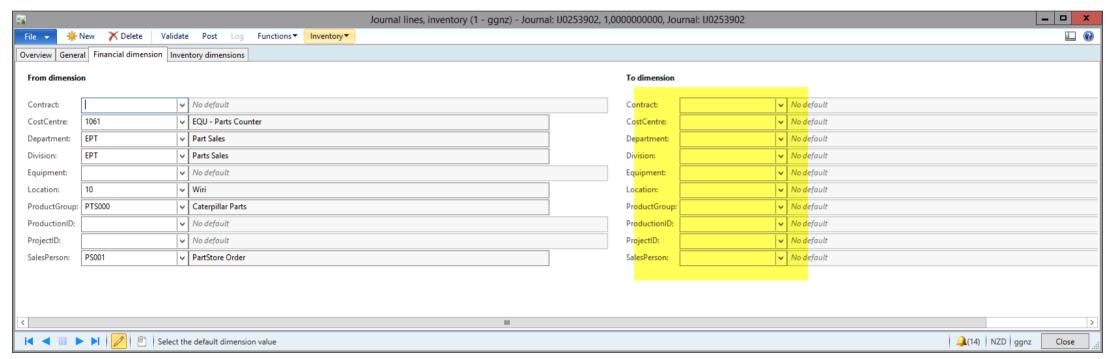
Internal note

Sue Petersen

Jess Beattie October 12, 2021 at 8:37 AM

Hey Brett,

It looks like the second lot of financial dimensions (as per screenshot below) are all empty. Please get these filled in and hopefully everything will be fine after that :)



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 October 12, 2021 at 9:00 AM

Hello

I have already tried doing that, that made the error the short one as below, it was even longer before that.

Reagrds

**Brett White** 

**Parts Support Manager - Terra Cat** 

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

Sent: Tuesday, 12 October 2021 8:38 AM To: Brett White <Brett.White@terracat.co.nz>

Subject: [IT Service Desk] Ticket Resolved: Financial Error

Your request (324218) has been updated.

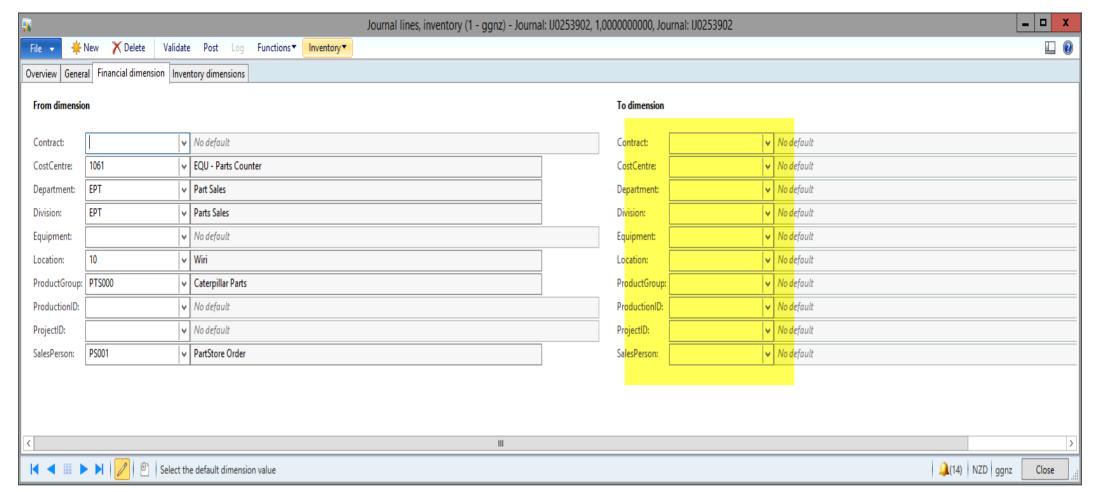
If there are outstanding issues with this request, or your issue hasn't been fixed, please reply to this email with details.

## Jess Beattie (ITSD - Terra Cat)

12/10/2021, 8:37 am NZDT

Hey Brett,

It looks like the second lot of financial dimensions (as per screenshot below) are all empty. Please get these filled in and hopefully everything will be fine after that:)



Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

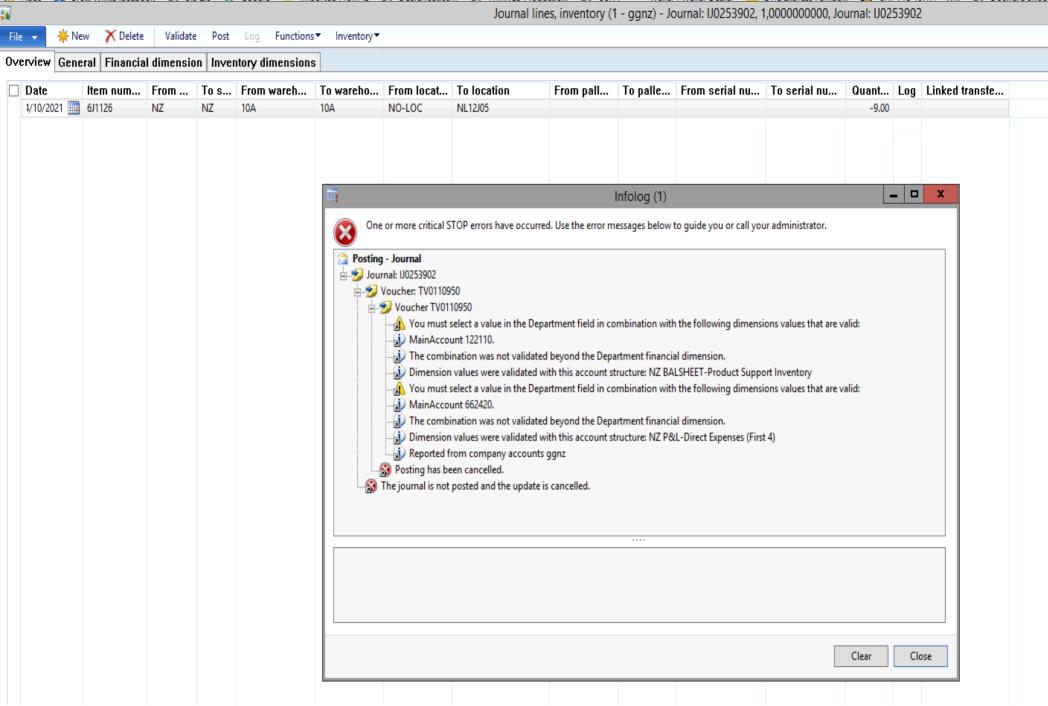
24 Amyes Road, PO Box 16168, Christchurch, 8042

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

## **Brett White**

4/10/2021, 10:25 am NZDT

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[ML0OM9-VVPK]

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Sue Petersen October 12, 2021 at 10:35 AM

Hi Brett.

As discussed I have done extensive test and I can't post the journal or the new one I created in Sandbox .

This item has only been transacted in 2017 and now so i think you may need to look at the item setup to see if it has anything causing the issue - if not then maybe then need to leave it in the No-LOC bin as its not worth us sending to our Support people as its the only one causing issues

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