

Submitted

Received via

Requester

13 July 2022, 09:48

Mail

Natalia Russo <natalia.russo@terracat.co.nz>

CCs

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

Status

Type

Priority

Group

Assignee

Open

Problem

Normal

Service Desk

Jess Beattie

Category

NAXT

Natalia Russo 13 July 2022, 09:48

Hi IT.

I'm trying to add the EQ054968 in the first line of this PO but it gives me the error below.

newmaintainshowCopyAddviewequipmentwarrantyServiceAttachmentsreservationimport...

PO00334549 : 1000025 - DHL GLOBAL FORWARDING (NZ) LTD

Received

Purchase order header

Delivery

Vendor

External reference

Delivery date:12/07/2022

Earliest confirmed delivery:

Discounts

Total discount %0.00

Contact ID:

Vendor reference:

RMA number:

Claim Ref. Invoice number:

Division:

Purchase order lines

Add lineAdd linesRemovePurchase order lineFinancialsInventoryProduct and supplyUpdate lineEquipment

Original line number	Line number	Warehouse	Location	Fleet / batch	Equipment	Serial number	Configuration	Item number	Product name	Quantity	Unit price	Net amount	Ur
	1	60G			EQ054968			NEWOSFRE...	New Prime Product - Overs...	1.00	335.00	335.00	ea
	2	60G			EQ054...			NEWOSFRE...	New Prime Product - Overs...	1.00	335.00	335.00	ea
	3	60G			EQ054...			NEWOSFRE...	New Prime Product - Overs...	1.00	620.23	620.23	ea
	4												

Infolog (1)

One or more critical STOP errors have occurred. Use the error messages below to guide you or call your administrator.

Message (09:47:29 am)

Cannot create a record in Add to book value PO lines (XAP\_AddToBVPOLines). Equipment number: EQ054968, 5639795917. The recor

Line details

And Rodalyn gets this other error:

One or more critical STOP errors have occurred. Use the error messages below to guide you or call your administrator.

Posting

Purchase order: PO00334549

You must select a value in the Equipment field in combination with the following dimensions values that are valid:

MainAccount 120110.

Department EPS.

CostCentre 1053.

Location 60.

SalesPerson NA.

The combination was not validated beyond the Equipment financial dimension.

Dimension values were validated with this account structure: NZ BALSHEET-Prime Product Inventory

Posting has been cancelled.

An error occurred during update

Can you please help us?

Thanks,

Natalia Russo

Product Manager - Terra Power Systems

16 Branstons 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: Rodalyn Tamiao <Rodalyn.Tamiao@terracat.co.nz>

Sent: Tuesday, 12 July 2022 4:05 pm

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

Subject: RE: SUDUN2TSN002593A\_INVNC0321228;BCHC003058\_CNXGG\_NZLYT

Hi Natalia,

We still have the same error 😞

Regards, Rodalyn Tamiao

---

**From:** Natalia Russo <[Natalia.Russo@terracat.co.nz](mailto:Natalia.Russo@terracat.co.nz)>  
**Sent:** Tuesday, 12 July 2022 4:01 pm  
**To:** Rodalyn Tamiao <[Rodalyn.Tamiao@terracat.co.nz](mailto:Rodalyn.Tamiao@terracat.co.nz)>  
**Subject:** FW: SUDUN2TSN002593A\_INVC0321228;BCHC003058\_CNXGG\_NZLYT

Hi Rodalyn,

Try now 😊

**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:** Rodalyn Tamiao <[Rodalyn.Tamiao@terracat.co.nz](mailto:Rodalyn.Tamiao@terracat.co.nz)>  
**Sent:** Tuesday, 12 July 2022 1:44 pm  
**To:** Natalia Russo <[Natalia.Russo@terracat.co.nz](mailto:Natalia.Russo@terracat.co.nz)>  
**Subject:** RE: SUDUN2TSN002593A\_INVC0321228;BCHC003058\_CNXGG\_NZLYT

Hi Natalia,

An Error pop up 😞

 One or more critical STOP errors have occurred. Use the error messages below to guide you or call your administrator.

**Posting**

Purchase order: PO00334549

- ⚠️ You must select a value in the Equipment field in combination with the following dimensions values that are valid:
  - ⚠️ MainAccount 120110.
  - ⚠️ Department EPS.
  - ⚠️ CostCentre 1053.
  - ⚠️ Location 60.
  - ⚠️ SalesPerson NA.
- ⚠️ The combination was not validated beyond the Equipment financial dimension.
- ⚠️ Dimension values were validated with this account structure: NZ BALSHEET-Prime Product Inventory
- ❌ Posting has been cancelled.
- ❌ An error occurred during update

Regards, Rodalyn Tamiao

---

**From:** Natalia Russo <[Natalia.Russo@terracat.co.nz](mailto:Natalia.Russo@terracat.co.nz)>  
**Sent:** Tuesday, 12 July 2022 12:55 pm  
**To:** Rodalyn Tamiao <[Rodalyn.Tamiao@terracat.co.nz](mailto:Rodalyn.Tamiao@terracat.co.nz)>  
**Subject:** RE: SUDUN2TSN002593A\_INVC0321228;BCHC003058\_CNXGG\_NZLYT

Hi Rodalyn.

Please, try this **PO00334549**.

I cancelled PO00334374.

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:** Rodalyn Tamiao <[Rodalyn.Tamiao@terracat.co.nz](mailto:Rodalyn.Tamiao@terracat.co.nz)>  
**Sent:** Tuesday, 12 July 2022 11:12 am  
**To:** Natalia Russo <[Natalia.Russo@terracat.co.nz](mailto:Natalia.Russo@terracat.co.nz)>  
**Subject:** RE: SUDUN2TSN002593A\_INVC0321228;BCHC003058\_CNXGG\_NZLYT

Hi Natalia,

Good morning,

I tried on my end to split them, but it doesn't give me any authority to do it. 😞

Thank you

[illegible]

Regards, Rodalyn Tamiao

**From:** Natalia Russo <[Natalia.Russo@terracat.co.nz](mailto:Natalia.Russo@terracat.co.nz)>  
**Sent:** Wednesday, 6 July 2022 3:23 pm  
**To:** Rodalyn Tamiao <[Rodalyn.Tamiao@terracat.co.nz](mailto:Rodalyn.Tamiao@terracat.co.nz)>  
**Subject:** FW: SUDUN2TSN002593A INVC0321228;BCHC003058 CNXGG NZLYT

Hi Rodalyn.

I've created the PO00334374 for this invoice.

