

# **#332272 Access to Warranty Claims**

Submitted Received via Requester

16 March 2022 at 09:55 Web Form Michaela Reynolds <michaela.reynolds@goughcat.co.nz>

StatusTypePriorityGroupAssigneeOpen-NormalService DeskJess Beattie

Category

**NAXT** 

Jess Beattie March 16, 2022 at 09:55

Hi Team,

I need access to the Warranty Claims side of Naxt for some tasks I have been asked to carry out for the Sales Admin team, are you able to copy Jennie McMath's profile for this, also am I able to be changed from 26A to 26B?

Cheers.

#### Michaela Reynolds Branch Administrator - Terra Cat

20 Bennett Street, PO Box 1141, Palmerston North, 4440

DDI: +6469533645



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** March 16, 2022 at 12:59

Internal note

Bradley Harrison do we need approval from her manager for this?

Bradley Harrison March 16, 2022 at 13:00

Internal note

Yup

**Bradley Harrison** 

**Business Systems Manager - Terra Cat** 

24 Amyes Road, Hornby, PO Box 16168, Christchurch, 8441

**M**: +6421589126 | **DDI**: +6439433122



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

Sent: Wednesday, 16 March 2022 12:59 pm

Cc: Bradley Harrison <Bradley.Harrison@terracat.co.nz>

Subject: Access to Warranty Claims

# Jess Beattie (ITSD - Terra Cat)

Mar 16, 2022, 12:59 GMT+13

#### Private note

Bradley Harrison do we need approval from her manager for this?

## Jess Beattie (ITSD - Terra Cat)

Mar 16, 2022, 9:55 GMT+13

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Cheers,

#### Michaela Reynolds

#### **Branch Administrator - Terra Cat**

20 Bennett Street, PO Box 1141, Palmerston North, 4440

**DDI:** +6469533645

E: Michaela.Reynolds@terracat.co.nz | W: terracat.co.nz | III 0



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

itsdterracat.zendesk.com/agent/tickets/332272

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

Ticket # 332272

Status Open

Requester Michaela Reynolds

CCs -

Followers Bradley Harrison

Group Service Desk
Assignee Jess Beattie
Priority Normal
Type Ticket
Channel Web Form

This email is a service from ITSD - Terra Cat. Delivered by Zendesk

[RKWXM4-RKQ5G]Ticket-Id:332272Account-Subdomain:itsdterracat

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Jess Beattie March 16, 2022 at 13:05

Hey Michaela,

For you to gain access to the warranty claims area, we just need an approval email from your manager please :) Also, how long will you need this access for?

I have changed your warehouse default to 26B - you will need to close and reopen naxt for that change to take effect 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 March 16, 2022 at 14:41

Internal note

Awesome, thank you for that. I will get that sorted for you ©

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 | 1 0



From: Stephen Frayle <stephen.frayle@terracat.co.nz>

Sent: Wednesday, 16 March 2022 2:19 pm

To: Michaela Reynolds < Michaela. Reynolds @terracat.co.nz >

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

Subject: RE: [IT Service Desk] Re: Access to Warranty Claims

Approved ... indefinitely at this stage please.

# Stephen Frayle

National Finance and Sales Support Manager - Terra Cat

24 Amyes Rd, Hornby, PO Box 16-168, Christchurch, 8441

M: +64212877744 | **DDI**: +6439832491



From: Michaela Reynolds < Michaela.Reynolds@terracat.co.nz >

Sent: Wednesday, 16 March 2022 2:04 pm

To: Stephen Frayle <stephen.frayle@terracat.co.nz> Cc: Jess Beattie < Jess.Beattie@terracat.co.nz>

Subject: FW: [IT Service Desk] Re: Access to Warranty Claims

Hi Stephen,

Would you please provide the info Jess has requested?

Many thanks,

Michaela Reynolds **Branch Administrator - Terra Cat** 

20 Bennett Street, PO Box 1141, Palmerston North, 4440

**DDI:** +6469533645

E: Michaela.Reynolds@terracat.co.nz | W: terracat.co.nz | III 0





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

Sent: Wednesday, 16 March 2022 1:05 pm

To: Michaela Reynolds < Michaela.Reynolds@terracat.co.nz > Subject: [IT Service Desk] Re: Access to Warranty Claims

Your request (332272) has been updated. To add additional comments, reply to this email.

