

Submitted

24 May 2022, 08:23

Mail

Received via

Requester

Casey Whittaker <casey.whittaker@goughcat.co.nz>

CCs

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

Status

Closed

-

Priority

Normal

Group

Service Desk

Assignee

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


Voucher PI00296001




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



Reported from company accounts ggnz



Posting has been cancelled.

Casey Whittaker  
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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.

## Financial dimension errors on service calls

### Most common check to resolve this error

Infolog (1)

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

**Posting**

Project contract ID: 5000281

Voucher PI00061461

- You must select a value in the Department field in combination with the following dimensions values that are valid:
  - MainAccount 120110.
  - The combination was not validated beyond the Department financial dimension.
  - Dimension values were validated with this account structure: NZ BALSHEET-Prime Product 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.

### Resolve the critical stop error for Financial Dimensions (Accounting Services)

In the GGNZ navigation bar, select *Service* from the dropdown menu

Expand *Service call* in Common menu box

Select *All service calls*

All "only open" Service Calls should be visible

Filter by *Service Call Number* that is on the job ticket

Only the related *Service Call* should be visible

Click **once** to activate the line item

Look at the bottom section of the screen

Check for *Call Type* = *Serialised* and *Equipment Number* (EQ number) has been allocated

Call status:	Closed	Make:	CATERPILLAR
Call number:	SC103706	Model:	C15
Customer account:	3027691	Serial number:	NXS34128
Name:	Envirowaste Services Ltd - Main Ac	Equipment:	EQ022219
Call type:	SERIALISED EQUIPMENT	Customer equipment number:	126
Promised start date:		Plate:	HBE202
Promised end date:			

If these are not present the Service Ticket will need to be escalated.

If they are present Click on the *EQ number*

This opens the *EQ Number* interface

Expand the *Financial dimensions* tab

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

Call status:	Make:	Has warranty:	<input type="checkbox"/>	Store:
Call number:	Model:	Missing claim:	<input type="checkbox"/>	Division:
Customer account:	Serial number:	Last day of Labour:		Last SMU:
Name:	Equipment:	Days since last labour:		Unit:
Call type:	Customer equipment number:	Call start date:		Last SMU capture date:
Promised start date:	Plate:	Total days open:		
Promised end date:				

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.

## General

### Priority

Customer priority:

## Discussion

### Related equipment

Make:

Arrangement number:

## Stores

Tool warehouse: 26A

Store:

### Details

Language: en-nz

Unit:

## Scheduling

Scheduling zone:

## Administration

Division: ESV

### Credit limit

Business area: AR Revenue

Credit status:

### Rework

Potential rework: ☐

Days since last labour: 31

Service segments (1 - ggnz) - Segment id: SC277079-01, Invoiced, Call number: SC277079

► Misc. Items

▷ Misc. Costs

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

All customers (Unsaved filter)

Type to filterCustomer account

Customer account	Name	Invoice account	Driven by invoice customer	Known as	Terms of payment	Internal collections contact	Line
	*M&A duties*						
5002401	10 - EEQ - 1022 - M&A duties		<input type="checkbox"/>		Int_Never		
5000317	10 - EEQ - 1023 - M&A duties		<input type="checkbox"/>		INT_NEVER		
5002402	10 - EEQ - 1024 - M&A duties		<input type="checkbox"/>		Int_Never		
5000320	10 - ERN - M&A duties		<input type="checkbox"/>		INT_NEVER		
5002403	10 - EUQ - 1032 - M&A duties		<input type="checkbox"/>		Int_Never		
5002206	10-EPR-M&A Duties		<input type="checkbox"/>		Int_Never		
5002052	15 - GEQ - M&A Duties		<input type="checkbox"/>		Int_Never		
5002404	21 - EEQ - 1022 - M&A duties		<input type="checkbox"/>		Int_Never		
5000319	21 - EEQ - 1023 - M&A duties		<input type="checkbox"/>		INT_NEVER		
5002405	21 - EEQ - 1024 - M&A duties		<input type="checkbox"/>		Int_Never		
5002406	21 - EUQ - 1032 - M&A duties		<input type="checkbox"/>		Int_Never		
5001297	26 - EEQ - 1022 - M&A duties		<input type="checkbox"/>		Int_Never		
5002205	26 - EEQ - 1023 - M&A duties		<input type="checkbox"/>		Int_Never		
5002198	26 - EEQ - 1024 - M&A duties		<input type="checkbox"/>		Int_Never		
5002073	26 - EUQ - 1032 - M&A Duties		<input type="checkbox"/>		Int_Never		
5002407	60 - EEQ - 1022 - M&A duties		<input type="checkbox"/>		Int_Never		
5000318	60 - EEQ - 1023 - M&A duties		<input type="checkbox"/>		INT_NEVER		
5002408	60 - EEQ - 1024 - M&A duties		<input type="checkbox"/>		Int_Never		
5000321	60 - ERN - M&A duties		<input type="checkbox"/>		INT_NEVER		
5002409	60 - EUQ - 1032 - M&A duties		<input type="checkbox"/>		Int_Never		

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

Internal note

[Sue Petersen](#) thank you for resolving this :)