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



**From:** [noreply.edmapac@dhl.com](mailto:noreply.edmapac@dhl.com) <[noreply.edmapac@dhl.com](mailto:noreply.edmapac@dhl.com)>  
**Sent:** Thursday, 30 June 2022 3:04 pm  
**To:** Natalia Russo <[Natalia.Russo@terracat.co.nz](mailto:Natalia.Russo@terracat.co.nz)>; fxinvoices <[fxinvoices@terracat.co.nz](mailto:fxinvoices@terracat.co.nz)>; Samantha Roberts <[Samantha.Roberts@terracat.co.nz](mailto:Samantha.Roberts@terracat.co.nz)>; Chantel Puffy <[Chantel.Puffy@terracat.co.nz](mailto:Chantel.Puffy@terracat.co.nz)>  
**Cc:** [AR\\_COPY\\_DGFNZ@DHL.COM](mailto:AR_COPY_DGFNZ@DHL.COM); [INVOICE.NZ.OFR@DHL.COM](mailto:INVOICE.NZ.OFR@DHL.COM)  
**Subject:** SUDUN2TSN002593A INVC0321228:BCHC003058 CNXGG NZLYT

**This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.**



Dear all, Please see the attached docs and Invoice for your reference.  
Please contact the below in case any further queries or concerns regarding  
invoices/general queries. Air Freight Queries - [invoicing.nz@dhl.com](mailto:invoicing.nz@dhl.com)  
General Queries - [production.admin@dhl.com](mailto:production.admin@dhl.com) Regards, Imports Team



Shipment Details			
House Bill Number	SUDUN2TSN002593A	Customs Reference Number	BCHC003058
Container Number	MRSU4487399	Country	NZ
Customer Purchase Number		Destination	NZLYT
Destination Country	NZ	File Number	BCHC003058
IOR Account Number	NZGOP001	Master Bill Number	SUDUN2TSN002593A...
Origin	CNXGG	Origin Country	CN
IncoTerm	CIF		

**Documents in this email:** DGF Customs Services Invoice, Commercial Invoice, Import Customs Declaration

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**Jess Beattie** 13 July 2022, 10:04

Hey Natalia,  
Could you please send through a screenshot of the entire error that says "cannot create a record in add to book value..." so that we can better understand what is going on as the screenshot you sent has cut the rest of the message off :)  
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** 13 July 2022, 10:14

Hi Jess.  
  
Absolutely, here it's 😊

One or more critical STOP errors have occurred. Use the error messages below to guide you or call your administrator.

**Message (10:13:38 am)**

Cannot create a record in Add to book value PO lines (XAP\_AddToBVPOLines). Equipment number: EQ054968, 5639795917. The record already exists.

Clear

Close

**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:** Wednesday, 13 July 2022 10:04 am  
**To:** Natalia Russo <Natalia.Russo@terracat.co.nz>  
**Cc:** IT Service Desk <ServiceDesk@terracat.co.nz>; Rodalyn Tamiao <Rodalyn.Tamiao@terracat.co.nz>  
**Subject:** [IT Service Desk] Re: FW: SUDUN2TSN002593A\_INVC0321228;BCHC003058\_CNXGG\_NZLYT

Your request (338400) has been updated. To add additional comments, reply to this email.

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

13 Jul 2022, 10:04 NZST

Hey Natalia,

Could you please send through a screenshot of the entire error that says "cannot create a record in add to book value..." so that we can better understand what is going on as the screenshot you sent has cut the rest of the message off :)

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**

13 Jul 2022, 09:48 NZST

Hi IT.

I'm trying to add the EQ054968 in the first line of this PO but it gives me the error below.

---

And Rodalyn gets this other error:

---

Can you please help us?

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:** Rodalyn Tamiao <[Rodalyn.Tamiao@terracat.co.nz](mailto:Rodalyn.Tamiao@terracat.co.nz)>  
**Sent:** Tuesday, 12 July 2022 4:05 pm  
**To:** Natalia Russo <[Natalia.Russo@terracat.co.nz](mailto:Natalia.Russo@terracat.co.nz)>  
**Subject:** RE: SUDUN2TSN002593A\_INV0321228;BCHC003058\_CNXGG\_NZLYT

Hi Natalia,

We still have the same error ☹️

Regards, Rodalyn Tamiao

---

**From:** Natalia Russo <[Natalia.Russo@terracat.co.nz](mailto:Natalia.Russo@terracat.co.nz)>  
**Sent:** Tuesday, 12 July 2022 4:01 pm  
**To:** Rodalyn Tamiao <[Rodalyn.Tamiao@terracat.co.nz](mailto:Rodalyn.Tamiao@terracat.co.nz)>  
**Subject:** FW: SUDUN2TSN002593A\_INV0321228;BCHC003058\_CNXGG\_NZLYT

Hi Rodalyn,

Try now 😊

**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:** Rodalyn Tamiao <[Rodalyn.Tamiao@terracat.co.nz](mailto:Rodalyn.Tamiao@terracat.co.nz)>  
**Sent:** Tuesday, 12 July 2022 1:44 pm  
**To:** Natalia Russo <[Natalia.Russo@terracat.co.nz](mailto:Natalia.Russo@terracat.co.nz)>  
**Subject:** RE: SUDUN2TSN002593A\_INV0321228;BCHC003058\_CNXGG\_NZLYT

Hi Natalia,

An Error pop up ☹️

---

Regards, Rodalyn Tamiao

**From:** Natalia Russo <[Natalia.Russo@terracat.co.nz](mailto:Natalia.Russo@terracat.co.nz)>  
**Sent:** Tuesday, 12 July 2022 12:55 pm  
**To:** Rodalyn Tamiao <[Rodalyn.Tamiao@terracat.co.nz](mailto:Rodalyn.Tamiao@terracat.co.nz)>  
**Subject:** RE: SUDUN2TSN002593A\_INV0321228;BCHC003058\_CNXGG\_NZLYT

Hi Rodalyn.

Please, try this **PO00334549**.

I cancelled PO00334374.

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:** Rodalyn Tamiao <[Rodalyn.Tamiao@terracat.co.nz](mailto:Rodalyn.Tamiao@terracat.co.nz)>  
**Sent:** Tuesday, 12 July 2022 11:12 am  
**To:** Natalia Russo <[Natalia.Russo@terracat.co.nz](mailto:Natalia.Russo@terracat.co.nz)>  
**Subject:** RE: SUDUN2TSN002593A\_INV0321228;BCHC003058\_CNXGG\_NZLYT

Hi Natalia,

Good morning,

Kind you please add line from you PO for the split between with GST for \$570.46 and \$670 with No GST.  
I tried on my end to split them, but it doesn't give me any authority to do it. ☹️

Thank you

Regards, Rodalyn Tamiao

**From:** Natalia Russo <[Natalia.Russo@terracat.co.nz](mailto:Natalia.Russo@terracat.co.nz)>

**Sent:** Wednesday, 6 July 2022 3:23 pm

**To:** Rodalyn Tamiao <[Rodalyn.Tamiao@terracat.co.nz](mailto:Rodalyn.Tamiao@terracat.co.nz)>

**Subject:** FW: SUDUN2TSN002593A\_INV0321228;BCHC003058\_CNXGG\_NZLYT

Hi Rodalyn.

I've created the PO00334374 for this invoice.