## Jess Beattie (ITSD - Terra Cat)

16/03/2022, 13:05 NZDT

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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 (ITSD - Terra Cat)

16/03/2022, 9:55 NZDT

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20 Bennett Street, PO Box 1141, Palmerston North, 4440

**DDI:** +6469533645

E: Michaela.Reynolds@terracat.co.nz   W: terracat.co.nz
Kind regards,
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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

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[RKWXM4-RKQ5G]

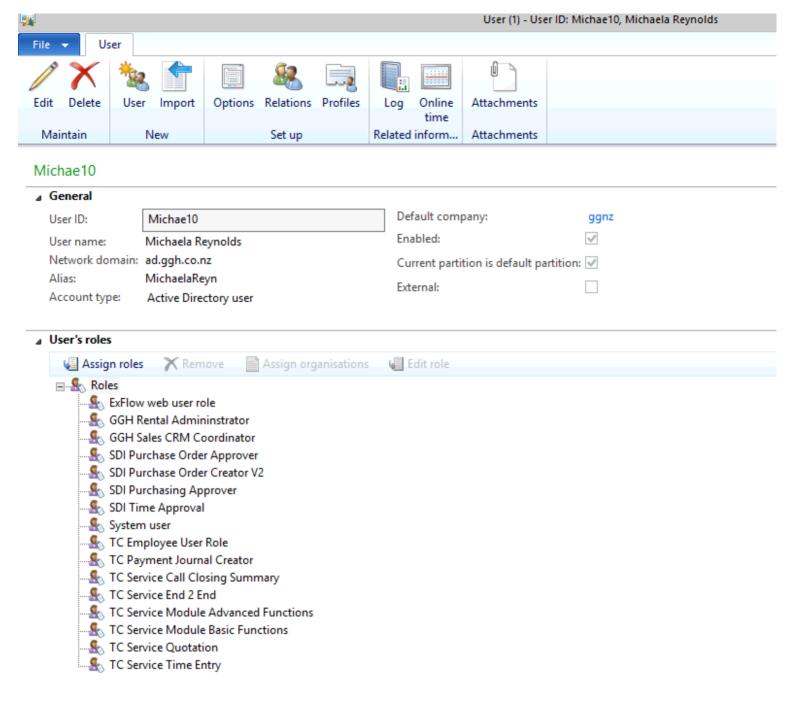
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Jess Beattie March 16, 2022 at 14:48

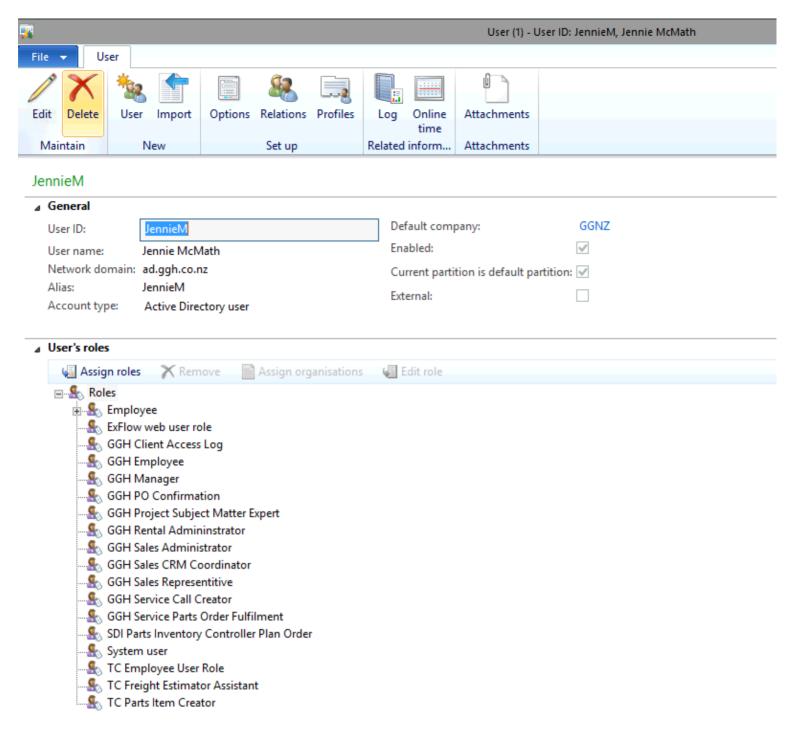
Internal note

<u>Bradley Harrison</u> <u>Stephanie Lister</u> so Jennie McMath still has GGH roles but Michaela has asked to match her access with Jennie..

