

#319694 TO10776274 - Delivery Remainder affecting stock availability

Submitted 3 August 2021 at 12:04 Received via Mail Requester Murray Seaton <murray.seaton@goughcat.co.nz>

CCs Maureen Aberilla <maureen.aberilla@goughcat.co.nz>, IT Service Desk <is\_sd@goughgroup.co.nz>, Parts Support Head Office <partstech@terraecat.co.nz>, Tim Campbell <tim.campbell@goughcat.co.nz>

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

Category NAXT

Murray Seaton August 3, 2021 at 12:04 PM Hi,

Can you possibly remove the ship remainder quantity from this transfer order – it has previously has some intervention (big email chain below), but the current status is still affecting the stock at both 10A and 29A and it needs to be removed somehow.

TO10776274

Transfer orders (1 - ggnz) - Transfer number: TO10776274, 30/03/2021

File Picking journal Arrival journal New Delete Posting Inquiries Print Send... Send to FMS Remove WWF

Warehouse: 10A

Overview General Setup Delivery Foreign trade From warehouse To warehouse

Transfer number	From ware...	To warehouse	Transfer ...	Non-res...	Ship instructions	Ship date	Receipt date	Sales order	PIC note	Created date and time
TO10776274	10A	29A	Created		Default	30/03/2021	30/03/2021			30/03/2021 01:56:57 pm

Add Add lines Remove Functions Inventory

Lines General Setup Foreign trade Ship now Receive now Dimensions

Non-reservable: Warehouse: 10A

Created by	Non-...	Item number	Product name	Location	Serial number	Transfer quan...	Shipped Qty	Ship Remainder	Created date and time	Received Qty	PIC note
JustinS		4450282	Bearing	NN06A		3.00	3.00	1.00	30/03/2021 01:56:57 pm	3.00	
									12:00:00 am		



Murray Seaton Inventory Controller - Terra Cat  
Branston Street, PO Box 16168, Christchurch, 8441  
DDI: +6439832457  
E: Murray.Seaton@terraecat.co.nz | W: terraecat.co.nz



From: Tim Campbell <Tim.Campbell@terraecat.co.nz>  
Sent: Tuesday, 6 April 2021 4:17 PM  
To: Parts Support Head Office <PartsTech@terraecat.co.nz>  
Cc: Justin Smith <Justin.Smith@terraecat.co.nz>; Sanil Singh <Sanil.Singh@terraecat.co.nz>  
Subject: Cancel Delivery Note 29S0045450

Afternoon,  
Can we please cancel Delivery Note 29S0045450 so Qty 3 4450282 Bearing go back into 10A stock so they can adjust off and I can reorder Ex Australia?

Thanks

**Tim Campbell**  
**Parts Interpreter - Terra Cat**  
52-54 Raiha Street, Kenepuru, Porirua, PO Box 31 443, Wellington, 5022  
**M:** +64292234400 |  
**E:** [Tim.Campbell@terraecat.co.nz](mailto:Tim.Campbell@terraecat.co.nz) | **W:** [terraecat.co.nz](http://terraecat.co.nz) |  



**From:** Sanil Singh <[Sanil.Singh@terraecat.co.nz](mailto:Sanil.Singh@terraecat.co.nz)>  
**Sent:** Tuesday, 6 April 2021 2:26 PM  
**To:** Tim Campbell <[Tim.Campbell@terraecat.co.nz](mailto:Tim.Campbell@terraecat.co.nz)>  
**Cc:** Justin Smith <[Justin.Smith@terraecat.co.nz](mailto:Justin.Smith@terraecat.co.nz)>  
**Subject:** RE: order to be cancelled

Hi,

We were just waiting for an IT issue to be resolved which has been since resolved.

He just needed the following credit.

Transfer orders (1 - ggnz) - Transfer number: TO10776274, 30/03/2021, Transfer number: TO10776274

File

Picking journal

Arrival journal

New

Delete

Posting

Inquiries

Print

Send...

