

# #329450 Issue with deleting 'receipt' in PO

**Submitted** 21 January 2022 at 08:02 **Received via** Mail **Requester** Kiana.Saltarelli <kiana.saltarelli@terracat.co.nz>

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

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

**Category**  
NAXT

**Kiana.Saltarelli** January 21, 2022 at 8:02 AM  
Hiya,

I am attempting to receive in a PO for AP. However, it looks like the PO has already been receipted in. I tried to delete this from the journal, however, it will not allow me:

File

Purchase order

Purchase

Manage

Receipt

Arrival journal WMS

Picking journal

Posting receipts list

Product receipt

Pro forma receipts list

Pro forma product receipt

Generate

PO00321211 : 1002362 - ALTRANZ (ALTRANZ (2008) LIM

Purchase order header

Delivery

Delivery date: 16/09/2021

Earliest confirmed delivery:

Discounts

Total discount % 0.00

Purchase order lines

Add line

Add lines

Remove

Purchase order

Serial number	Configuration	Item number	Product name	Quantity	Unit price	Net amount	Line status	Unit	Delivery remainder	Invoice remainder	Currency	Exchange rate
		FREIGHTBT...	Freight Between Branch...	1.00	500.00	500.00	Open order	ea			NZD	PUR-EQU-FI

Product receipt journal (1 - ggnz) - Product receipt: EQ052430, 1002362

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
PO00321211	EQ052430	29/09/2021					<input type="checkbox"/>

Navigation icons

Show

(0) | NZD | ggnz | Close

Cheers,  
**Kiana Saltarelli**  
**Sales Coordinator - Terra Cat**  
16 Branston St, PO Box 16 168, Christchurch, 8042  
**DDI:** +6439832351  
**E:** [Kiana.Saltarelli@terracat.co.nz](mailto:Kiana.Saltarelli@terracat.co.nz) | **W:** [terracat.co.nz](http://terracat.co.nz) |  



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Jess Beattie January 21, 2022 at 1:12 PM

Hey Kiana,  
Looks like someone has tried to receipt it already but it hasn't gone through properly? Not entirely sure what has happened so I am going to have to pass this on to Maureen :)  
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 January 21, 2022 at 1:13 PM

Internal note

[Maureen Aberilla](#) Looks like someone has already tried to receipt this PO in but hasn't gone through properly is that correct? Or do you know what has happened? :)

Maureen Aberilla January 21, 2022 at 1:33 PM

Internal note

Hi Jess,  
  
By system design, Kiana cannot delete the journal because there's no option to do so.  
She also cannot cancel this Product Receipt because the PO has already been invoiced.

File

Purchase order

Purchase

Manage

Receive

Invoice

General

Inquiries

Interfaces

Invoice

Generate

Pro forma invoice

Prepayment invoice

Payment schedule

Cash flow forecasts

Open transactions

Settle

Invoice

Ending invoices

Journals

PO00321211 : 1002362 - ALTRANZ (ALTRANZ (2008) LIMITED)

Open order

Purchase order header

Delivery

Delivery date: 16/09/2021

Earliest confirmed delivery:

Vendor

Contact ID:

External reference

Vendor reference: 0092430 - Tjalla Enterprises - 3018

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 number

Line number

Warehouse

Location

Fleet / batch

Equipment

Serial number

Configuration

Item number

Product name

Quantity

Unit price

Net amount

Unit

Delivery remainder

Invoice remainder

Currency

Exchange rate type

Exc

1

1

21B

EQ052430

FREIGHTBTN...

Freight Between Branches

1.00

500.00

500.00

es

NZD

PUR-EQU-FIX

1.000

Latest purchase order

Purchase order

19A0043

PO00321211

PO00321211

19A0023

PO00321211

...

Totals

Encumbrance

The header and line status of the PO however is stuck in Open Order instead of Invoiced.  
To update this, click on Update Line and then click Delivery remainder

Purchase order (1 - ggnz) - Purchase order: PO00321211, ALTRANZ (ALTRANZ (2008) LIMITED)

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

Totals

Order class filter

Backorder review

Equipment builder

Generate number

Change segment

Generate from template

Attachments

Reservation

Create reservation

Create reservation request

Import Lines

New

Maintain

Show

Copy

Add

View

Equipment

Warranty

Service

Attachments

Reservation

Reservation

Reservation

Import...