Michaela's Current roles



Jennie's roles



Stephanie Lister March 16, 2022 at 15:27

Internal note

Hey Jess,

Those GGH roles shouldn't be an issue. Its just those parts ones we don't want to use 😊

Cheers,

Stephanie Lister

**Business Systems Engineer - Terra Cat** 

24 Amyes Road, PO Box 16 168, Christchurch, 8042

M: +64273068466 | DDI: +6439832911

E: Stephanie.Lister@terracat.co.nz | W: terracat.co.nz | I I I







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

Sent: Wednesday, 16 March 2022 2:49 pm

Cc: Stephanie Lister <stephanie.lister@terracat.co.nz>; Bradley Harrison <Bradley.Harrison@terracat.co.nz>

Subject: Access to Warranty Claims

You are a follower on this request (332272). Reply to this email to add an internal note to the request.

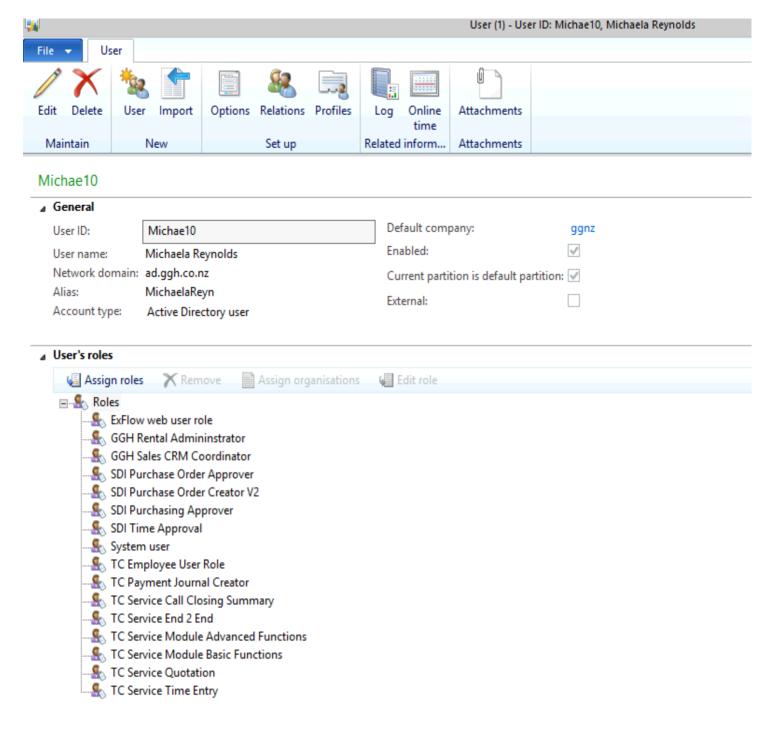
# Jess Beattie (ITSD - Terra Cat)

16 Mar 2022, 14:48 GMT+13

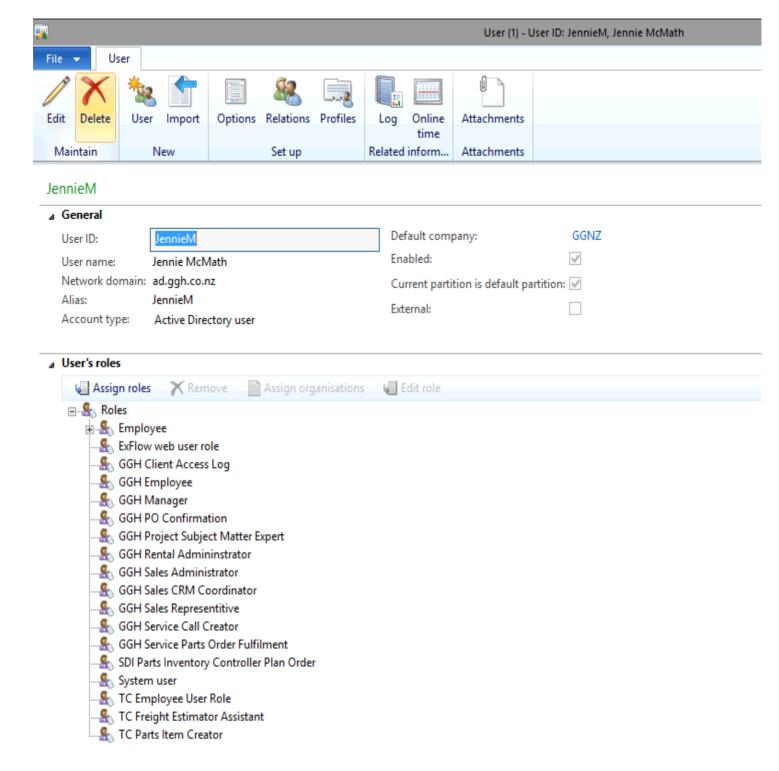
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Michaela's Current roles



Jennie's roles



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

16 Mar 2022, 14:41 GMT+13

#### **Private note**

Awesome, thank you for that.