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:** [noreply.edmapac@dhl.com](mailto:noreply.edmapac@dhl.com) <[noreply.edmapac@dhl.com](mailto:noreply.edmapac@dhl.com)>

**Sent:** Thursday, 30 June 2022 3:04 pm

**To:** Natalia Russo <[Natalia.Russo@terracat.co.nz](mailto:Natalia.Russo@terracat.co.nz)>; fxinvoices <[fxinvoices@terracat.co.nz](mailto:fxinvoices@terracat.co.nz)>; Samantha Roberts <[Samantha.Roberts@terracat.co.nz](mailto:Samantha.Roberts@terracat.co.nz)>; Chantel Puffy <[Chantel.Puffy@terracat.co.nz](mailto:Chantel.Puffy@terracat.co.nz)>

**Cc:** [AR\\_COPY\\_DGFNZ@DHL.COM](mailto:AR_COPY_DGFNZ@DHL.COM); [INVOICE.NZ.OFR@DHL.COM](mailto:INVOICE.NZ.OFR@DHL.COM)

**Subject:** SUDUN2TSN002593A\_INV0321228;BCHC003058\_CNXGG\_NZLYT

**This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.**

Dear all, Please see the attached docs and Invoice for your reference.  
Please contact the below in case any further queries or concerns regarding  
invoices/general queries. Air Freight Queries - [invoicing.nz@dhl.com](mailto:invoicing.nz@dhl.com)  
General Queries - [production.admin@dhl.com](mailto:production.admin@dhl.com) Regards, Imports Team



Shipment Details			
House Bill Number	SUDUN2TSN002593A	Customs Reference Number	BCHC003058
Container Number	MRSU4487399	Country	NZ
Customer Purchase Number		Destination	NZLYT
Destination Country	NZ	File Number	BCHC003058
IOR Account Number	NZGOP001	Master Bill Number	SUDUN2TSN002593A...
Origin	CNXGG	Origin Country	CN
IncoTerm	CIF		
Documents in this email: DGF Customs Services Invoice, Commercial Invoice, Import Customs Declaration			
DHL Global Forwarding - Excellence Simply Delivered			

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[653KZL-3D7QQ]

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**Jess Beattie** 13 July 2022, 10:30

Thank you :)  
I am going to have to pass this onto Maureen and Sue as I don't know why it won't let you add in the equipment. I am wondering if it is because the line is in received status but Maureen and Sue will be able to confirm 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](mailto:Jess.Beattie@terracat.co.nz) W: terracat.co.nz

**Jess Beattie** 13 July 2022, 10:31

Internal note

[Maureen Aberilla](#) [Sue Petersen](#) please help, why can't Natalia add in the equipment EQ054968 again on the PO? Would it be because the line she is trying to add the equipment to is in received status?

**Natalia Russo** 13 July 2022, 10:39

Thanks Jess 😊

**Natalia Russo**

**Product Manager - Terra Power Systems**

16 Branstons 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](mailto:support@itsdterracat.zendesk.com)>

**Sent:** Wednesday, 13 July 2022 10:31 am

**To:** Natalia Russo <[Natalia.Russo@terracat.co.nz](mailto:Natalia.Russo@terracat.co.nz)>

**Cc:** IT Service Desk <[ServiceDesk@terracat.co.nz](mailto:ServiceDesk@terracat.co.nz)>; Rodalyn Tamiao <[Rodalyn.Tamiao@terracat.co.nz](mailto:Rodalyn.Tamiao@terracat.co.nz)>

**Subject:** [IT Service Desk] Re: FW: SUDUN2TSN002593A\_INVC0321228;BCHC003058\_CNXGG\_NZLYT

Your request (338400) has been updated. To add additional comments, reply to this email.

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

13 Jul 2022, 10:30 NZST

Thank you :)

I am going to have to pass this onto Maureen and Sue as I don't know why it won't let you add in the equipment. I am wondering if it is because the line is in received status but Maureen and Sue will be able to confirm 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](mailto:Jess.Beattie@terracat.co.nz) W: [terracat.co.nz](http://terracat.co.nz)

**Natalia Russo**

13 Jul 2022, 10:14 NZST

Hi Jess.

Absolutely, here it's 😊

**Natalia Russo**

**Product Manager - Terra Power Systems**

16 Branstons 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](mailto:support@itsdterracat.zendesk.com)>  
**Sent:** Wednesday, 13 July 2022 10:04 am  
**To:** Natalia Russo <[Natalia.Russo@terracat.co.nz](mailto:Natalia.Russo@terracat.co.nz)>  
**Cc:** IT Service Desk <[ServiceDesk@terracat.co.nz](mailto:ServiceDesk@terracat.co.nz)>; Rodalyn Tamiao <[Rodalyn.Tamiao@terracat.co.nz](mailto:Rodalyn.Tamiao@terracat.co.nz)>  
**Subject:** [IT Service Desk] Re: FW: SUDUN2TSN002593A\_INV0321228;BCHC003058\_CNXGG\_NZLYT

Your request (338400) has been updated. To add additional comments, reply to this email.

---

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

13 Jul 2022, 10:04 NZST

Hey Natalia,

Could you please send through a screenshot of the entire error that says "cannot create a record in add to book value..." so that we can better understand what is going on as the screenshot you sent has cut the rest of the message off :)

|| 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](http://terracat.co.nz)

---

**Natalia Russo**

|| 13 Jul 2022, 09:48 NZST

Hi IT.

I'm trying to add the EQ054968 in the first line of this PO but it gives me the error below.

---

And Rodalyn gets this other error:

Can you please help us?

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:** Rodalyn Tamiao <[Rodalyn.Tamiao@terracat.co.nz](mailto:Rodalyn.Tamiao@terracat.co.nz)>

**Sent:** Tuesday, 12 July 2022 4:05 pm

**To:** Natalia Russo <[Natalia.Russo@terracat.co.nz](mailto:Natalia.Russo@terracat.co.nz)>

**Subject:** RE: SUDUN2TSN002593A\_INV0321228;BCHC003058\_CNXGG\_NZLYT

Hi Natalia,

We still have the same error 😞

Regards, Rodalyn Tamiao

---

**From:** Natalia Russo <[Natalia.Russo@terracat.co.nz](mailto:Natalia.Russo@terracat.co.nz)>

**Sent:** Tuesday, 12 July 2022 4:01 pm

**To:** Rodalyn Tamiao <[Rodalyn.Tamiao@terracat.co.nz](mailto:Rodalyn.Tamiao@terracat.co.nz)>

**Subject:** FW: SUDUN2TSN002593A\_INV0321228;BCHC003058\_CNXGG\_NZLYT

Hi Rodalyn,

Try now 😊

**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:** Rodalyn Tamiao <[Rodalyn.Tamiao@terracat.co.nz](mailto:Rodalyn.Tamiao@terracat.co.nz)>

**Sent:** Tuesday, 12 July 2022 1:44 pm

**To:** Natalia Russo <[Natalia.Russo@terracat.co.nz](mailto:Natalia.Russo@terracat.co.nz)>

**Subject:** RE: SUDUN2TSN002593A\_INV0321228;BCHC003058\_CNXGG\_NZLYT

Hi Natalia,

An Error pop up 😞

Regards, Rodalyn Tamiao

**From:** Natalia Russo <[Natalia.Russo@terracat.co.nz](mailto:Natalia.Russo@terracat.co.nz)>  
**Sent:** Tuesday, 12 July 2022 12:55 pm  
**To:** Rodalyn Tamiao <[Rodalyn.Tamiao@terracat.co.nz](mailto:Rodalyn.Tamiao@terracat.co.nz)>  
**Subject:** RE: SUDUN2TSN002593A\_INV C0321228;BCHC003058\_CN XGG\_NZLYT

Hi Rodalyn.

