

HELP DESK REPORT

ITEM	CREATED	REQUEST BY	USER	APPLICATION	ISSUE	DETAIL	SYSTEM #	STATUS	TIME
74	06/03/2005	Dusty	Temp	eABC	Hanson Sacaton Water	temper and reclaim water picking up city water output		Closed	0.05
222	07/06/2005	Scott Franze	Temp	AUJS	Hanson Aggregates - Requested Change to Quotation Printout	Brenda Seashore requested a change to the quotation printout in AUJS.		Closed	1.77
240	07/08/2005	Scott Franze	Temp	AUJS	Hanson - Include Credit Limit in JD Edwards Interface	Beth requested a program modification to pass the credit limit from JD Edwards to AUJS.		Closed	0.77
283	07/18/2005	Anthony	Temp	eABC	Hanson Sun City Cem Disch Rate	Cement discharging too fast. Pulse Rate - 0.8 Pulse Width - 0.8 Pulse Start - 0.4 Rate - 80 Window - 30		Closed	0.05
318	07/25/2005	Erik Hannah	Temp	AUJS	Hanson - Orders Invoiced	Pam called in about some orders that were invoiced incorrectly. Apparently they have had some more network issues. She states that she now has to enter in a user name and password when the export runs. I believe this has to do with the permissions on the export folder again. Set the flags back on the orders from the 15th to the 18th. Reported back to Pam.		Closed	0.50
321	07/25/2005	David Baker	Temp	AUJS	Hanson Aggregates - Database Backup Failure	The scheduled SQL jobs for database backups are failing.		Closed	0.88
324	07/26/2005	Mike Lawson	Temp	AUJS	Hanson - Customer Import	Beth (Credit) has requested changing the customer import for JDE include all Arizona customers and not filter out Prescott, Wickenburg and Clarkdale into the Phoenix database. The field that stores this from JDE is business. Contact Number 800 687-6549		Closed	0.33
342	07/28/2005	Beth Wheelock	Temp	AUJS	Hanson Aggregates - Discussed JD Edwards Customer Import	Request to import all JD Edwards customers from each division into the Phoenix database. Presently, only customers that have been modified/updated will be exported.		Closed	0.63
367	08/04/2005	David Baker	Temp	AUJS	Hanson Aggregates - Conctete COD Ticket Export	A request was made to export all concrete COD tickets from the Phoenix database to an Excel spreadsheet. The fields will include plant, ticket number, ticket date, customer number, and amount.		Closed	0.25
389	08/10/2005	Alan Martin	Temp	AUJS	Hanson - Sales Tax Summary Report	Problems reconciling the Sales Tax Summary Report.		Closed	2.00
								TOTAL	7.23

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391	08/11/2005	Mike Lawson	Temp	AUJS	Hanson - Customer Load	Customers from all dbs not showing up in Phoenix db		Closed	0.88
408	08/17/2005	Mike	Temp	eABC	Hanson Agg - Moisture	Wants to know how to set moisture for rock.		Closed	0.10
455	08/26/2005	Dan Lawson	Temp	eABC	Hanson Sun City - water holdback	When turning off MD and turning on MD the water will not holdback.		Closed	2.00
459	08/29/2005	Dan Lawson	Temp	eABC	Hanson Agg - Plant 40	When selecting plant on ticket stack the ABC will reset and restart on its on. Happens approx every other day. WO 28295		Closed	0.00
539	09/16/2005	Dan Lawson	Temp	eABC	Hanson Agg - Plant 40 Double Batch Mixer	When double batching a 11 yard load the second batch will not charge mixer. This is due to mixer inidcating a charge condition.		Closed	0.75
564	09/27/2005	Erik Hannah	Temp	AUJS	Hanson - Quotes Did Not Escalate	Brenda called in stating that their quotes did not escalate prices on 09/01/05. She is worried that the price increase on 10/01 will not go through. Investigating...		Closed	1.00
579	09/30/2005	Beth Wheelock	Temp	AUJS	Hanson Aggregates - JD Customer Import	JD Customer Import does not appear to be importing customers into AUJS.		Closed	2.00
661	10/19/2005	Erik Hannah	Temp	AUJS	Hanson - Invoice Errors	Called Pam to follow up on her issues. Pam found that she had made an error when she was exporting. Problem is resolved.		Closed	0.25
686	11/02/2005	Allen Wiggins	Temp	eABC	Hanson Sacaton	They have two problems. 1. The mix load rate will override the truck load rate and they wish to have the truck load rate as the Primary default. 2. The mix counter loses the amount of mixes if they go into the mix while it is batching.		Closed	2.00
697	11/10/2005	Erik Hannah	Temp	AUJS	Hanson - Quote Escalation	Brenda called in about old escalations showing on the QtPrint report. Purposely removed delete statement from stored procedure to prevent loss of data. This happened a couple times and backups were not available. Created a new report, but have been unsuccessful in updating it on their server as it has been in use for over a day now. Assuming that someone has left their AUJS running with the quote form open. Decided to remove 11/01/05 quote escalation data manually by running the omitted delete statement in Escalate_Quote_Prices. Also added delete statement back into stored procedure as everything appears to be working correctly now. Called to Hanson and had them check the report and all appears well.		Closed	2.00
								TOTAL	18.21

