

## #336108 Error when trying to post invoice proposal PJP00424227 on SC277079 seg 06

**Submitted** Received via Requester

24 May 2022, 08:23 Casey Whittaker <casey.whittaker@goughcat.co.nz> Mail

**CCs** 

Sue Petersen <sue.petersen@terracat.co.nz>, IT Service Desk <servicedesk@terracat.co.nz>

**Priority Status** Type Group **Assignee** Closed Normal Service Desk Matt Osterfield

Category

**NAXT** 

Casey Whittaker 24 May 2022, 08:23

Good Morning

Can you please have a look at the above, it comes up with an error message when I am trying to post the invoice proposal.

Thanks.



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

Posting

🖆 🤧 Project contract ID: 5001000

- Youcher Pl00296001

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

MainAccount 511420.

Department ERN.

... CostCentre 1081.

... 🚺 Location 26.

SalesPerson NA.

• The combination was not validated beyond the Equipment financial dimension.

Dimension values were validated with this account structure: NZ P&L-Rental Sales and COS

Posting has been cancelled.

**Casey Whittaker** 

Service Advisor - Terra Cat

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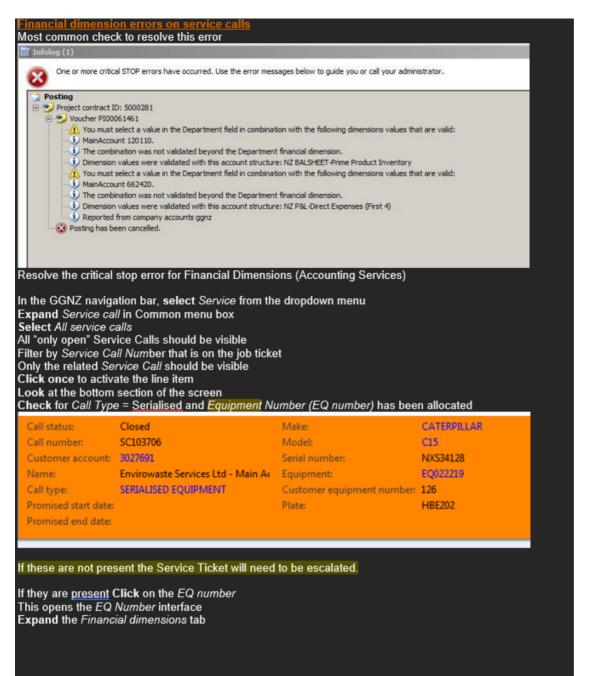


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Matt Osterfield 9 June 2022, 12:09

Internal note

Jess Beattie hey on this one I have found something similar in the document.



So when I go to the service call the line item is all blank.

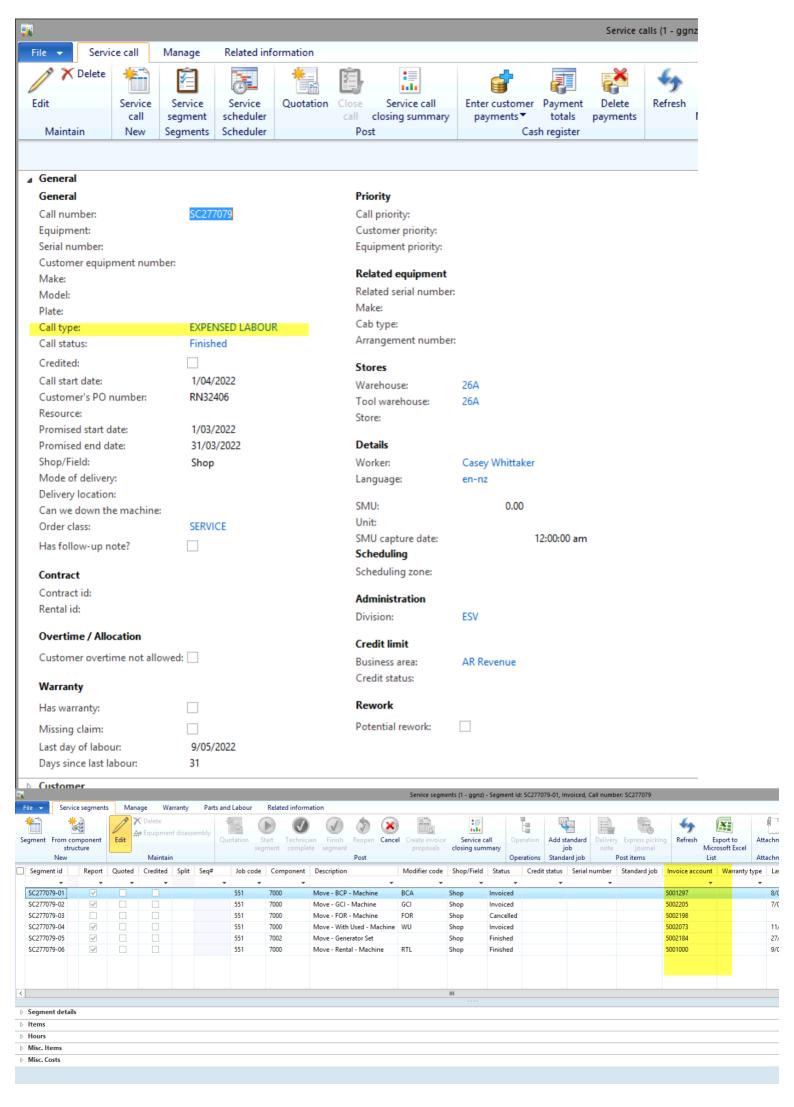


Does this mean I need to escalate? If so who to? Sue? Any advice would be greatly appreciated

**Jess Beattie** 9 June 2022, 12:20

Internal note

Matt Osterfield sorry, I am stumped on this one too. Not even sure the right call type and accounts are being used.



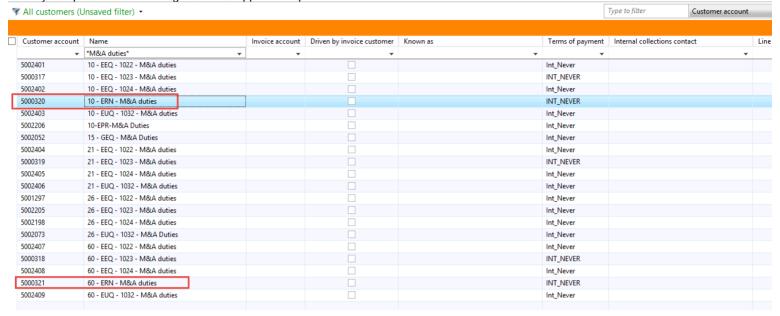
Don't even know what is causing that error.

Sue Petersen please help:)

## Sue Petersen 9 June 2022, 13:56

Hi Case

The error is telling you that you need an Equipment number on the call. When I look at the segment i see that you are moving equipment around so you should be using a customer that allows for this - unfortunately there is not one set up for your branch. I have attached the list of account already setup. You will need to get Geoff Clapp to set up a customer same as the two i have identified but for branch 26. Thanks



**Jess Beattie** 9 June 2022, 13:57

Internal note

Sue Petersen thank you for resolving this :)

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