

Submitted 19 August 2021 at 11:29 **Received via** Mail **Requester** Jaymie Nixon <jaymie.nixon@goughgroup.co.nz>

CCs
Jess Beattie <jess.beattie@goughgroup.co.nz>, Justine O'Connell <justine.oconnell@goughgroup.co.nz>, Maureen Aberilla <maureen.aberilla@goughcat.co.nz>, Sue Petersen <sue.petersen@goughgroup.co.nz>, Jenny Fuller <jenny.fuller@goughcat.co.nz>

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

Category
NAXT

Jaymie Nixon August 19, 2021 at 11:29 AM

Hi,

Can you please advise how to clear this error so 10A0042577 can be receipted in.

Thank you!

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

Posting

Purchase order: 10A0042577

Voucher RCV0715344

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

ⓘ MainAccount 121132.

ⓘ Department EPT.

ⓘ CostCentre 1061.

ⓘ Location 10.

ⓘ SalesPerson NA.

ⓘ Equipment <blank>.

ⓘ ProductGroup PTS070.



ⓘ The combination was not validated beyond the ProjectID financial dimension.

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

ⓘ Reported from company accounts ggnz

✖ Posting has been cancelled.

✖ An error occurred during update

Jaymie Nixon
Parts Support Administrator - Terra Cat
Branston Street, PO Box 16-168, Christchurch, 8441
DDI: +6439832481
E: Jaymie.Nixon@terracat.co.nz | W: terracat.co.nz |  



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Jess Beattie August 19, 2021 at 11:54 AM

Internal note

Hey Jaymie,
Is this PO attached to a service call at all do you know?

Kind regards,

Jess Beattie
Service Desk Analyst - Terra Cat
24 Amyes Road, PO Box 16168, Christchurch, 8042
DDI: 0800 95 95 98 option 1
E: Jess.Beattie@terracat.co.nz | W: terracat.co.nz |  

From: Blair Doherty (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Thursday, 19 August 2021 11:36 am

To: Jess Beattie <Jess.Beattie@terracat.co.nz>
Subject: [IT Service Desk] Assignment: 10A0042577

You have been assigned to this ticket ([#320828](#)).

Jaymie Nixon

19 Aug 2021, 11:29 GMT+12

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You are an agent. Add a comment by replying to this email or [view ticket in Zendesk Support](#)

Ticket # 320828
Status Open
Requester Jaymie Nixon
CCs -
Followers -
Group Service Desk
Assignee Jess Beattie
Priority -
Type Ticket
Channel By Mail

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Jaymie Nixon August 19, 2021 at 11:56 AM

Hi Jess,

No, it's not attached to a service call. This PO is for painting metal plates that we stock as Parts.

Thanks,

Jaymie Nixon

Parts Support Administrator - Terra Cat

Branston Street, PO Box 16-168, Christchurch, 8441

DDI: +6439832481

E: Jaymie.Nixon@terracat.co.nz | W: terracat.co.nz |  



From: Jess Beattie <Jess.Beattie@terracat.co.nz>

Sent: Thursday, 19 August 2021 11:54 AM

To: IT Service Desk <support+id7MP2K4-7QM0@itsdterracat.zendesk.com>

Cc: Jaymie Nixon <Jaymie.Nixon@terracat.co.nz>

Subject: RE: [IT Service Desk] Assignment: 10A0042577

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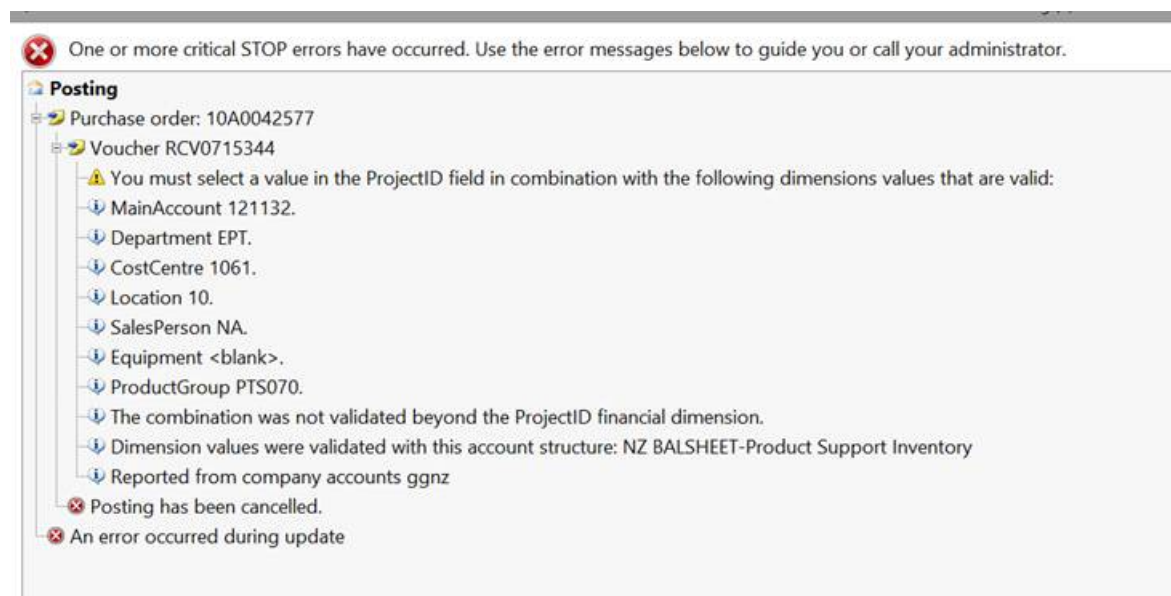
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Assignee Jess Beattie
Priority -
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Jess Beattie August 19, 2021 at 12:04 PM

