



# #327649 FW: Palmerston North City Council SC's to close :)

Submitted

7 December 2021 at 15:52

Mail

Requester

Charlotte Gibb <charlotte.gibb@goughcat.co.nz>

CCs

Jess Beattie <jess.beattie@terracat.co.nz>, Maureen Aberilla <maureen.aberilla@terracat.co.nz>, Sue Petersen <sue.petersen@terracat.co.nz>

Status

Solved

-

Normal

Service Desk

Femi Cannell

**Category**  
NAXT

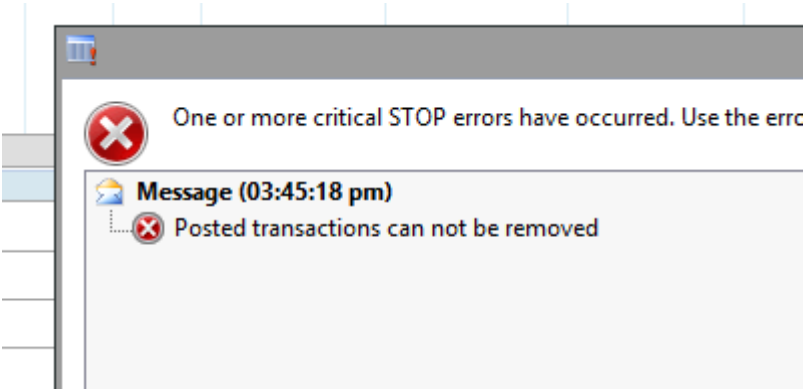
**Charlotte Gibb** December 7, 2021 at 3:52 PM

Good Afternoon,

Can you please assist us with SC252904?

Georgia has screenshot the below message from NAXT.

We are trying to remove a PO line that is no longer required. I have cancelled the PO number and attempted to remove it but it comes up with the same error message.



I wonder if someone has gone through the sales order and completed a delivery note for the oil and it has posted the outwork at the same time.

It will allow me to put the segment into finished – is this a problem?

Thanks,

**Charlotte Gibb**  
**Service Advisor - Terra Cat**  
20 Bennett Street, PO Box 1141, Palmerston North, 4440  
**M:** +64276418277 |  
**E:** [Charlotte.Gibb@terracat.co.nz](mailto:Charlotte.Gibb@terracat.co.nz) | **W:** [terracat.co.nz](http://terracat.co.nz) |  



**From:** Georgia Duncan <Georgia.Duncan@terracat.co.nz>  
**Sent:** Tuesday, 7 December 2021 3:20 PM  
**To:** Charlotte Gibb <Charlotte.Gibb@terracat.co.nz>  
**Subject:** RE: Palmerston North City Council SC's to close :)

It comes up this when I go to remove it:

Service segments (1 - ggnz) - Segment id: SC252904-01, In-process, Call number: SC252904

File Service segments Manage Warranty Parts and Labour Related information

Segment From component structure Edit Equipment disassembly Quotation Start segment Technician complete Finish segment Reopen Cancel Create invoice proposals Service call closing summary Operation Add standard job Standard job Delivery note Express picking journal Post items Refresh Export to Microsoft Excel List Attachments Attachments

Segment id Report Quoted Credited Split Seq# Job code Component Modifier ... Need by date Description Shop/Field Status Credit status Serial number Standard job Invoice acc... Warranty type Last day ... Inv

SC252904-01 01 540 9327 11/10/2021 Perform - Annual Service Inspection Field In-process Approved 0410004107 S10024669 3014732 29/11/20...

SC252904-02 02 540 9327 11/10/2021 Parts - Load Bank Field Technicia... Approved 0410004107 3014732

Part transactions

Estimate: 327.19  
Flat rate: 307.95  
Actual: 327.19  
Consumed percentage: 106.25 %

Labour transactions

Estimate: 600.00  
Flat rate: 575.00  
Actual: 570.00  
Consumed percentage: 99.13 %  
Unposted hours: 00:00  
Posted hours: 04:45  
Invoiced hours: 00:00

Misc transactions

Estimate: 135.32  
Flat rate: 220.80  
Actual: 76.92  
Consumed percentage: 34.84 %

