

#324218 Financial Error

| | | |
|-------------------------|---------------------|--|
| Submitted | Received via | Requester |
| 4 October 2021 at 10:25 | Mail | Brett White <brett.white@goughcat.co.nz> |



CCs
Sue Petersen <sue.petersen@terracat.co.nz>

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


Category
NAXT


Brett White October 4, 2021 at 10:25 AM




Please look at the following Bin transfer journal, unable to Post due to the following Financial errors, have populated Fields stated , but still won't post:


File ▾  New  Delete Validate Post Log Functions ▾ Inventory ▾


Overview General Financial dimension Inventory dimensions


| <input type="checkbox"/> | Date | Item num... | From ... | To s... | From wareh... | To wareho... | From locat... | To location | From pall... | To palle... | From serial nu... | To serial nu... | Quant... | Log | Linked transfe... |
|--------------------------|---|-------------|----------|---------|---------------|--------------|---------------|-------------|--------------|-------------|-------------------|-----------------|----------|-----|-------------------|
| | 1/10/2021  | 6J1126 | NZ | NZ | 10A | 10A | NO-LOC | NL12J05 | | | | | -9.00 | | |



Infolog (1)








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



Posting - Journal



Journal: IJ0253902



Voucher: TV0110950



Voucher TV0110950



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



MainAccount 122110.



The combination was not validated beyond the Department financial dimension.



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



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



MainAccount 662420.


The combination was not validated beyond the Department financial dimension.


Dimension values were validated with this account structure: NZ P&L-Direct Expenses (First 4)


Reported from company accounts ggnz


Posting has been cancelled.


The journal is not posted and the update is cancelled.

Clear

Close



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Jess Beattie October 8, 2021 at 5:01 PM

Not sure what a TV is or where to find in Naxt..

Internal note

Jess Beattie October 12, 2021 at 8:28 AM

[Sue Petersen](#)

Internal note

Jess Beattie October 12, 2021 at 8:37 AM

Hey Brett,
It looks like the second lot of financial dimensions (as per screenshot below) are all empty. Please get these filled in and hopefully everything will be fine after that :)

Journal lines, inventory (1 - ggnz) - Journal: IJ0253902, 1,0000000000, Journal: IJ0253902

FileNewDeleteValidatePostLogFunctionsInventory

OverviewGeneralFinancial dimensionInventory dimensions

From dimension

Contract:

No default

CostCentre:

1061

EQU - Parts Counter

Department:

EPT

Part Sales

Division:

EPT

Parts Sales

Equipment:

No default

Location:

10

Wiri

ProductGroup:

PTS000

Caterpillar Parts

ProductionID:

No default

ProjectID:

No default

SalesPerson:

PS001

PartStore Order

To dimension

Contract:

No default

CostCentre:

No default

Department:

No default

Division:

No default

Equipment:

No default

Location:

No default

ProductGroup:

No default

ProductionID:

No default

ProjectID:

No default

SalesPerson:

No default

Select the default dimension value

🔔(14) NZD ggnz Close

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

Brett White October 12, 2021 at 9:00 AM

Hello

I have already tried doing that, that made the error the short one as below, it was even longer before that.

Reagrds

Brett White

Parts Support Manager - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421769041 | **DDI:** +6439832352

E: Brett.White@terracat.co.nz | **W:** terracat.co.nz |  



From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>

Sent: Tuesday, 12 October 2021 8:38 AM

To: Brett White <Brett.White@terracat.co.nz>

Subject: [IT Service Desk] Ticket Resolved: Financial Error

Your request (324218) 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.

Jess Beattie (ITSD - Terra Cat)

12/10/2021, 8:37 am NZDT

Hey Brett,

It looks like the second lot of financial dimensions (as per screenshot below) are all empty. Please get these filled in and hopefully everything will be fine after that :)

Journal lines, inventory (1 - ggnz) - Journal: IJ0253902, 1,0000000000, Journal: IJ0253902

File New Delete Validate Post Log Functions Inventory

Overview General Financial dimension Inventory dimensions

| From dimension | | To dimension | |
|----------------|---------------------------------|---------------|---------------------------------|
| Contract: | <input type="text"/> No default | Contract: | <input type="text"/> No default |
| CostCentre: | 1061 EQU - Parts Counter | CostCentre: | <input type="text"/> No default |
| Department: | EPT Part Sales | Department: | <input type="text"/> No default |
| Division: | EPT Parts Sales | Division: | <input type="text"/> No default |
| Equipment: | <input type="text"/> No default | Equipment: | <input type="text"/> No default |
| Location: | 10 Wiri | Location: | <input type="text"/> No default |
| ProductGroup: | PTS000 Caterpillar Parts | ProductGroup: | <input type="text"/> No default |
| ProductionID: | <input type="text"/> No default | ProductionID: | <input type="text"/> No default |
| ProjectID: | <input type="text"/> No default | ProjectID: | <input type="text"/> No default |
| SalesPerson: | PS001 PartStore Order | SalesPerson: | <input type="text"/> No default |

Select the default dimension value

(14) NZD ggnz Close

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

Brett White

4/10/2021, 10:25 am NZDT

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 - Voucher: TV0110950
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 - Reported from company accounts ggnz
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Clear Close



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[ML00M9-VVPK]

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Sue Petersen October 12, 2021 at 10:35 AM

Hi Brett,

As discussed I have done extensive test and I can't post the journal or the new one I created in Sandbox .

This item has only been transacted in 2017 and now so i think you may need to look at the item setup to see if it has anything causing the issue - if not then maybe then need to leave it in the No-LOC bin as its not worth us sending to our Support people as its the only one causing issues

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