Please, try this **PO00334549**.

I cancelled PO00334374.

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:** Rodalyn Tamiao <[Rodalyn.Tamiao@terracat.co.nz](mailto:Rodalyn.Tamiao@terracat.co.nz)>  
**Sent:** Tuesday, 12 July 2022 11:12 am  
**To:** Natalia Russo <[Natalia.Russo@terracat.co.nz](mailto:Natalia.Russo@terracat.co.nz)>  
**Subject:** RE: SUDUN2TSN002593A\_INV C0321228;BCHC003058\_CN XGG\_NZLYT

Hi Natalia,

Good morning,

Kind you please add line from you PO for the split between with GST for \$570.46 and \$670 with No GST.  
I tried on my end to split them, but it doesn't give me any authority to do it. 😊

Thank you

Regards, Rodalyn Tamiao

**From:** Natalia Russo <[Natalia.Russo@terracat.co.nz](mailto:Natalia.Russo@terracat.co.nz)>

**Sent:** Wednesday, 6 July 2022 3:23 pm

**To:** Rodalyn Tamiao <[Rodalyn.Tamiao@terracat.co.nz](mailto:Rodalyn.Tamiao@terracat.co.nz)>

**Subject:** FW: SUDUN2TSN002593A\_INV0321228;BCHC003058\_CNXGG\_NZLYT

Hi Rodalyn.

I've created the PO00334374 for this invoice.

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:** [noreply.edmapac@dhl.com](mailto:noreply.edmapac@dhl.com) <[noreply.edmapac@dhl.com](mailto:noreply.edmapac@dhl.com)>

**Sent:** Thursday, 30 June 2022 3:04 pm

**To:** Natalia Russo <[Natalia.Russo@terracat.co.nz](mailto:Natalia.Russo@terracat.co.nz)>; fxinvoices <[fxinvoices@terracat.co.nz](mailto:fxinvoices@terracat.co.nz)>; Samantha Roberts <[Samantha.Roberts@terracat.co.nz](mailto:Samantha.Roberts@terracat.co.nz)>; Chantel Puffy <[Chantel.Puffy@terracat.co.nz](mailto:Chantel.Puffy@terracat.co.nz)>

**Cc:** [AR\\_COPY\\_DGFNZ@DHL.COM](mailto:AR_COPY_DGFNZ@DHL.COM); [INVOICE.NZ.OFR@DHL.COM](mailto:INVOICE.NZ.OFR@DHL.COM)

**Subject:** SUDUN2TSN002593A\_INV0321228;BCHC003058\_CNXGG\_NZLYT

**This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.**

Dear all, Please see the attached docs and Invoice for your reference.  
Please contact the below in case any further queries or concerns regarding  
invoices/general queries. Air Freight Queries - [invoicing.nz@dhl.com](mailto:invoicing.nz@dhl.com)  
General Queries - [production.admin@dhl.com](mailto:production.admin@dhl.com) Regards, Imports Team

Shipment Details			
House Bill Number	SUDUN2TSN002593A	Customs Reference Number	BCHC003058
Container Number	MRSU4487399	Country	NZ
Customer Purchase Number		Destination	NZLYT
Destination Country	NZ	File Number	BCHC003058
IOR Account Number	NZGOP001	Master Bill Number	SUDUN2TSN002593A...
Origin	CNXGG	Origin Country	CN
IncoTerm	CIF		

**Documents in this email:** DGF Customs Services Invoice, Commercial Invoice, Import Customs Declaration

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](#)

[653KZL-3D7QQ]

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

13 Jul 2022, 10:04 NZST

Hey Natalia,

Could you please send through a screenshot of the entire error that says "cannot create a record in add to book value..." so that we can better understand what is going on as the screenshot you sent has cut the rest of the message off :)

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**

13 Jul 2022, 09:48 NZST

Hi IT.

I'm trying to add the EQ054968 in the first line of this PO but it gives me the error below.

And Rodalyn gets this other error:

Can you please help us?

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)

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**From:** Rodalyn Tamiao <[Rodalyn.Tamiao@terracat.co.nz](mailto:Rodalyn.Tamiao@terracat.co.nz)>

**Sent:** Tuesday, 12 July 2022 4:05 pm

**To:** Natalia Russo <[Natalia.Russo@terracat.co.nz](mailto:Natalia.Russo@terracat.co.nz)>

**Subject:** RE: SUDUN2TSN002593A\_INVC0321228;BCHC003058\_CNXGG\_NZLYT

Hi Natalia,

We still have the same error 😞

Regards, Rodalyn Tamiao

---

**From:** Natalia Russo <[Natalia.Russo@terracat.co.nz](mailto:Natalia.Russo@terracat.co.nz)>

**Sent:** Tuesday, 12 July 2022 4:01 pm

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**Subject:** FW: SUDUN2TSN002593A\_INVC0321228;BCHC003058\_CNXGG\_NZLYT

Hi Rodalyn,

Try now 😊

**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:** Rodalyn Tamiao <[Rodalyn.Tamiao@terracat.co.nz](mailto:Rodalyn.Tamiao@terracat.co.nz)>

**Sent:** Tuesday, 12 July 2022 1:44 pm

**To:** Natalia Russo <[Natalia.Russo@terracat.co.nz](mailto:Natalia.Russo@terracat.co.nz)>

**Subject:** RE: SUDUN2TSN002593A\_INVC0321228;BCHC003058\_CNXGG\_NZLYT

Hi Natalia,

An Error pop up 😞



Regards, Rodalyn Tamiao

**From:** Natalia Russo <[Natalia.Russo@terracat.co.nz](mailto:Natalia.Russo@terracat.co.nz)>  
**Sent:** Tuesday, 12 July 2022 12:55 pm  
**To:** Rodalyn Tamiao <[Rodalyn.Tamiao@terracat.co.nz](mailto:Rodalyn.Tamiao@terracat.co.nz)>  
**Subject:** RE: SUDUN2TSN002593A\_INVC0321228;BCHC003058\_CNXGG\_NZLYT

Hi Rodalyn.

Please, try this **PO00334549**.

I cancelled PO00334374.