Send to FMS

Remove WWF

Overview

General

Delivery

Setup

Foreign trade

From warehouse

To warehouse

To customer

<input type="checkbox"/>	From warehouse	To warehouse	Ship instructions	Transfer number	Transfer status	Ship date	Receipt date	Sales order	Order class	Mode of delivery
<input type="checkbox"/>	10A	29A	Direct ship transfer	TO10776274	Created	30/03/2021	30/03/2021	29S0045450	PARTEQUIP	

Add

Add lines

Remove

Functions

Inventory

Lines

General

Setup

Foreign trade

Ship now

Receive now

Dimensions

<input type="checkbox"/>	Item number	Transfer quantity	Phantom	Location	Created by	Product name	Serial number	Shipped Qty
<input type="checkbox"/>	4450282	3.00	<input type="checkbox"/>	NN06A	JustinS	Bearing		3.00

Cheers,  
**Sanil Singh**  
**Senior Store Person - Terra Cat**  
157 Kerrs Rd, PO Box 98 975, Auckland, 2104  
**M:** +64275372735 | **DDI:** +64275372735  
**E:** [Sanil.Singh@terraecat.co.nz](mailto:Sanil.Singh@terraecat.co.nz) | **W:** [terraecat.co.nz](http://terraecat.co.nz) |  





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**From:** Tim Campbell <[Tim.Campbell@terraecat.co.nz](mailto:Tim.Campbell@terraecat.co.nz)>  
**Sent:** Tuesday, 6 April 2021 2:07 pm  
**To:** Sanil Singh <[Sanil.Singh@terraecat.co.nz](mailto:Sanil.Singh@terraecat.co.nz)>  
**Cc:** Justin Smith <[Justin.Smith@terraecat.co.nz](mailto:Justin.Smith@terraecat.co.nz)>  
**Subject:** RE: order to be cancelled

Sanil,

I'm looking after this for Justin, Can you please advise me on what I need to do and what has been supplied.

Thanks

**Tim Campbell**  
**Parts Interpreter - Terra Cat**  
52-54 Raiha Street, Kenepuru, Porirua, PO Box 31 443, Wellington, 5022  
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**E:** [Tim.Campbell@terraecat.co.nz](mailto:Tim.Campbell@terraecat.co.nz) | **W:** [terraecat.co.nz](http://terraecat.co.nz) |  



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**From:** Justin Smith <[Justin.Smith@terraecat.co.nz](mailto:Justin.Smith@terraecat.co.nz)>  
**Sent:** Tuesday, 6 April 2021 9:23 AM  
**To:** Tim Campbell <[Tim.Campbell@terraecat.co.nz](mailto:Tim.Campbell@terraecat.co.nz)>  
**Subject:** FW: order to be cancelled

**Justin Smith**  
**Customer Support Account Manager - Terra Cat**  
52-54 Raiha Street, Kenepuru, Porirua, PO Box 31 443, Wellington, 5022  
**M:** +64276495948 | **DDI:** +64276495948  
**E:** [Justin.Smith@terraecat.co.nz](mailto:Justin.Smith@terraecat.co.nz) | **W:** [terraecat.co.nz](http://terraecat.co.nz) |  



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**From:** Sanil Singh <[Sanil.Singh@terraecat.co.nz](mailto:Sanil.Singh@terraecat.co.nz)>  
**Sent:** Tuesday, 6 April 2021 09:22  
**To:** Justin Smith <[Justin.Smith@terraecat.co.nz](mailto:Justin.Smith@terraecat.co.nz)>; Jaymie Nixon <[Jaymie.Nixon@terraecat.co.nz](mailto:Jaymie.Nixon@terraecat.co.nz)>; Candy Barker <[Candy.Barker@terraecat.co.nz](mailto:Candy.Barker@terraecat.co.nz)>  
**Cc:** Linda Poharama <[Linda.Poharama@terraecat.co.nz](mailto:Linda.Poharama@terraecat.co.nz)>; Vivienne Malamala <[Vivienne.Malamala@terraecat.co.nz](mailto:Vivienne.Malamala@terraecat.co.nz)>  
**Subject:** RE: order to be cancelled

Hi Jaymie,

The picking journal is closed now.

Hi Justin,

Would you please be able to do a credit for the following.  
For now this is not showing in our stock.

