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**Zero cost or sales price fix**

Transfer all good transactions EXCEPT the zero line

Error message

Graphical user interface, text, application, email

Description automatically generated

**Fix:**

* **Create a new segment**
* **Transfer all transactions from old segment to new segment EXCEPT the line with zero cost/sales price**
* **Cancel old segment**

**Steps on how to implement the fix:**

1. GGNZ > Service > Common > Service call > All service calls
2. Filter for the service call number
3. Click **Service segment**

A picture containing application

Description automatically generated

1. First, we need to create a new segment > On the **Service segments** tab > Click **Segment**

A picture containing table

Description automatically generated

1. Put in the correct operating unit and warehouse (The below screenshot is just an example)
2. Click **OK**

Graphical user interface, application

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1. You will need to enter in the **Seg#, Job code and Component** (this will need to match the segment you are going to transfer from)

Calendar

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For this instance, the new segment needs to match segment 2 because we are going to be transferring the good transactions from segment 2 to the new segment

Graphical user interface, text, application

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1. Make sure you have the new segment selected
2. Click **Start segment**

Graphical user interface, application

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1. Click **OK**

Table

Description automatically generated

1. Do not worry if you get this error pop up, you can deal with that later. Just click **Close**

Graphical user interface, text, application, email

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1. Now the new segment has populated its own segment number (04) and is now **In-process**

Graphical user interface, application

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1. Tick the box next to the “old” segment (in this instance, it is segment 2)
2. Click **Service call closing summary** at the top

Graphical user interface, application

Description automatically generated

1. Do not worry if this error pops up again, we are about to deal with it > click **Close**

A screenshot of a computer

Description automatically generated

1. Tick the box next to the segment line that corresponds to the correct segment number (segment 2 for this example)
2. Also take note of what is in the below half of the closing summary screen, if there is a **Misc** line such as a KM1 (highlighted below) – this will need to be removed from the segment and put onto the new segment – we will come back to that after we have done the transfer.

Graphical user interface, application, table, Excel

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1. Click **Select**

Graphical user interface, application, PowerPoint

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1. Make sure that the **Project ID** shows the correct segment number that you are transferring from.
2. All boxes need to be ticked
3. Click **OK**

Graphical user interface, application

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1. You will see all the transactions on that segment including the one that has no cost/sales price. We need to leave that one behind, so ONLY tick the one that shows the pricing
2. Click **Transfer**

Table

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1. In the **Transfer transactions** box, enter in the new segment number (for this example, it is segment 4)
2. Enter in the **Line category group**
3. Click **OK**

Graphical user interface, application

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1. The transaction/s you are transferring, will now show up in the second half of the transfer window, ready to post.
2. Make sure that there is a cost and sales price showing > if there is, then tick the box next to the line
3. Click **Post**

Table, Excel

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1. You should then see this screen essentially telling you that the transfer was successful
2. Click **Close**

Graphical user interface, text, application, email

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1. You can now close the transfer window and the closing summary window

Graphical user interface

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Graphical user interface, application, table

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1. If you want to double check that the process has been done correctly, select the old segment
2. Related info tab at the top
3. Click **Segment transactions**

Graphical user interface, application, Word

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1. There should only be the transaction with the zero cost/sales price showing and nothing else. If there are other transactions showing, then the transfer was done incorrectly

Graphical user interface, application, table

Description automatically generated

1. Close the transactions window
2. Now select the new segment
3. Related info tab at the top
4. Click **Segment transactions**

Graphical user interface, application, table

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1. All the other transactions from the old segment should be showing on this new segment

Graphical user interface, application, table

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1. Close the transactions window
2. Select the old segment again
3. We need to remove the Misc Cost line (only if it the **Line Status** does not say **posted) >** take note of all the details for the line because you will need to add it to the new segment later.
4. Select the Misc cost line
5. Click **remove**

Graphical user interface, application, table, Word

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1. You should now be able to cancel the old segment
2. Select the old segment
3. Service segments tab
4. Click **Cancel**

Graphical user interface, text, application

Description automatically generated

1. Click **OK**

Table

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1. If you run into the below error, then you cannot cancel the segment. You will need to change the invoice customer to an internal account then invoice it for zero. (Check with the accountants or service supervisor as to what internal account to use)

Graphical user interface, text, application, email

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1. Go to the **Manage** tab
2. Click **Change segment customer**
3. Enter in the internal account number > click **OK**

Graphical user interface, application

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1. Select the old segment
2. **Service segments** tab
3. Click **Finish segment**

Graphical user interface, text, application

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1. Click **OK**

Table

Description automatically generated

1. Click **Create invoice proposal**

Graphical user interface, application, table

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1. Click **OK**

Graphical user interface, application

Description automatically generated

1. Invoice proposal has now been created and it should only show the zero line > click **Close** on the Infolog box

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1. Click **Post**

Graphical user interface, application, table, Excel

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1. Click **OK**

Graphical user interface, application, table, PowerPoint

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1. Click **OK**

Graphical user interface, application

Description automatically generated

1. Once posted (hopefully without any errors), close the invoice proposal window

Graphical user interface, text, application, email

Description automatically generated

1. Click **Refresh** at the top

Graphical user interface, application, table, Excel

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1. The old segment should now say invoiced

Graphical user interface, text, application

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1. You now need to add the misc cost line to the new segment
2. Select the new segment
3. Expand **Misc Costs**
4. Click **Add**

Graphical user interface, application

Description automatically generated

1. Misc Cost line is now added

Graphical user interface, application

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