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ITEM	CREATED	REQUEST BY	USER	APPLICATION	ISSUE	DETAIL	SYSTEM #	STATUS	TIME
731	11/29/2005	David Baker	Temp	AUJS	Hanson - Database Restore	Request to move and restore the AUJS company databases on a new server.		Closed	2.00
740	12/08/2005	Erik Hannah	Temp	AUJS	Hanson - Zero price invoices exported	David Baker emailed an issue with zero price invoices exporting to J.D. Edwards. Found that they had recently made some changes to the import export process in Jonel. The changes they had made were not restricting zero prices. Advised that they could unprep the tickets, if they were never meant to export. Spoke to Kevin and left a message for Pam. Also offered to set flags to invoiced if these were meant to export. According to Kevin they were not and will not be exported to J.D. Edwards. Closed pending further contact.		Closed	0.50
788	01/19/2006	Erik Hannah	Temp	AUJS	Hanson - Invoices Exported	Pam called stating that she had exported before she had printed and needed the flags set back on several days. Set the flags back and called her back.		Closed	0.25
797	01/25/2006	Erik Hannah	Temp	AUJS	Hanson - Delivery Charge	Maria called in from Hanson. She states that they are having issues with the delivery charge showing zero prices on some tickets. She had given Scott some orders that did not seem to correlate with what she was saying. From these orders I researched as best I could, but could not see what she was talking about. Everything appeared to be correct. I called several times but could not get through to the number she had left with Scott. I finally reached her the next morning. We were able to walk through the orders she had noticed a problem with. They were different from the orders Scott had been given. After stepping through the orders I was able to determine that the truck type was changing on the tickets she had questions for. The quote on the order had a zero price for the delivery charge on these specific truck types.		Closed	5.00
821	02/03/2006	Erik Hannah	Temp	AUJS	Hanson - Billing Issues	Pam reports some issues with invoices with zero prices that were exported and she cannot locate them. Referred her to invoice detail report, which I had previously modified so that she could view those orders. This problem exists due to their internal rewrite of the export program. Pam also called with some issues with copied orders and asked some questions about their history. Explained different orders and discussed details over a few calls.		Closed	1.00
846	02/23/2006	Pablos	Temp	eABC	Hanson Plant 31 - Cem Inching	Since power failure yesterday the cement discharge will open full then pulse close to about halfway open and then not pulse back open. Pulse Rate - 2.3 Pulse Width 0.3 Start Pulse - 2.3 Vibrator - 300 lbs Table 1 discharge rates Rate - 120 Window -15		Closed	0.00
869	03/10/2006	Erik Hannah	Temp	AUJS	Hanson Customer Import	Import is creating error while inserting into tax location. Found that they had added a field to the export file from JD Edwards. Removed extra field and customers imported successfully. Called David Baker to advise. He called back and stated that he would follow up with the people at JD Edwards. Closed pending further contact.		Closed	2.00

941	04/18/2006	Erik Hannah	Temp	AUJS	Hanson - Tickets Batched Accidentally	Lucy called in about a day of orders that had been prepped accidentally. Determined that we should set the orders on the 11th to invoiced until she can finish the 10th. Lucy states she will call back when she is finished.		Closed	0.50
1140	08/28/2006	Erik Hannah	Temp	AUJS	Hanson - JD Edwards Export Amount Wrong	Regina and Julie contacted Scott Franze regarding unequal amounts in the JD Edwards export and the Ticket Proof. Determined that there was a new user who was entering in credit order incorrectly. They were not checking the Credit box and were also entering in negative prices. The system uses negative quantities not prices. Went through all the incorrect orders, of which there were about 15. Checked the JD Edwards export amount and it matched the ticket proof amount given earlier of 72,470.65, off by one penny, which is a rounding issue. Called and left a message with Regina. Asked her to call me if she had any questions.		Closed	1.00
1173	09/06/2006	Tim Saelens	Temp	AUJS	Hanson - Missing AUJS.INI File	Citrix users are not getting their user specific AUJS.INI typically found in C:Documents and SettingsusernameWINDOWS AUJS.INI.		Closed	1.00
								TOTAL	31.46

