



#322061 "Parts Warehouse CHC" (70502) - unable to close PJ2892891

Submitted 2 September 2021 at 09:49 **Received via** Mail **Requester** Jonathan Miller <jonathan.miller@goughcat.co.nz>

CCs
Maureen Aberilla <maureen.aberilla@goughcat.co.nz>, Sue Petersen <sue.petersen@goughgroup.co.nz>

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

Category
NAXT

Voicemail September 2, 2021 at 9:49 AM
Please see the file attached.

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Jess Beattie September 2, 2021 at 9:53 AM Internal note
Jonty - Not entirely sure what the issue is because he was talking quietly. Possibly something to do with an order that needs fixing...

Jess Beattie September 2, 2021 at 9:53 AM Internal note
021989730

Jess Beattie September 2, 2021 at 9:57 AM Internal note
Picking journal thats related to a TO that won't let us close it because Dot has opened it up to a service call then transferred to 63A
cant close PJ or delete etc

68S0

Dot loaded against 63A but needs to be ordered from 60A.

Need to cancel the PJ so the pick quantity can be removed/changed

PJ2892891
68S0055197

Jess Beattie September 2, 2021 at 10:02 AM Internal note
needs to be 68A
Dot has mucked up the job so is currently under 63A



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

Close journal

- Receipt journal created: 1198820
- ItemId= 6L9589, Qty= 2.00 [pc]
- Transfer order - Receipt
 - The selected printer is not available (\\CCLPRN01\DT21PCV01)
- Posting
 - Sales order: 68S0055197
 - Item: 6L9589
 - Physical on-hand
 - Site=NZ, Warehouse=63A, Location=NO-LOC
 - 2.00 cannot be picked because only 0.00 is/are available from the inventory.
 - Item: 6L9589
 - Update has been cancelled.

unable to pick and pack TO
was going to delete PJ then remake it under 68A then send the parts but wont let us delete

Jess Beattie September 2, 2021 at 10:04 AM

Internal note

SC243962-23

Jess Beattie September 2, 2021 at 10:14 AM

Internal note

[Sue Petersen](#) [Maureen Aberilla](#)

Ok, this is a messy one.

To summarise:

Picking journal that's related to a TO won't let Jonty close it because Dot has opened it up to a service call then transferred to 63A

Cant close PJ or delete or cancel

Want to cancel PJ so the pick quantity can be removed/changed

Jonty said he was going to delete the PJ then remake it under 68A then send the parts but won't let him delete it.

Service call SC243962-23 has warehouse 68A which is correct.

Sales order 68S0055197 has 63A

Picking journal has 60A but should be 68A

If you want/need to speak with him for further clarification, his number is 021989730

:) Thank you very much!

Service segments (1 - ggnz) - Segment id: SC243962-23, In-process, Call number: SC243962

File

Service segments

Manage

Warranty

Parts and Labour

Related information

Segment

From component structure

Edit

Delete

Equipment disassembly

Quotation

Start segment

Technician complete

Finish segment

Reopen

Cancel

Create invoice proposals

Service call closing summary

Operation

Add standard job

Delivery note

Express picking journal

Refresh

Export to Microsoft Excel

Attachments

New

Maintain

Segment id	Report	Quoted	Credited	Split	Seq#	Job code	Component	Description	Modifier code	Shop/Field	Status	Credit status	Serial number	Standard job	Invoice account	Warranty type	Last day of labour	Ne
SC243962-17	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	17	511	1434	Replace with New - Floodlight		Shop	Technician complete	Passed	86X01097		3020669		2/07/2021	21/0
SC243962-18	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	18	010	7150	Remove & Install - Step - Guard(s)	S7	Shop	In-process	Passed	86X01097		3020669		9/08/2021	21/0
SC243962-19	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	19	038	1401	Diagnostic Test - Battery		Shop	In-process	Passed	86X01097		3020669		9/08/2021	21/0
SC243962-20	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	20	019	1251	Recondition Before Failure - Fuel Injection ...		Shop	Technician complete	Passed	86X01097		3020669		29/07/2021	30/0
SC243962-22	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	22	031	1000	Dynamometer Test - Engine		Shop	In-process	Passed	86X01097		3020669		1/09/2021	13/0
SC243962-23	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	23	014	1063	Replace Gasket/Seal - Aftercooler		Shop	In-process	Passed	86X01097		5000644			2/09
SC243962-09	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	9	023	1000	Repair - Cover - Engine	CH	Shop	In-process	Passed	86X01097		3020669		9/08/2021	21/0
SC243962-21	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	99	023	1250	Repair - Line(S) - Fuel System	LI	Shop	In-process	Passed	86X01097		3020669		9/08/2021	28/0