I will get that sorted for you

Kind regards,

**Jess Beattie** 

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

**DDI**: 0800 95 95 98



From: Stephen Frayle < stephen.frayle@terracat.co.nz >

Sent: Wednesday, 16 March 2022 2:19 pm

To: Michaela Reynolds < Michaela. Reynolds @terracat.co.nz >

Cc: Jess Beattie < <a href="mailto:Jess.Beattie@terracat.co.nz">Jess.Beattie@terracat.co.nz</a>>

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Approved ... indefinitely at this stage please.

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National Finance and Sales Support Manager - Terra Cat 24 Amyes Rd, Hornby, PO Box 16-168, Christchurch, 8441

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Many thanks,

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20 Bennett Street, PO Box 1141, Palmerston North, 4440

**DDI:** +6469533645



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**To:** Michaela Reynolds < <u>Michaela.Reynolds@terracat.co.nz</u>> **Subject:** [IT Service Desk] Re: Access to Warranty Claims

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24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

## Bradley Harrison (ITSD - Terra Cat)

16 Mar 2022, 13:00 GMT+13

#### Private note

Yup

#### Bradley Harrison Business Systems Manager - Terra Cat

24 Amyes Road, Hornby, PO Box 16168, Christchurch, 8441

M: +6421589126 |DDI: +6439433122



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Sent: Wednesday, 16 March 2022 12:59 pm

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itsdterracat.zendesk.com/agent/tickets/332272

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

Ticket # 332272

Status Open

Requester Michaela Reynolds

CCs -

Followers Bradley Harrison

Group Service Desk

Assignee Jess Beattie

**Priority** Normal

Type Ticket

Channel Web Form

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## Jess Beattie (ITSD - Terra Cat)

16 Mar 2022, 12:59 GMT+13

#### Private note

Jess Beattie March 17, 2022 at 07:41

Internal note

**GGH Client Access Log** 

**GGH PO Confirmation** 

**GGH Project Subject Matter Expert** 

**GGH Sales Admin** 

**GGH Sales Rep** 

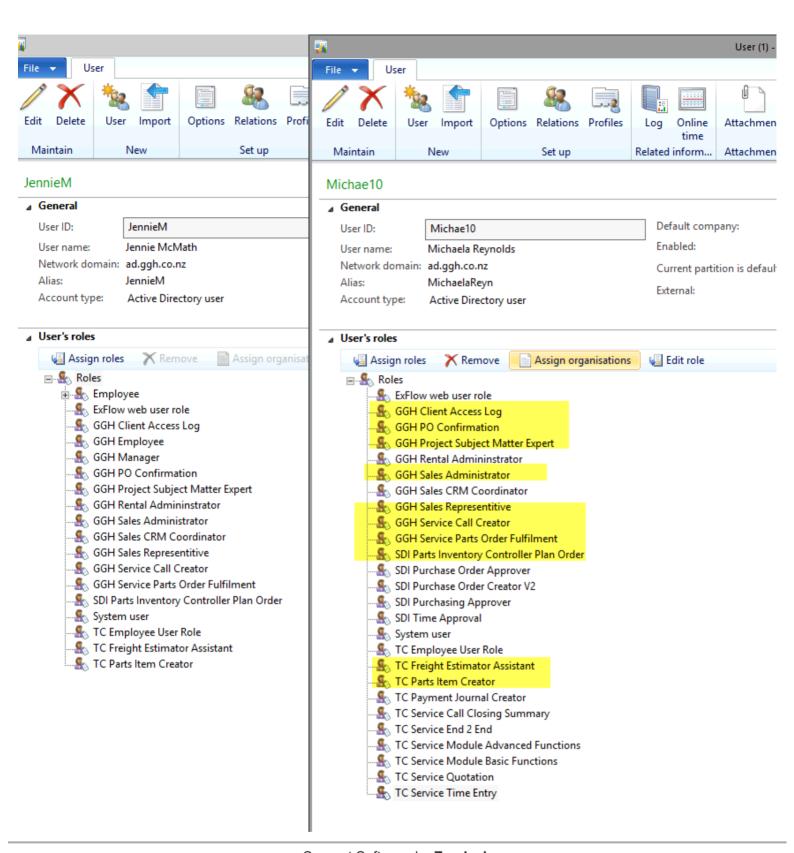
GGH Service Call Creator

**GGH Service Parts Order Fulfillment** 

SDI Parts Inventory Controller PLan Order

TC Freight Estimator Assistant

TC Parts Item Creator



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