Transaction total

Estimate: 1,062.51  
Flat rate:  
Actual: 974.11

Segment details

Items

Hours

Misc. Items

Add OWM Add Remove Misc. item transaction

Item number Description

OWM A C103ZZ - Oil Spinner Kit

OWM A P550318 x 1, P5505932 x 1 and P552076 x 1

Misc. Costs

Infolog (1)

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

Message (03:18:41 pm)

Posted transactions can not be removed

Clear Close

Currency Purchase price Currency Sales price Net amount Freeze price Warehouse Need by date Exclude from quote Company - Sales Price Company

0.00 NZD 0.00 0.00 26A 11/10/2021 0.00

51.28 NZD 76.92 76.92 26A 11/10/2021 76.92

Do you know how I fix this?

**Georgia Duncan**  
Service Advisor - Terra Cat  
DDI: +6436681224

E: [Georgia.Duncan@terraecat.co.nz](mailto:Georgia.Duncan@terraecat.co.nz) | W: [terraecat.co.nz](http://terraecat.co.nz) | [f](#) [i](#)



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No just remove it.

I think we got a different part.

Thanks,

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**To:** Charlotte Gibb <[Charlotte.Gibb@terraecat.co.nz](mailto:Charlotte.Gibb@terraecat.co.nz)>  
**Subject:** RE: Palmerston North City Council SC's to close :)

Heya,

Do I need to do anything with this?

Service segments (1 - ggnz) - Segment id: SC252904-01, Technician complete, Call number: SC252904

File Service segments Manage Warranty Parts and Labour Related information

Sales Purchase order Invoice proposals Call Invoice journals Warranty claim Tool sales order Documents

Segment transactions Hour Unposted hours Totals Warranty coverage Credit check log Service checklist SIS Serial CCS Detail TMI TEPS Authentication SIS main SIMS Equipment manager SIS Component PIS CBT Web Codes Interfaces

Create equipment workflow Show map by latitude/longitude Show map by address Show map by service address

Segment id	Report	Quoted	Credited	Split	Seq#	Job code	Component	Modifier	Need by date	Description	Shop/Field	Status	Credit status	Serial number	Standard job	Invoice acc...	Warranty type	Last day ...	Inv	Part transactions
SC252904-01	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	01	540	9327		11/10/2021	Perform - Annual Service Inspection	Field	Technician	Approved	0410004107	SJ0024669	3014732		29/11/20...		Estimate: 327.19 Flat rate: 307.95 Actual: 85.58 Consumed percentage: 27.79 %
SC252904-02	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	02	557	7005		7/12/2021	Supply Parts - Load Bank	Field	Technician	Approved	0410004107		3014732				Labour transactions Estimate: 600.00 Flat rate: 575.00 Actual: 570.00 Consumed percentage: 99.13 % Unposted hours: 00:00 Posted hours: 04:45 Invoiced hours: 00:00

Segment details

Items

Hours

Misc. Items



Add OWM Add Remove Misc. item transaction Functions Credit OWM Parts order parameters

Item number	Description	Markup pct	Purchase order	PO status	Quantity	Purchase currency	Purchase price	Currency	Sales price	Net amount	Freeze price	Warehouse	Need by date	Exclude from quote	Company - Sales Price	Company
OWM A	C103ZZ - Oil Spinner Kit	50.00	26A0019989	Open order	1.00	NZD	0.00	NZD	0.00	0.00	<input type="checkbox"/>	26A	11/10/2021	<input type="checkbox"/>	0.00	
OWM A	P550318 x 1, P505932 x 1 and P552076 x 1	50.00	26A0019988	Invoiced	1.00	NZD	51.28	NZD	76.92	76.92	<input type="checkbox"/>	26A	11/10/2021	<input type="checkbox"/>	76.92	

Misc. Costs

Estimate: 1,062.51  
Flat rate: 732.50  
Actual:

Thanks,

Georgia Duncan  
Service Advisor - Terra Cat  
DDI: +6436681224  
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From: Charlotte Gibb <[Charlotte.Gibb@terracat.co.nz](mailto:Charlotte.Gibb@terracat.co.nz)>  
Sent: Tuesday, 7 December 2021 2:38 pm  
To: Georgia Duncan <[Georgia.Duncan@terracat.co.nz](mailto:Georgia.Duncan@terracat.co.nz)>  
Subject: Palmerston North City Council SC's to close :)

Can I be really cheeky and ask if you could possibly do these today?