PO00321211 : 1002362 - ALTRANZ (ALTRANZ (2008) LIMITED)

Purchase order header

Delivery

Delivery date: 16/09/2021

Earliest confirmed delivery:

Vendor

Contact ID:

External reference

Vendor reference: 3052430 - Tjaila Enterprises - 301.8

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 number	Line number	Warehouse	Location	Fleet / batch	Equipment	Serial number	Configuration	Item n	Line number	Quantity	Unit price	Net amount	Unit	Delivery remainder	Invoice remainder	Currency	Exchar
	1	21B			EQ052430			FREIGH		1.00	500.00	500.00	ea			NZD	PUR-E

Update

Deliver remainder

Finalise

Process

Registration

Pick

Purchase agreement

Create link

Attached

Remove link

Click Cancel quantity

Update remaining quantity (1 - ggnz) - P...

Purchase quantity

Deliver remainder:

Inventory quantity

Reason code:

OK

Cancel

Cancel quantity

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

Header and line status would now show as 'Invoiced'.

Purchase order (1 - ggnz) - Purchase order: PO00321211, ALTRANZ (ALTRANZ (2008) LIMITED)

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

Totals

Order class filter

Backorder review

Equipment builder

Generate number

Change segment

Generate from template

Attachments

Reservation

Create reservation

Create reservation request

Import Lines

New

Maintain

Show

Copy

Add

View

Equipment

Warranty

Service

Attachments

Reservation

Reservation

Reservation

Import...

PO00321211 : 1002362 - ALTRANZ (ALTRANZ (2008) LIMITED)

Purchase order header

Delivery

Delivery date: 16/09/2021

Earliest confirmed delivery:

Vendor

Contact ID:

External reference

Vendor reference: 3052430 - Tjaila Enterprises - 301.8

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 number	Line number	Warehouse	Location	Fleet / batch	Equipment	Serial number	Configuration	Item number	Product name	Quantity	Unit price	Net amount	Unit	Delivery remainder	Invoice remainder	Currency	Exchange rate type	Exch
	1	21B			EQ052430			FREIGHTBTN...	Freight Between Branches	1.00	500.00	500.00	ea			NZD	PUR-EQU-FIX	1.0000

Invoiced

Purchase order (1 - ggnz) - Purchase order: PO00321211, ALTRANZ (ALTRANZ (2008) LIMITED)

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 Create reservation request Import Lines Import...

PO00321211 : 1002362 - ALTRANZ (ALTRANZ (2008) LIMITED) Invoiced

**Purchase order header**

**Delivery**  
Delivery date: 16/09/2021  
Earliest confirmed delivery:

**Vendor**  
Contact ID:

**External reference**  
Vendor reference: 2052430 - Tjaila Enterprises - 301.8  
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

Discount	Discount percent	Adjusted net amount	Original price	Landed Cost Numbers	Expected warehouse arrival date	Actual warehouse arrival date	Line status	Shipping status	SOS	Type	Level	External	Phantom
		0.00	0.00				Invoiced				0		

Cheers,  
Maureen

**Jess Beattie** January 21, 2022 at 1:42 PM Internal note

Ahh yes, that's right, I remember now from another ticket 😊  
Thank 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@terraecat.co.nz](mailto:Jess.Beattie@terraecat.co.nz) | **W:** [terraecat.co.nz](http://terraecat.co.nz) |  



**From:** Maureen Aberilla (IT Service Desk) <[support@itsdterraecat.zendesk.com](mailto:support@itsdterraecat.zendesk.com)>  
**Sent:** Friday, 21 January 2022 1:34 pm  
**To:** Jess Beattie <[Jess.Beattie@terraecat.co.nz](mailto:Jess.Beattie@terraecat.co.nz)>  
**Subject:** [IT Service Desk] Re: Issue with deleting 'receipt' in PO

This ticket ([#329450](#)) has been updated.  
[itsdterraecat.zendesk.com/agent/tickets/329450](https://itsdterraecat.zendesk.com/agent/tickets/329450)

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

21 Jan 2022, 13:33 GMT+13

**Private note**

Hi Jess,

By system design, Kiana cannot delete the journal because there's no option to do so.  
She also cannot cancel this Product Receipt because the PO has already been invoiced.

Purchase order (1 - ggnz) - Purchase order: PO00321211, ALTRANZ (ALTRANZ (2008) LIMITED)

File Purchase order Purchase Manage Receive **Invoice** General Inquiries Interfaces

Invoice Pro forma invoice Payment schedule  
Prepayment invoice Cash flow forecasts  
Open transactions Invoice Pending invoices  
Generate Bill Settle Journals