Internal note

Hey Maureen and Sue,
If a PO isn't attached to a service call, why would it still ask for a project ID? Or does it need to be attached to a service call in some way? Is there steps that Jaymie is missing?
I usually know how to fix this error if it is regarding a service call but not a PO 🙄

Kind regards,

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Reported from company accounts ggnz

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Assignee Jess Beattie
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Maureen Aberilla August 23, 2021 at 1:00 PM

Internal note

Hi [Jess Beattie](#) - Justine updated the account structure last month - please refer to ticket 317202. This is how Parts has been raising PO's for Plates for Parts Stocks then they send it out to be painted. It's a Finance question as they've done the change.

In Sandbox, I ticked the ProjID account structure to allow for blanks and I was able to successfully receipt the PO.

MainAccount	Department	CostCentre	Location	SalesPerson	Equipment	ProductGroup	ProjectID	ProductionID	Contract
GGHO BALSHEET (Draft)	121150.121159:2	14 combinations							
GGHO P&L- All Profit and Loss (Active)	121100.121109:1	4 combinations							
LHZ All Accounts (Draft)	121110	5 combinations							
LZA All Accounts (Active)	121120	2 combinations							
NZ BALSHEET (Addn dims rpd) (Active)	121130	2 combinations							
NZ BALSHEET (Dept only) (Active)	121132								
NZ BALSHEET (First 4) (Active)	ESV	1001.1020	<all values>	<all values>	<all values>	<all values>	<all values>	<all values>	<all values>
NZ BALSHEET (Trig Cir) (Active)	EPT	1063.1070.1061	<all values>	<all values>	<all values>	PTS*	<all values>	<all values>	<all values>
NZ BALSHEET-Bank (Active)	EPS	1051.1053	<all values>	<all values>	EQ*	<all values>	SC*	<all values>	<all values>
NZ BALSHEET-Prime Product Inventory (Active)	226130	2 combinations							
NZ BALSHEET-Product Support Inventory (Draft)	122100.122699:1	11 combinations							
NZ BALSHEET-Production Inventory (Active)	121160	3 combinations							
NZ BALSHEET-Rental Assets (Active)	121999	EEN	1091	00;10;60	NA	<all values>	<all values>	<all values>	<all values>
NZ BALSHEET-Warranty and Provisions (Active)	131110	ESV	1020	00	na	<all values>	<all values>	<all values>	<all values>
NZ Interunit temp change (Draft)									
NZ Inventory - Naxt Trsprt Removal (Draft)									
NZ Inventory - NAXT removal Trsprt (Draft)									
NZ MIGRATION (Draft)									

Cheers,
Maureen

Maureen Aberilla August 23, 2021 at 1:08 PM

Hi Jenny,

The account structure was updated last month so Outwork Clearing postings will now require a ProjID - The error is coming from that change and not segregation of duties. Should this PO use another item number instead of OWM or are you going to open the account structure to allow blank ProjID?

Cheers,
Maureen

Maureen Aberilla August 23, 2021 at 5:09 PM

Hi Jaymie,

As per my discussion with Jenny, Justine and Sue P, can you please create a second line in your PO and use SUNDRY item number. Fill qty and amount for the second line. Once done, cancel the 1st line

Purchase order (1 - ggnz) - Purchase order: 10A0042577, Counties Commercial & Industrial Painting Ltd, Purchase order: 10A0042577

File Purchase order Purchase Manage Receive Invoice General Inquiries Interfaces

Purchase order From a sales order Edit Request change Cancel Header view Line view From all From journal Ordering configuration Add Totals Order class filter Backorder review Equipment builder Equipment Generate number Warranty Change segment Service Generate from template Attachments Attachments Reservation Create reservation Reservation Create reservation request Import Lines Import...