Transfer orders (1 - ggnz) - Transfer number: TO10776274, 30/03/2021, Transfer number: TO10776274

File Picking journal Arrival journal New Delete Posting Inquiries Print Send... Send to FMS Remove WWF

Overview General Delivery Setup Foreign trade From warehouse To warehouse To customer

From warehouse	To warehouse	Ship instructions	Transfer number	Transfer status	Ship date	Receipt date	Sales order	Order class	Mode of deliver
10A	29A	Direct ship transfer	TO10776274	Created	30/03/2021	30/03/2021	29S0045450	PARTEQUIP	

Add Add lines Remove Functions Inventory

Lines General Setup Foreign trade Ship now Receive now Dimensions

Item number	Transfer quantity	Phantom	Location	Created by	Product name	Serial number	Shipped Qty
4450282	3.00	<input type="checkbox"/>	NN06A	JustinS	Bearing		3.00

**Sanil Singh**  
**Senior Store Person - Terra Cat**  
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**From:** Jaymie Nixon <[Jaymie.Nixon@terraecat.co.nz](mailto:Jaymie.Nixon@terraecat.co.nz)>  
**Sent:** Tuesday, 6 April 2021 9:07 am  
**To:** Sanil Singh <[Sanil.Singh@terraecat.co.nz](mailto:Sanil.Singh@terraecat.co.nz)>; Candy Barker <[Candy.Barker@terraecat.co.nz](mailto:Candy.Barker@terraecat.co.nz)>  
**Cc:** Linda Poharama <[Linda.Poharama@terraecat.co.nz](mailto:Linda.Poharama@terraecat.co.nz)>; Vivienne Malamala <[Vivienne.Malamala@terraecat.co.nz](mailto:Vivienne.Malamala@terraecat.co.nz)>  
**Subject:** RE: order to be cancelled

Hi Sanil,

Can you please try now,

Regards,

**Jaymie Nixon**  
**Parts Support Administrator - Terra Cat**  
 Branstons Street, PO Box 16-168, Christchurch, 8441  
**DDI:** +6439832481



**From:** Sanil Singh <[Sanil.Singh@terracat.co.nz](mailto:Sanil.Singh@terracat.co.nz)>  
**Sent:** Tuesday, 6 April 2021 8:39 AM  
**To:** Jaymie Nixon <[Jaymie.Nixon@terracat.co.nz](mailto:Jaymie.Nixon@terracat.co.nz)>; Candy Barker <[Candy.Barker@terracat.co.nz](mailto:Candy.Barker@terracat.co.nz)>  
**Cc:** Linda Poharama <[Linda.Poharama@terracat.co.nz](mailto:Linda.Poharama@terracat.co.nz)>; Vivienne Malamala <[Vivienne.Malamala@terracat.co.nz](mailto:Vivienne.Malamala@terracat.co.nz)>  
**Subject:** order to be cancelled

Good morning,

Hoe all is well.

Would you please be able to help us with the following.  
Justin s wants this order cancelled but there is an error that is keeping status of order on picked only.  
Please assist.

FileInventoryFunctions

OverviewGeneralUpdateLedgerReferenceOtherFinancial dimensions - financialFinancial dimensions - physicalInventory dimensions

Site	Warehouse	Location	P	Physical date	Financial date	Reference	Number	Name	Receipt	Created by	Issue	Quantity	Cost amount	Cell Id	Stoc...	C
NZ	10A	NN06A				Transfer order shipment	TO10776274			JustinS	Picked	-3.00		00	Stocked	30

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

Close journal

Receipt journal created: 1152902

Itemid= 4450202, Qty= 4.00 [pc]

Over-delivery of line is 33.33 percent, but the allowed over-delivery is only 0.00 percent.

Update has been cancelled.

**Sanil Singh**  
**Senior Store Person - Terra Cat**  
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**Jess Beattie** August 3, 2021 at 1:50 PM

Internal note

[Maureen Aberilla](#) Hey Maureen, are you able to please help me out with this? I'm not quite sure what needs to happen here and they were talking about doing a credit but the issue has now come to us...?

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**Maureen Aberilla** August 4, 2021 at 10:53 AM

Internal note

Hi Jess,

Sure I can look at this today. I think there's another ticket for a similar issue.

Cheers, Maureen

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**Sue Petersen** August 5, 2021 at 3:07 PM

Hi, Please find attached how to resolve the issue - Thanks