▼	26A ▼	"Palmerston North City Council" ▼	▼	▼	▼	Review ... ▼	geor* ▼	▼	▼
SC252903	26A	Palmerston North City Council	Q6	4014-1	Perform - Annual Service Inspection	11	Review call	Georgia Dunc...	GD 3/11 Load bank still to be done 28007
SC252904	26A	Palmerston North City Council	HSW-2...	0410004107	Perform - Annual Service Inspection	8	Review call	Georgia Dunc...	CG 18/10 - Load Bank Still to be d... 28007
SC252901	26A	Palmerston North City Council	8061	561151	Perform - Annual Service Inspection	4	Review call	Georgia Dunc...	CG 18/10 - Load Bank Still to be d... 28007
SC252910	26A	Palmerston North City Council	P330E1	FGWRPES2V...	Perform - Annual Service Inspection	4	Review call	Georgia Dunc...	CG 18/10 - Load Bank Still to be d... 28007

Thanks,

Charlotte Gibb  
Service Advisor - Terra Cat  
20 Bennett Street, PO Box 1141, Palmerston North, 4440



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Jess Beattie December 8, 2021 at 7:36 AM Internal note

Sales order: 26S0062170

Sales order (1 - ggnz) - Sales order: 26S0062170, Palmerston North City Council, Sales order: 26S0062170Segment id: SC252904-01

Picking journal

Arrival journal

WMS

Picking list

Picking list registration

Intercompany picking list

Generate

Delivery note

Pro forma delivery note

Express picking journal

New

Non conformance

Quality management

Quality orders

Delivery

E-mail addresses

Delivery

Picking list

Delivery note

Journals

Send CAT Surplus packing...

Surplus

Export to FMS

FMS export

26S0062170 : 3014732 - Palmerston North City Council

Delivery address

Name: Palmerston Nth City Council Work

Delivery address: Terra CAT

Address: 20 Bennett Street  
Cloverlea  
Palmerston North 4412

Delivery reason:

Delivery terms:

References

Customer requisition:

Customer reference:

Division: ESV

Government Order:

Status

Status: Invoiced

Document status: Project - delivery note

Credit status:

Credit check transaction:

Abnormal call

Abnormal call:

Sales order lines

Add line

Add lines

Remove

Sales order line

Financials

Inventory

Product and supply

Update line

Interface

Reservation

Warehouse	Location	SOS	Product name	Item number	Quantity	Ship Qty	Delivery remainder	Invoice remainder	Replacement	Warning	Existing Quote	Unit price	Discount	Discount percent	Adjusted unit price	Net amount	Unit	BOM I
26A	A05E05	170	CVA S3 Single oil kit	TA9C2005CVA	1.00							42.79			0.00000	42.79	EA	
26A			\$0.00 - \$500.00 - 50% Mark-up	OWM A	1.00										0.00000		each	
26A			\$0.00 - \$500.00 - 50% Mark-up	OWM A	1.00							76.92			0.00000	76.92	each	
26A	A05E05	170	CVA S3 Single oil kit	TA9C2005CVA	1.00							42.79			0.00000	42.79	EA	

Line details

Equipment

Line type:

Equipment number:

Config Id:

Equipment attached to:

Installed on:

Installed on serial number:

SMU:

SMU capture date:

Trade in

Trade-in:

Trade in reference line:

Trade-in equipment:

Trade in year:

Make:

Trade in model:

Trade in serial number:

Trade in hours:

Payoff:

Equipment administration

Component:

Make:

Serial number:

Equipment:

SIC Code:

Industry code:

CAT PWC:

CIC code:

Model:

Quantity

Quantity:

Required quantity:

Order line

Sales category:

Product name:

Text:

Status

Stopped:

Complete:

Line status:

Quality order status:

Abnormal call:

FAC:

Invoice schedule line

Invoice schedule line:

Overtime:

Credit note invoice

Invoice number:

Due date:

Returned order

Requested by:

Return reason code:

General

Setup

Address

Product

Packing

Delivery

Price and discount

Cost breakdown

Project

Foreign trade

Fixed assets

Financial dimensions

Backorder

Looks like Charlotte might be on to something as there looks to be a delivery note done for that

Sales order (1 - ggnz) - Sales order: 26S0062170, Palmerston North City Council, Sales order: 26S0062170Segment id: SC252904-01

Picking journal

WMS

Arrival journal

Picking list

Picking list registration

Intercompany picking list

Generate

Delivery note

Pro forma delivery note

Express picking journal

New

Non conformance

Quality management

Quality orders

E-mail addresses

Delivery

Picking list

Delivery note

Send CAT Surplus packing...