PO00321211 : 1002362 - ALTRANZ (ALTRANZ (2008) LIMITED) Open order Latest pu

**Purchase order header**

**Delivery** Vendor External reference  
 Delivery date: 16/09/2021 Contact ID: Vendor reference: 0052430 - Tjaila Enterprises - 301.8  
 Earliest confirmed delivery: 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 number	Line number	Warehouse	Location	Fleet / batch	Equipment	Serial number	Configuration	Item number	Product name	Quantity	Unit price	Net amount	Unit	Delivery remainder	Invoice remainder	Currency	Exchange rate type	Exc
	1	21B			EQ052430			FREIGHTBETN...	Freight Between Branches	1.00	500.00	500.00	ea			NZD	PUR-EQU-FIX	1.000

Totals  
Encumbr

The header and line status of the PO however is stuck in Open Order instead of Invoiced.  
 To update this, click on Update Line and then click Delivery remainder

Purchase order (1 - ggnz) - Purchase order: PO00321211, ALTRANZ (ALTRANZ (2008) LIMITED)

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 Generate number Change segment Generate from template Attachments Reservation Create reservation Create reservation request Import Lines

PO00321211 : 1002362 - ALTRANZ (ALTRANZ (2008) LIMITED)

#### Purchase order header

**Delivery** **Vendor** **External reference**

Delivery date: 16/09/2021 Contact ID: Vendor reference: 2052430 - Tjaila Enterprises - 301.8

Earliest confirmed delivery: RMA number:

Claim Ref. Invoice number:

**Discounts** Division:

Total discount % 0.00

#### Purchase order lines

Original line number	Line number	Warehouse	Location	Fleet / batch	Equipment	Serial number	Configuration	Item n	Line number	Quantity	Unit price	Net amount	Unit	Delivery remainder	Invoice remainder	Currency	Exchar
1	1	21B			EQ052430			FREIGH	Renumbr	1.00	500.00	500.00	ea			NZD	PUR-E

Update line

Update

Deliver remainder

Finalise

Process

Registration

Pick

Purchase agreement

Create link

Attached

Remove link

Click Cancel quantity

Update remaining quantity (1 - ggnz) - P...

**Purchase quantity**

Deliver remainder:

+ Inventory quantity

Reason code:

OK Cancel **Cancel quantity**

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

Header and line status would now show as 'Invoiced'.

invoiced

<b>Delivery</b>		<b>Vendor</b>		<b>External reference</b>	
Delivery date:	16/09/2021	Contact ID:		Vendor reference:	2052430 - Tjaila Enterprises - 301.8
Earliest confirmed delivery:				RMA number:	
				Claim Ref. Invoice number:	
<b>Discounts</b>				Division:	
Total discount %	0.00				

[illegible]

Purchase order (1 - ggnz) - Purchase order: PO00321211, ALTRANZ (ALTRANZ (2008) LIMITED)

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 Totals Order class filter Backorder review Equipment builder Equipment Generate number Warranty Change segment Generate from template Attachments Reservation Create reservation request Import Lines

PO00321211 : 1002362 - ALTRANZ (ALTRANZ (2008) LIMITED) Invoiced

**Purchase order header**

**Delivery** Vendor External reference  
Delivery date: 16/09/2021 Contact ID: Vendor reference: 2052430 - Tjalla Enterprises - 301.8  
Earliest confirmed delivery: 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

Discount	Discount percent	Adjusted net amount	Original price	Landed Cost Numbers	Expected warehouse arrival date	Actual warehouse arrival date	Line status	Shipping status	SOS	Type	Level	External	Phantom
		0.00	0.00				Invoiced				0		

Cheers,  
Maureen

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

**Ticket #** 329450  
**Status** Pending  
**Requester** Kiana.Saltarelli  
**CCs** IT Service Desk  
**Followers** Maureen Aberilla  
**Group** Service Desk  
**Assignee** Jess Beattie  
**Priority** Normal  
**Type** Problem  
**Channel** By Mail

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[2Q3EDL-MXQW]Ticket-Id:329450Account-Subdomain:itsdtterracat



**Jess Beattie** January 21, 2022 at 2:26 PM

Internal note

Hey Kiana,  
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](mailto:Jess.Beattie@terracat.co.nz) | **W:** [terracat.co.nz](http://terracat.co.nz) |  



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**From:** Maureen Aberilla (IT Service Desk) <[support@itsdterracat.zendesk.com](mailto:support@itsdterracat.zendesk.com)>  
**Sent:** Friday, 21 January 2022 1:34 pm  
**To:** Jess Beattie <[Jess.Beattie@terracat.co.nz](mailto:Jess.Beattie@terracat.co.nz)>  
**Subject:** [IT Service Desk] Re: Issue with deleting 'receipt' in PO

This ticket ([#329450](#)) has been updated.  
[itsdterracat.zendesk.com/agent/tickets/329450](https://itsdterracat.zendesk.com/agent/tickets/329450)

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

21 Jan 2022, 13:33 GMT+13

**Private note**

Hi Jess,

By system design, Kiana cannot delete the journal because there's no option to do so.  
She also cannot cancel this Product Receipt because the PO has already been invoiced.