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:** Rodalyn Tamiao <[Rodalyn.Tamiao@terracat.co.nz](mailto:Rodalyn.Tamiao@terracat.co.nz)>  
**Sent:** Tuesday, 12 July 2022 11:12 am  
**To:** Natalia Russo <[Natalia.Russo@terracat.co.nz](mailto:Natalia.Russo@terracat.co.nz)>  
**Subject:** RE: SUDUN2TSN002593A\_INVC0321228;BCHC003058\_CNXGG\_NZLYT

Hi Natalia,

Good morning,

Kind you please add line from you PO for the split between with GST for \$570.46 and \$670 with No GST.  
I tried on my end to split them, but it doesn't give me any authority to do it. ☹️

---

**Maureen Aberilla** 13 July 2022, 13:58

Hi Natalia,

Please cancel Product Receipt.

Purchase order (1 - ggnz) - Purchase order: PO00334549, DHL GLOBAL FORWARDING (NZ) LTD

File Purchase order Purchase Manage Receive Invoice General Inquiries Interfaces

Arrival journal Picking journal WMS Posting receipts list Product receipt Intercompany picking list Pro forma receipts list Pro forma product receipt Generate Non conformance Quality management Receipts list Product receipt Create landed cost document Landed cost

PO00334549 : 1000025 - DHL GLOBAL FORWARDING (NZ) LTD

Purchase order header

Delivery date: 12/07/2022 Vendor: Contact ID: External reference: Vendor reference: RMA number:

Discounts

Total discount %: 0.00

Purchase order lines

Add line Add lines Remove

Serial number Configuration Item number NEWOSFRE NEWOSFRE NEWOSFRE NEWOSFRE

Product receipt journal (1 - ggnz) - Product receipt: C0321228, 1000025

Overview Lines

Preview/Print Vouchers View distributions Subledger journal entries Correct Cancel history EQ config journal

Purchase order	Product receipt	Date	Mode of delivery	Company	Sales order	Posted via intercompany
PO00334549	C0321228	12/07/2022				

Delivery date Adjusted u...

12/07/2022 0.00000

12/07/2022 0.00000

12/07/2022 0.00000

12/07/2022 0.00000

Line details

View updated product receipts

Close

Microsoft Dynamics

?

This will cancel the receipt of all lines on this delivery note. Do you want to continue?

Yes No

Infolog (1)

The following messages are just for your information and do not require you to take any action.

Message (01:25:47 pm)

Product receipt C0321228 has been cancelled.

Clear Close

Click line 1, then click the Update line then Deliver Remainder  
Cancel quantity

Purchase order (1 - ggnz) - Purchase order: PO00334549, DHL GLOBAL FORWARDING (NZ) LTD

**Purchase order header**

Delivery date: 12/07/2022 Vendor: Contact ID: External reference: Vendor reference: RMA number: Claim Ref. Invoice number: Division: Discounts: Total discount %: 0.00

**Purchase order lines**

Original line number	Line number	Warehouse	Location	Fleet / batch	Equipment	Serial number	Configuration	Item number	Product name	Quantity	Unit price	Net amount	Unit	Delivery remainder
1	1	60G			EQ054969			NEWOSFREIGHT	New Prime Product - Overseas Freight (Dire...	1.00	335.00	335.00	ea	1.0
2	2	60G			EQ054968			NEWOSFREIGHT	New Prime Product - Overseas Freight (Dire...	1.00	335.00	335.00	ea	1.0
3	3	60G			EQ054969			NEWOSFREIGHT	New Prime Product - Overseas Freight (Dire...	1.00	620.23	620.23	ea	1.0
4	4	60G			EQ054969			NEWOSFREIGHT	New Prime Product - Overseas Freight (Dire...	1.00	620.23	620.23	ea	1.0

**Line details**

Inventory Lot ID: L1031490809 GST Item GST group: ALL GST group: GST Posting Ledger account: 120110 Vendor invoice number: Date and time Created date and time: 12/07/2022 12:47:30 pm Invoice matching Matching policy: Three-way matching Invoice register Charge generated by: Returned order Return action: Scrap: ☐

**Update remaining quantity (1 - ggnz) - Purchase or...**

Purchase quantity: Deliver remainder: 0.00 Inventory quantity: Reason code: OK Cancel Cancel quantity

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

General Setup Address Product Delivery Picking Price and discount Project Foreign trade Fixed assets Financial dimensions

Update remaining quantity

Add a new line, you can now enter your equipment number  
Go to Setup tab in Line details and select Zero GST group and enter 120110 Ledger account.

Purchase order (1 - ggnz) - Purchase order: PO00334549, DHL GLOBAL FORWARDING (NZ) LTD

**Purchase order header**

**Purchase order lines**

Original line number	Line number	Warehouse	Location	Fleet / batch	Equipment	Serial number	Configuration	Item number	Product name	Quantity	Unit price	Net amount	Unit	Delivery remainder
1	1	60G			EQ054969			NEWOSFREIGHT	New Prime Product - Overseas Freight (Dire...	1.00	335.00	335.00	ea	1.0
2	2	60G			EQ054968			NEWOSFREIGHT	New Prime Product - Overseas Freight (Dire...	1.00	335.00	335.00	ea	1.0
3	3	60G			EQ054969			NEWOSFREIGHT	New Prime Product - Overseas Freight (Dire...	1.00	620.23	620.23	ea	1.0
4	4	60G			EQ054969			NEWOSFREIGHT	New Prime Product - Overseas Freight (Dire...	1.00	620.23	620.23	ea	1.0
5	5	60G			EQ054968			NEWOSFREIGHT	New Prime Product - Overseas Freight (Dire...	1.00	335.00	335.00	ea	1.0

**Line details**

Inventory Lot ID: L1031497676 GST Item GST group: ALL GST group: Zero Posting Ledger account: 120110 Vendor invoice number: Date and time Created date and time: 13/07/2022 01:50:41 pm Invoice matching Matching policy: Three-way matching Invoice register Charge generated by: Returned order Return action: Scrap: ☐

General Setup Address Product Delivery Picking Price and discount Project Foreign trade Fixed assets Financial dimensions

Identification of the item lot.

Receipt your PO  
This should now be ready for Rodalyn to invoice.

Cheers,  
Maureen

Natalia Russo 13 July 2022, 14:10

Hi Maureen

I did every single step you explained. Into the PO it looks okay, but shows me as Open Order.

<input type="checkbox"/>	Purchase order	Vendor account	Name	Invoice account	Purchase type	Status	Approval status	Orderer	Created date
	PO00334549								
	PO00334549	1000025	DHL GLOBAL FORWARDIN...	1000025	Purchase order	Open order	Confirmed	Natalia Russo	12/07/2022

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:** Maureen Aberilla (IT Service Desk) <support@itsdterracat.zendesk.com>  
**Sent:** Wednesday, 13 July 2022 1:59 pm  
**To:** Natalia Russo <Natalia.Russo@terracat.co.nz>  
**Subject:** [IT Service Desk] Ticket Resolved: FW: SUDUN2TSN002593A\_INVC0321228;BCHC003058\_CNXGG\_NZLYT

Your request (338400) 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.

**Maureen Aberilla (ITSD - Terra Cat)**

13 Jul 2022, 13:58 NZST

Hi Natalia,

Please cancel Product Receipt.