Export to FMS

26S0062170 : 3014732 - Palmerston North City Council

Customer account: 3014732

Name: Palmerston North City Council

Customer requisition:

Customer reference:

Contact ID:

Contact:

Telephone:

Invoice account: 3014732

Name: Palmerston North City Council

Delivery address

Name: Palmerston Nth City Council Work

Delivery address: Terra CAT

Address: 20 Bennett Street  
Cloverlea  
Palmerston North 4412

Promised date:

Requested ship date: 29/08/2021

Requested receipt date: 29/08/2021

Confirmed ship date:

Confirmed receipt date:

Need by date: 11/10/2021

Delivery

Mode of delivery:

Delivery reason:

Delivery terms:

References

Customer requisition:

Customer reference:

Division: ESV

Government Order:

Total discount %: 0.00

Equipment

Make: HIMOINSA

Model: HSW-200

Serial number: 0410004107

Equipment: EQ050446

Customer equipment number: Featherston Street

Transmission arrangement number:

Status

Status: Invoiced

Document status: Project - delivery note

Credit status:

Credit check transaction:

Disable auto replacement:

Sales responsible: NAXTPRDB

Warehouse: 26A

RMA number:

Pool:

Part price group:

SOS: 000

Order class: SERVICE

Parts invoice method: Default

Abnormal call

Abnormal call:

Delivery contact:

Sales order lines

Add line

Add lines

Remove

Sales order line

Financials

Inventory

Product and supply

Update line

Interface

Reservation

Warehouse	Location	SOS	Product name	Item number	Quantity	Ship Qty	Delivery remainder	Invoice remainder	Replacement	Warning	Existing Quote	Unit price	Discount	Discount percent	Adjusted unit price	Net amount
26A	A05E05	170	CVA S3 Single oil kit	TA9C2005CVA	1.00							42.79			0.00000	42.79
26A			\$0.00 - \$500.00 - 50% Mark-up	OWM A	1.00										0.00000	
26A			\$0.00 - \$500.00 - 50% Mark-up	OWM A	1.00							76.92			0.00000	76.92
26A	A05E05	170	CVA S3 Single oil kit	TA9C2005CVA	1.00							42.79			0.00000	42.79

Line details

Equipment

Line type:

Equipment number:

Config Id:

Equipment attached to:

Installed on:

Installed on serial number:

SMU:

SMU capture date:

Equipment administration

Component:

Make:

Serial number:

Trade in

Trade-in:

Trade in reference line:

Trade-in equipment:

Trade in year:

Make:

Trade in model:

Trade in serial number:

Trade in hours:

Payoff:

Subline

Subline of:

Quantity

Quantity:

Required quantity:

Order line

Sales category:

Product name:

Text:

External references

Customer item number:

Status

Stopped:

Complete:

Line status:

Quality order status:

Abnormal call:

FAC:

Invoice schedule line

Invoice schedule line:

Overtime:

Credit note invoice

Customer account that generated the order.

Delivery note journal (1 - ggnz) - Delivery note: SPS002322589, 3014732

Overview

Lines

Order tracking

WillCall

Drop box

Preview/Print

Vouchers

EQ config journal

Inquiries

Send ASN...