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ITEM	CREATED	REQUEST BY	USER	APPLICATION	ISSUE	DETAIL	SYSTEM #	STATUS	TIME
2501	01/22/2008	Eric	Temp	Not Applicable	Cement Scale Zero Factor	Hanson Plant 32 #27519 Cement Scale Zero Factor-- Reading 65,000 when they did their quarterly calibration had them check millivolts readings, which where 0 when the scale was empty. and only 4 when 3,000 lbs was hung. They are going to check load cells & cables and try to get millivolt readings into the regular 3 - 30 range.		Closed	0.00
3449	08/26/2008	Dustin	Temp	eABC	Hanson Aggregates,Scale problem	Dusty called and had a problem with his scale it was reading 32k at empty then the s-990 card was smoking. He found that the cable was chewed off. He replaced the cable, Sent him a s-990 card. The plant was shut down for 2 months.		Closed	0.00
3789	11/03/2008	Tim Green	Temp	eABC	Hanson Plant 40	Remove water/cement discharge interlock.		Closed	0.50
3796	11/04/2008	Allen Wiggins	Temp	eABC	Hanson Plt 35 - Transmitter full	They are getting a transmitter full message after every batch.		Closed	0.50
5397	10/19/2011	Dusty	Temp	eABC	Hason Admix Discharge faliure	Dobson Plant Admix B is set to Dicharge at 100% of Agg . At times will discharge at the start of discharge and will not wait fo rteh Agg to complete? It only happens now and then and they can not work out a pattern.		Closed	3.00
5550	04/09/2012	Dan	Temp	eABC	Hanson Sacaton - cement span factor	While calibrating moisture probe he accidentally calibrated the cement instead. This changed the span factor of the cement.		Closed	0.25
5648	06/27/2012	Jack	Temp	Archer	Hanson - Slaughter House	Help setting up blend group for flyash (silo 2 and 3).		Closed	0.33
5854	10/25/2012	James	Temp	eABC	Hanson QC Issue	James in IT is saying the moisture in percentage in the qc is missing a decimal point. The qc is reading 22% when its 2.2%. James 214 215-3669 River Ranch		Closed	1.00
5940	01/10/2013	Mike	Temp	eABC	Hanson - River Ranch matl mapping	1" Rock is coming up as not mapped.		Closed	0.25
5945	01/14/2013	Mike	Temp	eABC	Hanson - River Ranch matl mapping	Needs help mapping material to plant 2.		Closed	0.16
								TOTAL	49.70

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ITEM	CREATED	REQUEST BY	USER	APPLICATION	ISSUE	DETAIL	SYSTEM #	STATUS	TIME
6407	07/03/2013	Tim Green	Temp	Archer	Hansen Dobson QC Printing Issue	Tim complained that he couldn't print his qc report until both plants completed the loads. He said he needs it to print after every load is complete and should not have to wait for the other plant to complete. Tim Green 602 980-4431 serial 25486	Dobson	Closed	0.20
6492	08/15/2013	Mike	Temp	eABC	adva not zeroing	Adva not zeroing.	River	Closed	0.75
6677	11/20/2013	Tim Green	Temp	Archer	Admix change	Admix 10 on Plant 1 needs to be bottled and moved to be on Group B's discharge.	Dobson	Closed	0.50
6723	01/08/2014	Robert	Temp	Archer	Unable to start Archer client	Unable to start Archer client.	Dobson	Closed	0.25
6729	01/14/2014	Tim Green	Temp	eABC	Silt belt	Request to add silt belt button on plant 3.	River	Closed	0.50
6750	01/28/2014	Tim Green	Temp	Archer	Gates did not shut	Gates did not shut on the rock/cement/adx. All the materials that weighed up first on load 22775.	Dobson	Closed	2.00
6792	02/26/2014	Tim Green	Temp	eABC	Quadrel errors after PC replaced	PC was replaced this morning and now they are getting alert emails from their Quadrel system. Also an agg fill button was lost.	River	Closed	1.00
6820	03/17/2014	Jerry	Temp	Archer	Material weigh up issues	Issues with material weigh up.	Dobson	Closed	0.00
6852	03/26/2014	Tim Green	Temp	Archer	3/8 alarming	3/8 on plant 1 is alarming - did not stop moving within allowed time.	Dobson	Closed	0.25
6931	05/01/2014	Dustin	Temp	Archer	3/8 motion tolerance errors	Getting a lot of motion tolerance errors on the 3/8 rock on plant 1 (bin 4). They say sometimes the error will come back after being acknowledged and they have trouble getting out of this state so the next material will weigh.	Dobson	Closed	0.25
								TOTAL	55.40

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ITEM	CREATED	REQUEST BY	USER	APPLICATION	ISSUE	DETAIL	SYSTEM #	STATUS	TIME
7161	07/31/2014	Tim Green	Temp	Archer	Material not mapped	1 1/2 rock is giving material not found error when they try to stack a load.	Dobson	Closed	0.25
7360	01/07/2015	Jim	Temp	Archer	Screens not showing in proper place	One of the Plant Monitor screens is missing and the desktop icons are on the wrong monitor.	Dobson	Closed	0.25
7378	01/30/2015	Mike	Temp	eABC	Adx discharge issue	HRWR-A is not working when running to both plants. Works fine if only running on one plant.	River	Closed	0.75
7590	06/29/2015	Mark	Temp	eABC	Silt mapping	Request to map Silt on both plants.	River	Closed	0.25
7614	07/10/2015	Robert	Temp	Archer	Cement gate will not open in auto	Plant 1 Cement scale gate will not open in auto, but can be opened/closed manually.		Closed	0.50
								TOTAL	57.40