Segment details

Segment id: SC243962-23

Description: Replace Gasket/Seal - Aftercooler

Status: In-process

Scheduler status:

Credit status: Passed

Credit check transaction: CCT02327491

Business area: AR Revenue

Equipment: EQ018555

Serial number: 86X01097

Customer equipment number: WD101

Make: CATERPILLAR

Model: 825C

Arrangement number:

Invoice account: 5000644

Name: 68 - ESV - 1020 - Service Redo

Follow-up note:

Project

Project ID: SC243962-23

Cust price group: EXPENSE

Customer category group: EXPENSE

Overtime / Allocation

Customer overtime not allowed:

Job details

Standard job:

Estimated duration: 02:00

Target duration: 02:00

Version: 0

Service letter:

Job code: 014

Component: 1063

Qty code:

Modifier code:

Shop/Field: Shop

Cab type:

Business group:

Payment territory:

Structure related:

SMU

SMU: 19,760.00

Unit: Hours

Related equipment

Related serial number:

Cab type:

Arrangement number:

Deductible

Deductible:

Customer account:

Deductible amount: 0.00

Deductible entry code:

Sales

Sales order: 68S0055197

Part price group: INTRCOST

Warehouse: 68A

Tool sales order:

Tools warehouse: 68A

Store:

Division: ESV

Travel and Mileage

Travel:

Travel customer:

Mileage:

Mileage customer:

Currency conversion

Currency: NZD

Rate type: PUR-PTS-FIX

Rate contract ID:

Service segment identifier

Sales order (1 - ggnz) - Sales order: 68S0055197, 68 - ESV - 1020 - Service Redo, Sales order: 68S0055197

File

Sales order

Sell

Manage

Pick and pack

Invoice

General

Interfaces

Inquiries

Sales order

Service order

Purchase order

Transfer order

Direct delivery

Create EMR

Create case line

Edit

Delete

Cancel

Header view

Line view

From all

From journal

Totals

Order class filter

Ordering configuration

Cost/revenue to be allocated

Backorder review

Download online orders

Commerce S...

Generate from template

Attachments

Send payment failure email

Email notification

Import Lines

Equipment builder

Allocate revenue

New

Maintain

68S0055197 : 5000644 - 68 - ESV - 1020 - Service Redo

Sales order header

Customer

Customer account: 5000644

Name: 68 - ESV - 1020 - Service Redo

Customer requisition:

Customer reference:

Contact ID:

Contact:

Telephone:

Invoice account: 5000644

Name: 68 - ESV - 1020 - Service Redo

Delivery address

Name: 68 - ESV - 1020 - Service Redo

Delivery address: Terra CAT

Address: **CRC Bin asap please**
Hornby
Christchurch

Delivery contact:

Delivery date

Promised date:

Requested ship date: 2/09/2021

Requested receipt date: 2/09/2021

Confirmed ship date:

Confirmed receipt date:

Need by date: 2/09/2021

Delivery

Mode of delivery:

Delivery reason:

Delivery terms:

References

Customer requisition:

Customer reference:

Division: ESV

Government Order:

Discounts

Total discount %: 0.00

Equipment

Make: CATERPILLAR

Model: 825C

Serial number: 86X01097

Equipment: EQ018555

Customer equipment number: WD101

Transmission arrangement number:

Status

Status: Open order

Document status: None

Credit status:

Credit check transaction:

Setup

Disable auto replacement:

Sales responsible: David Willets

Warehouse: 63A

RMA number:

Pool:

Part price group: INTRCOST

SOS: 000

Order class: SERVICE

Parts invoice method: Default

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 Reference lot
63A	NO-LOC	000	Gasket	6L9589	2.00		2.00					1.68			0.00000	3.36	pc	

Line details

Default financial dimensions - Revenue and Consumption

Contract: No default

Where the ProjectID dimension is used

▶

P

J

Internal note

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