Intercompany

Correct

Cancel

History

Sales order	Delivery note	Version	Ship date	Terms	Mode of delivery	Blind shipment	Intercompany company	Intercompany purchase order	Posted via intercompany	Customer delivery note number	Owner
26S0062170	SPS002288986	SPS002288986.1	7/10/2021								
26S0062170	SPS002290914	SPS002290914.1	12/10/2021								
26S0062170	SPS002322589	SPS002322589.1	7/12/2021								

Delivery note journal (1 - ggnz) - Delivery note

File

Overview

Lines

Order tracking

WillCall

Drop box

Inquiries

Inventory

Sales order	Item	Sales category	Description	Site	Warehouse	Location	Ordered	Delivered	Remaining quantity
26S0062170	OWM A		C103ZZ - Oil	NZ	26A		1.00	1.00	
26S0062170	3012233EL		CAT DEO 15W/40	NZ	26A	WORKS...	37.00	37.00	

Looking at the transactions

Delivery note journal (1 - ggnz) - Delivery note: SPS0023

File

Overview Lines Order tracking WillCall Drop box

Inquiries Inventory

Lot transactions

Dimensions display

Sales order	Item	Description	Site	Warehouse	Location	Ordered	Delivered	Remaining quantity
2650062170	OWM A	C103ZZ - Oil Spinner Kit	NZ	26A		1.00	1.00	
2650062170	3012233EL	CAT DEO 15W/40 ULS 1Ltr	NZ	26A	WORKSHOP	37.00	37.00	

The item sold

Delivery note journal (1 - ggnz) - Delivery note: SPS002322589, 3014732

File

Overview Lines Order tracking WillCall Drop box

Inquiries Inventory

Sales order	Item	Sales category	Description	Site	Warehouse	Location	Ordered	Delivered	Remaining quantity
2650062170	OWM A		C103ZZ - Oil Spinner Kit	NZ	26A		1.00	1.00	
2650062170	3012233EL		CAT DEO 15W/40 ULS 1Ltr	NZ	26A	WORKSHOP	37.00	37.00	

Lot transactions (1 - ggnz) - Financial date: 7/12/2021, Yes, Lot ID: LI029099066

File Inventory Ledger Functions Configuration details

Overview General Update Ledger Reference Other Financial dimensions - financial Financial dimensions - physical Inventory dimensions

Site	Warehouse	Location	Pallet ID	Serial number	Physical date	Financial date	Reference	Number	Receipt	Issue	Quantity	Cost amount	Cell Id	Stocked status	Created date and time	Modified date and time
NZ	26A				7/12/2021	7/12/2021	Sales order	2650062170		Sold	-1.00	-1.37		Non-stocked	7/10/2021 09:12:09 am	8/12/2021 01:44:18 am

Now the question is, what is the best practice in getting this fixed - check with Maureen (Sales orders, purchase orders, equipment) and Sue (service related next issues) and show them my above investigation :)

**Femi Cannell** December 8, 2021 at 9:08 AM

Internal note

Hi Maureen and Sue,

What would you say is the best way to fix this issue? Please refer to Jess' investigation.

**Sue Petersen** December 8, 2021 at 11:06 AM

Hi No fix needed, we were able to create a proforma and Invoice this out in Sandbox - as its Flat rated the customer wont pay for the posted OWM.

Spoke to Georgia and explained that when posting Oil that they must check the lines of the delivery note to make sure its only oil if more lines appear delete them.

Can you please notify Georgia that you have created the proforma.

Thanks

**Charlotte Gibb** December 8, 2021 at 11:10 AM

Thank you for your help Sue.

**Charlotte Gibb**

**Service Advisor - Terra Cat**

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**From:** Sue Petersen (IT Service Desk) <[support@itsdterraecat.zendesk.com](mailto:support@itsdterraecat.zendesk.com)>

**Sent:** Wednesday, 8 December 2021 11:06 AM

**To:** Charlotte Gibb <[Charlotte.Gibb@terraecat.co.nz](mailto:Charlotte.Gibb@terraecat.co.nz)>

**Subject:** [IT Service Desk] Ticket Resolved: FW: Palmerston North City Council SC's to close :)

Your request (327649) 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.