Purchase order (1 - ggnz) - Purchase order: PO00334549, DHL GLOBAL FORWARDING (NZ) LTD

File Purchase order Purchase Manage Receive Invoice General Inquiries Interfaces

Arrival journal VMS Picking journal Posting receipts list Product receipt Intercompany picking list Pro forma receipts list Pro forma product receipt Non conformance orders Quality orders Receipts list Journals Create landed cost document\* Landed cost

PO00334549 : 1000025 - DHL GLOBAL FORWARDING (NZ) LTD

**Purchase order header**

Delivery: Delivery date: 12/07/2022, Earliest confirmed delivery: , Discounts: Total discount %: 0.00

Vendor: Contact ID: , Vendor reference: , RMA number:

External reference:

**Purchase order lines**

Add line Add lines Remove

Serial number	Configuration	Item number	Description	Quantity	Unit of measure	Delivery date	Adjusted unit cost
		NEWOSFRE				12/07/2022	0.00000
		NEWOSFRE				12/07/2022	0.00000
		NEWOSFRE				12/07/2022	0.00000
		NEWOSFRE				12/07/2022	0.00000

**Product receipt journal (1 - ggnz) - Product receipt: C0321228, 1000025**

File Overview Lines

Preview/Print\* Vouchers View distributions Subledger journal entries Correct Cancel History EQ config journal

Purchase order	Product receipt	Date	Terms	Mode of delivery	Company	Sales order	Posted via intercompany
PO00334549	C0321228	12/07/2022					<input type="checkbox"/>

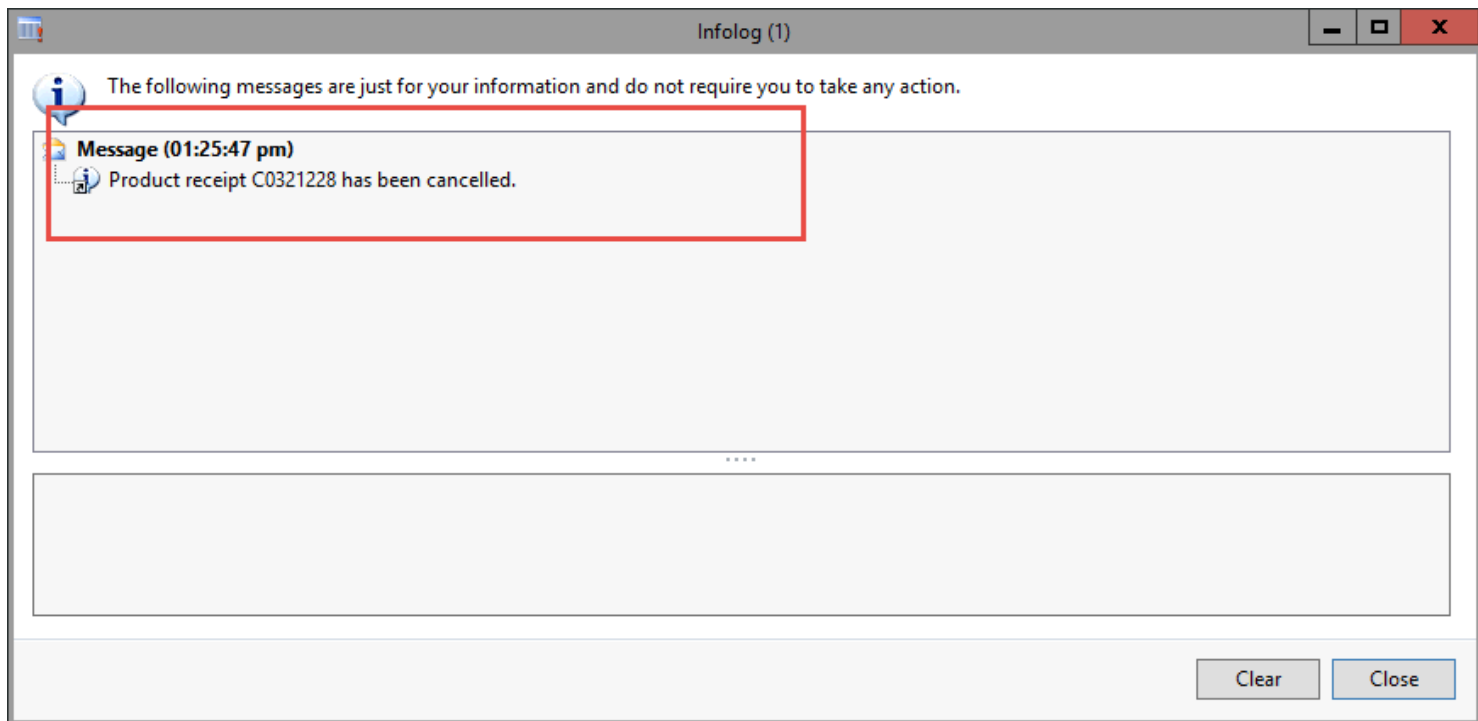
Delivery date: 12/07/2022, Adjusted unit cost: 0.00000

Line details: View updated product receipts

Microsoft Dynamics

This will cancel the receipt of all lines on this delivery note. Do you want to continue?

Yes No



Click line 1, then click the Update line then Deliver Remainder  
Cancel quantity

Purchase order (1 - ggnz) - Purchase order: PO00334549, DHL GLOBAL FORWARDING (NZ) LTD

File Purchase order Purchase Manage Receive Invoice General Inquiries Interfaces

Purchase order From a sales order Edit Request change 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 request Import Lines

PO00334549: 100025 - DHL GLOBAL FORWARDING (NZ) LTD Open order Latest purchase orders

**Purchase order header**

Delivery Vendor External reference

Delivery date: 12/07/2022 Contact ID: Vendor reference: RMA number: Claim Ref. Invoice number: Division:

Earliest confirmed delivery: 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

Original line number	Line number	Warehouse	Location	Fleet / batch	Equipment	Serial number	Configuration	Item number	Product name	Quantity	Unit price	Net amount	Unit	Delivery remainder
1	1	60G						NEWSFREIGHT	New Prime Product - Overseas Freight (Dire...	1.00	335.00	335.00	ea	1.0
2	2	60G			EQ054969			NEWSFREIGHT	New Prime Product - Overseas Freight (Dire...	1.00	335.00	335.00	ea	1.0
3	3	60G			EQ054968			NEWSFREIGHT	New Prime Product - Overseas Freight (Dire...	1.00	620.23	620.23	ea	1.0
4	4	60G			EQ054969			NEWSFREIGHT	New Prime Product - Overseas Freight (Dire...	1.00	620.23	620.23	ea	1.0

**Line details**

Inventory Lot ID: LI031490809 Item GST group: ALL GST group: GST Posting Ledger account: 120110 Invoice matching Matching policy: Three-way matching Invoice register Charge generated by: Returned order Return action: Scrap: ☐ Date and time Created date and time: 12/07/2022 12:47:30 pm Delivery Confirmed delivery date: Delivery type:

**Update remaining quantity (1 - ggnz) - Purchase or...**

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.