Purchase order (1 - ggnz) - Purchase order: PO00321211, ALTRANZ (ALTRANZ (2008) LIMITED)

File Purchase order Purchase Manage Receive **Invoice** General Inquiries Interfaces

Invoice Pro forma invoice Payment schedule  
Prepayment invoice Cash flow forecasts  
Open transactions Invoice Pending invoices  
Generate Bill Settle Journals

PO00321211 : 1002362 - ALTRANZ (ALTRANZ (2008) LIMITED) Open order Latest pu

**Purchase order header**

**Delivery** Vendor External reference  
 Delivery date: 16/09/2021 Contact ID: Vendor reference: 0052430 - Tjaila Enterprises - 301.8  
 Earliest confirmed delivery: 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 number	Line number	Warehouse	Location	Fleet / batch	Equipment	Serial number	Configuration	Item number	Product name	Quantity	Unit price	Net amount	Unit	Delivery remainder	Invoice remainder	Currency	Exchange rate type	Exc
	1	21B			EQ052430			FREIGHTBETN...	Freight Between Branches	1.00	500.00	500.00	ea			NZD	PUR-EQU-FIX	1.000

Totals  
Encumbr

The header and line status of the PO however is stuck in Open Order instead of Invoiced.  
 To update this, click on Update Line and then click Delivery remainder

Purchase order (1 - ggnz) - Purchase order: PO00321211, ALTRANZ (ALTRANZ (2008) LIMITED)

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 Generate number Change segment Generate from template Attachments Reservation Create reservation Create reservation request Import Lines

PO00321211 : 1002362 - ALTRANZ (ALTRANZ (2008) LIMITED)

#### Purchase order header

**Delivery** Vendor External reference

Delivery date: 16/09/2021 Contact ID: Vendor reference: 2052430 - Tjaila Enterprises - 301.8

Earliest confirmed delivery: RMA number:

Claim Ref. Invoice number:

**Discounts** Division:

Total discount % 0.00

#### Purchase order lines

Original line number	Line number	Warehouse	Location	Fleet / batch	Equipment	Serial number	Configuration	Item n	Line number	Quantity	Unit price	Net amount	Unit	Delivery remainder	Invoice remainder	Currency	Exchar
1	1	21B			EQ052430			FREIGH	Renumbr	1.00	500.00	500.00	ea			NZD	PUR-E

Update line

Update

Deliver remainder

Finalise

Process

Registration

Pick

Purchase agreement

Create link

Attached

Remove link

Click Cancel quantity

Update remaining quantity (1 - ggnz) - P...

**Purchase quantity**

Deliver remainder:

+ Inventory quantity

Reason code:

OK Cancel **Cancel quantity**

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

Header and line status would now show as 'Invoiced'.

invoiced

<b>Delivery</b>	<b>Vendor</b>	<b>External reference</b>
Delivery date: 16/09/2021	Contact ID:	Vendor reference: 2052430 - Tjalla Enterprises - 301.8
Earliest confirmed delivery:		RMA number:
		Claim Ref. Invoice number:
<b>Discounts</b>		Division:
Total discount % 0.00		

[illegible]

Purchase order (1 - ggnz) - Purchase order: PO00321211, ALTRANZ (ALTRANZ (2008) LIMITED)

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 Totals Order class filter Backorder review Equipment builder Equipment Generate number Warranty Change segment Generate from template Attachments Reservation Create reservation request Import Lines

PO00321211 : 1002362 - ALTRANZ (ALTRANZ (2008) LIMITED) Invoiced

**Purchase order header**

**Delivery** Vendor External reference  
 Delivery date: 16/09/2021 Contact ID: Vendor reference: 2052430 - Tjalla Enterprises - 301.8  
 Earliest confirmed delivery: 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

Discount	Discount percent	Adjusted net amount	Original price	Landed Cost Numbers	Expected warehouse arrival date	Actual warehouse arrival date	Line status	Shipping status	SOS	Type	Level	External	Phantom
		0.00	0.00				Invoiced				0		

Cheers,  
Maureen

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

**Ticket #** 329450  
**Status** Pending  
**Requester** Kiana.Saltarelli  
**CCs** IT Service Desk  
**Followers** Maureen Aberilla  
**Group** Service Desk  
**Assignee** Jess Beattie  
**Priority** Normal  
**Type** Problem  
**Channel** By Mail

This email is a service from ITSD - Terra Cat. Delivered by [Zendesk](#)

[2Q3EDL-MXQW]Ticket-Id:329450Account-Subdomain:itsdtterracat

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