---

**Sue Petersen (ITSD - Terra Cat)**

8/12/2021, 11:06 NZDT

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Thanks

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**Charlotte Gibb**

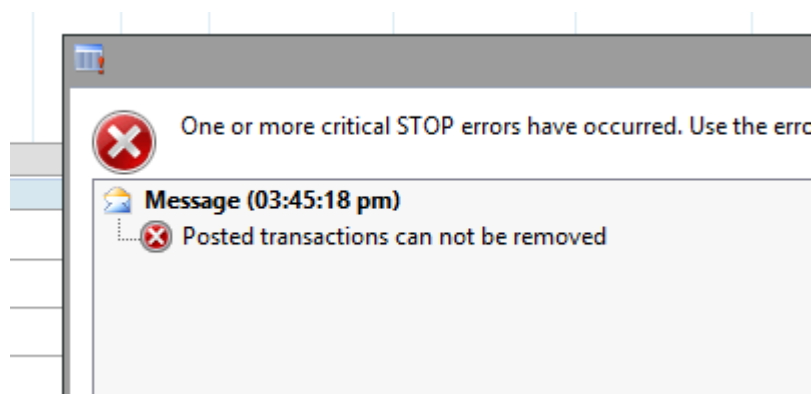
7/12/2021, 15:52 NZDT

Good Afternoon,

Can you please assist us with SC252904?

Georgia has screenshot the below message from NAXT.

We are trying to remove a PO line that is no longer required. I have cancelled the PO number and attempted to remove it but it comes up with the same error message.



I wonder if someone has gone through the sales order and completed a delivery note for the oil and it has posted the outwork at the same time.

It will allow me to put the segment into finished – is this a problem?

Thanks,

**Charlotte Gibb**

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---

**From:** Georgia Duncan <[Georgia.Duncan@terracat.co.nz](mailto:Georgia.Duncan@terracat.co.nz)>

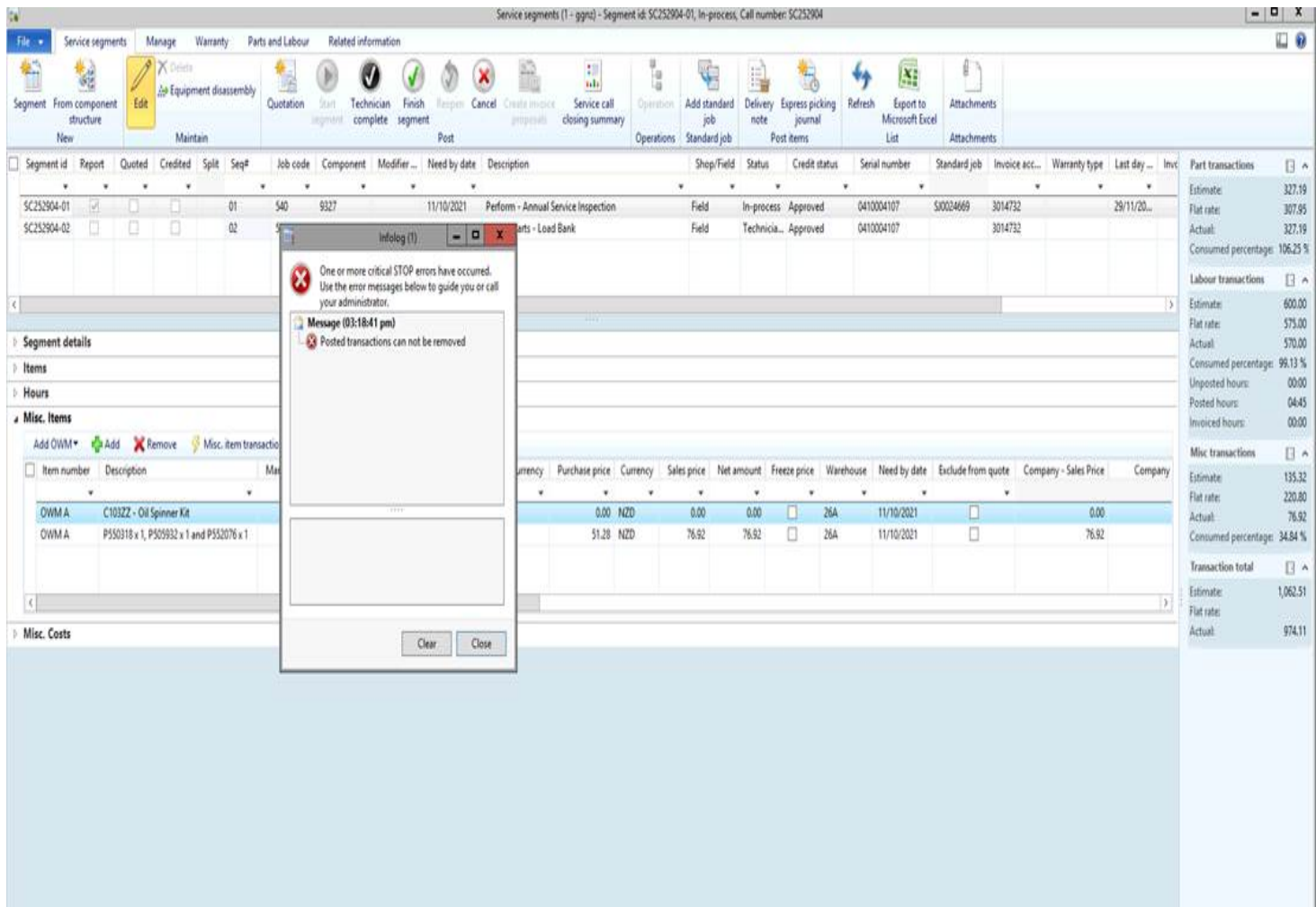
**Sent:** Tuesday, 7 December 2021 3:20 PM