General Setup Address Product Delivery Picking Price and discount Project Foreign trade Fixed assets Financial dimensions

Update remaining quantity 189 NZD ggnz Close

Add a new line, you can now enter your equipment number

Go to Setup tab in Line details and select Zero GST group and enter 120110 Ledger account.

Purchase order (1 - ggnz) - Purchase order: PO00334549, DHL GLOBAL FORWARDING (NZ) LTD

File Purchase order Purchase Manage Receive Invoice General Inquiries Interfaces

Arrival journal Picking journal Posting receipts list Product receipt Intercompany picking list Pro forma receipts list Pro forma product receipt Non conformance orders Quality management Receipts list Product receipt Create landed cost document Landed cost

PO00334549 : 1000025 - DHL GLOBAL FORWARDING (NZ) LTD Received Latest purchase orders

Purchase order header

Purchase order lines

Original line number	Line number	Warehouse	Location	Fleet / batch	Equipment	Serial number	Configuration	Item number	Product name	Quantity	Unit price	Net amount	Unit	Delivery remainder
1	1	60G						NEWOSFREIGHT	New Prime Product - Overseas Freight (Dire...	1.00	335.00	335.00	ea	
2	2	60G			EQ054969			NEWOSFREIGHT	New Prime Product - Overseas Freight (Dire...	1.00	335.00	335.00	ea	
3	3	60G			EQ054968			NEWOSFREIGHT	New Prime Product - Overseas Freight (Dire...	1.00	620.23	620.23	ea	
4	4	60G			EQ054969			NEWOSFREIGHT	New Prime Product - Overseas Freight (Dire...	1.00	620.23	620.23	ea	
5	5	60G			EQ054968			NEWOSFREIGHT	New Prime Product - Overseas Freight (Dire...	1.00	335.00	335.00	ea	

Line details

Inventory Lot ID: LI031497676

GST Item GST group: ALL GST group: Zero

Invoice matching Matching policy: Three-way matching

Posting Ledger account: 120110

Invoice register Vendor invoice number:

Charge generated by:

Date and time Created date and time: 13/07/2022 01:50:41 pm

Returned order Return action:

Scrap:

Inventory Quantity:

Invoice remainder:

Interface quantities Sent:

To Be Sent:

Delivery Confirmed delivery date:

Delivery type:

General Setup Address Product Delivery Picking Price and discount Project Foreign trade Fixed assets Financial dimensions

Identification of the item lot.

189 NZD ggnz Close

## Receipt your PO

This should now be ready for Rodalyn to invoice.

Cheers,  
Maureen



**Natalia Russo**

13 Jul 2022, 10:39 NZST

Thanks Jess 😊

**Natalia Russo**

**Product Manager - Terra Power Systems**

16 Branstons 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](mailto:support@itsdterracat.zendesk.com)>

**Sent:** Wednesday, 13 July 2022 10:31 am

**To:** Natalia Russo <[Natalia.Russo@terracat.co.nz](mailto:Natalia.Russo@terracat.co.nz)>

**Cc:** IT Service Desk <[ServiceDesk@terracat.co.nz](mailto:ServiceDesk@terracat.co.nz)>; Rodalyn Tamiao <[Rodalyn.Tamiao@terracat.co.nz](mailto:Rodalyn.Tamiao@terracat.co.nz)>

**Subject:** [IT Service Desk] Re: FW: SUDUN2TSN002593A\_INV0321228;BCHC003058\_CNXGG\_NZLYT

Your request (338400) has been updated. To add additional comments, reply to this email.

---

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

13 Jul 2022, 10:30 NZST

Thank you :)

I am going to have to pass this onto Maureen and Sue as I don't know why it won't let you add in the equipment. I am wondering if it is because the line is in received status but Maureen and Sue will be able to confirm 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](mailto:Jess.Beattie@terracat.co.nz) W: [terracat.co.nz](http://terracat.co.nz)

---

**Natalia Russo**

|| 13 Jul 2022, 10:14 NZST

Hi Jess.

Absolutely, here it's 😊

---

**Natalia Russo**

**Product Manager - Terra Power Systems**

16 Branstons 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](mailto:support@itsdterracat.zendesk.com)>  
**Sent:** Wednesday, 13 July 2022 10:04 am  
**To:** Natalia Russo <[Natalia.Russo@terracat.co.nz](mailto:Natalia.Russo@terracat.co.nz)>  
**Cc:** IT Service Desk <[ServiceDesk@terracat.co.nz](mailto:ServiceDesk@terracat.co.nz)>; Rodalyn Tamiao <[Rodalyn.Tamiao@terracat.co.nz](mailto:Rodalyn.Tamiao@terracat.co.nz)>  
**Subject:** [IT Service Desk] Re: FW: SUDUN2TSN002593A\_INV0321228;BCHC003058\_CNXGG\_NZLYT

Your request (338400) has been updated. To add additional comments, reply to this email.

---

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

13 Jul 2022, 10:04 NZST

Hey Natalia,

Could you please send through a screenshot of the entire error that says "cannot create a record in add to book value..." so that we can better understand what is going on as the screenshot you sent has cut the rest of the message off :)

|| 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**

|| 13 Jul 2022, 09:48 NZST

Hi IT.

I'm trying to add the EQ054968 in the first line of this PO but it gives me the error below.

---

And Rodalyn gets this other error:

Can you please help us?

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:** Rodalyn Tamiao <[Rodalyn.Tamiao@terracat.co.nz](mailto:Rodalyn.Tamiao@terracat.co.nz)>

**Sent:** Tuesday, 12 July 2022 4:05 pm

**To:** Natalia Russo <[Natalia.Russo@terracat.co.nz](mailto:Natalia.Russo@terracat.co.nz)>

**Subject:** RE: SUDUN2TSN002593A\_INVC0321228;BCHC003058\_CNXGG\_NZLYT

Hi Natalia,

We still have the same error 😊

Regards, Rodalyn Tamiao

---

**From:** Natalia Russo <[Natalia.Russo@terracat.co.nz](mailto:Natalia.Russo@terracat.co.nz)>

**Sent:** Tuesday, 12 July 2022 4:01 pm

**To:** Rodalyn Tamiao <[Rodalyn.Tamiao@terracat.co.nz](mailto:Rodalyn.Tamiao@terracat.co.nz)>

**Subject:** FW: SUDUN2TSN002593A\_INVC0321228;BCHC003058\_CNXGG\_NZLYT

Hi Rodalyn,

Try now 😊

**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:** Rodalyn Tamiao <[Rodalyn.Tamiao@terracat.co.nz](mailto:Rodalyn.Tamiao@terracat.co.nz)>

**Sent:** Tuesday, 12 July 2022 1:44 pm

**To:** Natalia Russo <[Natalia.Russo@terracat.co.nz](mailto:Natalia.Russo@terracat.co.nz)>

**Subject:** RE: SUDUN2TSN002593A\_INVC0321228;BCHC003058\_CNXGG\_NZLYT

Hi Natalia,

An Error pop up 😊

Regards, Rodalyn Tamiao

**From:** Natalia Russo <[Natalia.Russo@terracat.co.nz](mailto:Natalia.Russo@terracat.co.nz)>

**Sent:** Tuesday, 12 July 2022 12:55 pm

**To:** Rodalyn Tamiao <[Rodalyn.Tamiao@terracat.co.nz](mailto:Rodalyn.Tamiao@terracat.co.nz)>

**Subject:** RE: SUDUN2TSN002593A\_INV0321228;BCHC003058\_CNXGG\_NZLYT

Hi Rodalyn.