10A0042577 : 1004224 - Counties Commercial & Industrial Painting Ltd

Purchase order header

Delivery: 18/06/2021 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 Equipment

Original line num... Line num... Wareho... Locati... Fleet / batch Equipm... Serial nu... Configur... Item r Line number Quant... Unit pr... Net amo... Unit Delivery rema... Invoice rema... Curre... Exchan

1 1 10A OWM Renumber 20.00 24.00 480.00 each 20.00 NZD PUR-PTS

Update: Deliver remainder Finalise Process: Registration Pick Purchase agreement: Create link Attached Remove link

Update remaining quantity (1 - ggnz) - Purchase or... OK Cancel Cancel quantity

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

Line details

61 NZD ggnz Close

Reconfirm PO and Receipt the 2nd (or new) line.

Since OWM is not the correct item number to use, Jenny will schedule a meeting with Brett White to discuss on the best way to handle additional costs for metal plates (ie painting, etc) going forward.

Cheers,
Maureen

Jess Beattie August 24, 2021 at 7:27 AM

Internal note

Thank you for sorting this 😊
Another one to add to my notes

Kind regards,

Jess Beattie
Service Desk Analyst - Terra Cat
24 Amyes Road, PO Box 16168, Christchurch, 8042
DDI: 0800 95 95 98 option 1
E: Jess.Beattie@terracat.co.nz | W: terracat.co.nz | [f](#) [ig](#)



From: Maureen Aberilla (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Monday, 23 August 2021 5:10 pm
To: Jess Beattie <Jess.Beattie@terracat.co.nz>
Subject: [IT Service Desk] Re: 10A0042577

This ticket ([#320828](#)) has been updated.
itsdterracat.zendesk.com/agent/tickets/320828

Maureen Aberilla (ITSD - Terra Cat)

23 Aug 2021, 17:09 GMT+12

Hi Jaymie,

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10A0042577: 1004224 - Counties Commercial & Industrial Painting Ltd Received Latest purchase orders

Purchase order header

Delivery Vendor External reference

Delivery date: 18/06/2023 Contact ID: 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 Equipment

Original line nu...	Line num...	Wareho...	Locati...	Fleet / batch	Equipm...	Serial nu...	Configurat...	Item r	Line number	Quant...	Unit pr...	Net amo...	Unit	Delivery rema...	Invoice rema...	Curre...	Exchan
1	1	10A						OWM /	Renumbr	20.00	24.00	480.00	each		20.00	NZD	PUR-PTS

Update

Deliver remainder

Finalise

Process

Registration

Pick

Purchase agreement

Create link

Attached

Remove link

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

Purchase quantity

Deliver remainder: [input]

Inventory quantity

Reason code: [dropdown]

OK Cancel Cancel quantity

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

Line details

Purchase delivery date

Close

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Status Solved
Requester Jaymie Nixon
CCs Jenny Fuller
Followers Jess Beattie, Justine O'Connell, Maureen Aberilla, Sue Petersen
Group Service Desk
Assignee Jess Beattie
Priority Normal
Type Problem
Channel By Mail

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Jaymie Nixon August 24, 2021 at 8:43 AM



Good morning Maureen,

There is no Sundry option under the Service order class. I've created a new PO (10A0043567) with Overhead as the order class and used Sundry expense.

The original PO - 10A0042577 has now been cancelled.

Thanks very much for your help sorting this.

Regards,

Jaymie Nixon
Parts Support Administrator - Terra Cat
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Sent: Monday, 23 August 2021 5:10 PM
To: Jaymie Nixon <Jaymie.Nixon@terracat.co.nz>
Subject: [IT Service Desk] Ticket Resolved: 10A0042577

Your request (320828) 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)

23/08/2021, 5:09 pm NZST

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Deliver remainder

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

Purchase quantity

Deliver remainder: []

Inventory quantity

Reason code: []

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ProductGroup PTS070.

The combination was not validated beyond the ProjectID financial dimension.

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

Reported from company accounts ggnz

Posting has been cancelled.

An error occurred during update

Jaymie Nixon

Parts Support Administrator - Terra Cat

Branston Street, PO Box 16-168, Christchurch, 8441

DDI: +6439832481

E: Jaymie.Nixon@terra.cat.co.nz | W: terra.cat.co.nz | [f](#) [i](#)



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Ticket # 320828

Status Open

Requester Jaymie Nixon

CCs -

Followers -

Group Service Desk

Assignee Jess Beattie

Priority -

Type Ticket

Channel By Mail

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Jaymie Nixon

19/08/2021, 11:29 am NZST

Hi,

Can you please advise how to clear this error so 10A0042577 can be receipted in.

Thank you!

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

Posting

📄 Purchase order: 10A0042577

📄 Voucher RCV0715344

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

📌 MainAccount 121132.

📌 Department EPT.

📌 CostCentre 1061.

📌 Location 10.

📌 SalesPerson NA.

📌 Equipment <blank>.

📌 ProductGroup PTS070.

📌 The combination was not validated beyond the ProjectID financial dimension.

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

📌 Reported from company accounts ggnz

❌ Posting has been cancelled.

❌ An error occurred during update

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Maureen Aberilla August 24, 2021 at 8:49 AM

Thanks too Jaymie for letting us know.

Regards,
Maureen

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