**To:** Charlotte Gibb <[Charlotte.Gibb@terracat.co.nz](mailto:Charlotte.Gibb@terracat.co.nz)>

**Subject:** RE: Palmerston North City Council SC's to close :)



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Do you know how I fix this?

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To: Charlotte Gibb <[Charlotte.Gibb@terracat.co.nz](mailto:Charlotte.Gibb@terracat.co.nz)>  
 Subject: RE: Palmerston North City Council SC's to close :)

Heya,

Do I need to do anything with this?

The screenshot shows the TerraCat software interface. The top menu bar includes File, Service segments, Manage, Warranty, Parts and Labour, and Related information. The main window displays a list of service segments with columns for Segment id, Report, Quoted, Credited, Split, Seq#, Job code, Component, Modifier, Need by date, Description, Shop/Field, Status, Credit status, Serial number, Standard job, Invoice acc., Warranty type, Last day, and Invt. Two segments are listed: SC252904-01 (Perform - Annual Service Inspection) and SC252904-02 (Supply Parts - Load Bank). Below the segments list, there are sections for Segment details, Items, Hours, and Misc. Items. The Misc. Items section shows a table with columns for Item number, Description, Markup pct, Purchase order, PO status, Quantity, Purchase currency, Purchase price, Currency, Sales price, Net amount, Freeze price, Warehouse, Need by date, Exclude from quote, Company - Sales Price, and Company. Two items are listed: OWM A (C1032Z - Oil Spinner Kit) and OWM A (P550318 x 1, P550932 x 1 and P552076 x 1). The right sidebar shows various transaction summaries for Part, Labour, Misc, and Transaction totals.

Thanks,

Georgia Duncan  
 Service Advisor - Terra Cat  
 DDI: +6436681224

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



From: Charlotte Gibb <[Charlotte.Gibb@terracat.co.nz](mailto:Charlotte.Gibb@terracat.co.nz)>  
 Sent: Tuesday, 7 December 2021 2:38 pm  
 To: Georgia Duncan <[Georgia.Duncan@terracat.co.nz](mailto:Georgia.Duncan@terracat.co.nz)>  
 Subject: Palmerston North City Council SC's to close :)

Can I be really cheeky and ask if you could possibly do these today?

▼ ZbA ▼	▼ "Palmerston North City Council" ▼	▼	▼	▼	▼ Review ... ▼	▼ geor* ▼	▼
SC252903	26A	Palmerston North City Council	Q6	4014-1	Perform - Annual Service Inspection	11	Review call Georgia Dunc... GD 3/11 Load bank still to be done 28007
SC252904	26A	Palmerston North City Council	HSW-2...	0410004107	Perform - Annual Service Inspection	8	Review call Georgia Dunc... CG 18/10 - Load Bank Still to be d... 28007
SC252901	26A	Palmerston North City Council	8061	561151	Perform - Annual Service Inspection	4	Review call Georgia Dunc... CG 18/10 - Load Bank Still to be d... 28007
SC252910	26A	Palmerston North City Council	P330E1	FGWRPES2V...	Perform - Annual Service Inspection	4	Review call Georgia Dunc... CG 18/10 - Load Bank Still to be d... 28007

Thanks,

**Charlotte Gibb**

**Service Advisor - Terra Cat**

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