Please, try this **PO00334549**.

I cancelled PO00334374.

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:** Rodalyn Tamiao <[Rodalyn.Tamiao@terracat.co.nz](mailto:Rodalyn.Tamiao@terracat.co.nz)>

**Sent:** Tuesday, 12 July 2022 11:12 am

**To:** Natalia Russo <[Natalia.Russo@terracat.co.nz](mailto:Natalia.Russo@terracat.co.nz)>

**Subject:** RE: SUDUN2TSN002593A\_INV0321228;BCHC003058\_CNXGG\_NZLYT

Hi Natalia,

Good morning,

Kind you please add line from you PO for the split between with GST for \$570.46 and \$670 with No GST.

I tried on my end to split them, but it doesn't give me any authority to do it. 😊

Thank you

Regards, Rodalyn Tamiao

**From:** Natalia Russo <[Natalia.Russo@terracat.co.nz](mailto:Natalia.Russo@terracat.co.nz)>

**Sent:** Wednesday, 6 July 2022 3:23 pm

**To:** Rodalyn Tamiao <[Rodalyn.Tamiao@terracat.co.nz](mailto:Rodalyn.Tamiao@terracat.co.nz)>

**Subject:** FW: SUDUN2TSN002593A\_INVC0321228;BCHC003058\_CNXGG\_NZLYT

Hi Rodalyn.

I've created the PO00334374 for this invoice.

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:** [noreply.edmapac@dhl.com](mailto:noreply.edmapac@dhl.com) <[noreply.edmapac@dhl.com](mailto:noreply.edmapac@dhl.com)>

**Sent:** Thursday, 30 June 2022 3:04 pm

**To:** Natalia Russo <[Natalia.Russo@terracat.co.nz](mailto:Natalia.Russo@terracat.co.nz)>; fxinvoices <[fxinvoices@terracat.co.nz](mailto:fxinvoices@terracat.co.nz)>; Samantha Roberts <[Samantha.Roberts@terracat.co.nz](mailto:Samantha.Roberts@terracat.co.nz)>; Chantel Puffy <[Chantel.Puffy@terracat.co.nz](mailto:Chantel.Puffy@terracat.co.nz)>

**Cc:** [AR\\_COPY\\_DGFNZ@DHL.COM](mailto:AR_COPY_DGFNZ@DHL.COM); [INVOICE.NZ.OFR@DHL.COM](mailto:INVOICE.NZ.OFR@DHL.COM)

**Subject:** SUDUN2TSN002593A\_INVC0321228;BCHC003058\_CNXGG\_NZLYT

**This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.**

Dear all, Please see the attached docs and Invoice for your reference.  
Please contact the below in case any further queries or concerns regarding  
invoices/general queries. Air Freight Queries - [invoicing.nz@dhl.com](mailto:invoicing.nz@dhl.com)  
General Queries - [production.admin@dhl.com](mailto:production.admin@dhl.com) Regards, Imports Team

Shipment Details			
House Bill Number	SUDUN2TSN002593A	Customs Reference Number	BCHC003058
Container Number	MRSU4487399	Country	NZ
Customer Purchase Number		Destination	NZLYT
Destination Country	NZ	File Number	BCHC003058
IOR Account Number	NZGOP001	Master Bill Number	SUDUN2TSN002593A...
Origin	CNXGG	Origin Country	CN
IncoTerm	CIF		

**Documents in this email:** DGF Customs Services Invoice, Commercial Invoice, Import Customs Declaration

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

13 Jul 2022, 10:04 NZST

Hey Natalia,

Could you please send through a screenshot of the entire error that says "cannot create a record in add to book value..." so that we can better understand what is going on as the screenshot you sent has cut the rest of the message off :)

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**

13 Jul 2022, 09:48 NZST

Hi IT.

I'm trying to add the EQ054968 in the first line of this PO but it gives me the error below.

And Rodalyn gets this other error:

Can you please help us?

Thanks,

**Natalia Russo**

**Product Manager - Terra Power Systems**

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

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

**From:** Rodalyn Tamiao <[Rodalyn.Tamiao@terracat.co.nz](mailto:Rodalyn.Tamiao@terracat.co.nz)>

**Sent:** Tuesday, 12 July 2022 4:05 pm

**To:** Natalia Russo <[Natalia.Russo@terracat.co.nz](mailto:Natalia.Russo@terracat.co.nz)>

**Subject:** RE: SUDUN2TSN002593A\_INVVC0321228;BCHC003058\_CNXGG\_NZLYT

Hi Natalia,

We still have the same error ☹️

Regards, Rodalyn Tamiao

**From:** Natalia Russo <[Natalia.Russo@terracat.co.nz](mailto:Natalia.Russo@terracat.co.nz)>

**Sent:** Tuesday, 12 July 2022 4:01 pm

**To:** Rodalyn Tamiao <[Rodalyn.Tamiao@terracat.co.nz](mailto:Rodalyn.Tamiao@terracat.co.nz)>

**Subject:** FW: SUDUN2TSN002593A\_INVVC0321228;BCHC003058\_CNXGG\_NZLYT

**Maureen Aberilla** 13 July 2022, 14:18

Hi Natalia - the line status didn't update for some reason after you cancelled quantity that is why the PO header status is 'Open Order'

Purchase order (1 - ggnz) - Purchase order: PO00334549, 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 Cancel Header view Line view From all From journal Ordering configuration Totals Order class filter Backorder review Equipment builder Equipment Generate number Warranty Change segment Generate from template Attachments Attachments Reservation Create reservation

PO00334549 : 1000025 - DHL GLOBAL FORWARDING (NZ) LTD

**Purchase order header**

**Delivery**  
Delivery date: 12/07/2022  
Earliest confirmed delivery:

**Vendor**  
Contact ID:

**External reference**  
Vendor reference:  
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

	Adjusted net amount	Original price	Landed Cost Numbers	Expected warehouse arrival ...	Actual warehouse arrival d...	Line status	Shipping status	SOS	Type	Level	Exter
	0.00	0.00				Open order				0	
	0.00	0.00				Received				0	
	0.00	0.00				Received				0	
	0.00	0.00				Received				0	
	0.00	0.00				Received				0	

Hi Rodalyn - please go ahead and invoice lines 2-5 anyway and we'll deal with line 1 after the fact?

Cheers,  
Maureen