



### Weekly Workload Details

Ticket #	Status	REQ No.	Type	Description	Requested for	PIC	Received	Resolved
SCTASK0979709	OPEN	REQ0779796	Service	Needing to write off bad debt for IBU, but getting errors	James Sellers	Mikal	01/11/2026	
SCTASK0981169	OPEN	REQ0781153	Service	The Inv# 971866163A getting the quantity error while posting in IFS	Laxmi Laxmi	Mikal	01/13/2026	
SCTASK0981206	OPEN	REQ0780483	Service	Create Account	Mohd Younus	Mikal	01/13/2026	
SCTASK0981225	OPEN	REQ0780479	Service	Create Account	Suresh Kantagani	Mikal	01/13/2026	
SCTASK0981648	OPEN	REQ0781616	Service	Create Account	Christopher Haslam	Mikal	01/14/2026	
SCTASK0982723	OPEN	REQ0782496	Service	Create Account	Halee Crabtree	Mikal	01/15/2026	
SCTASK0979667	CLOSE	REQ0779802	Service	Deactivate Account	Nilesh Khunte	Mikal	01/09/2026	01/12/2026
SCTASK0980440	CLOSE	REQ0780488	Service	Reset Password	Amjad Khan	Mikal	01/12/2026	01/12/2026
SCTASK0981107	CLOSE	REQ0781124	Service	Deactivate Account	Khyati Shah	Mikal	01/13/2026	01/13/2026
SCTASK0981116	CLOSE	REQ0781126	Service	Deactivate Account	Nidhi Kumawat	Mikal	01/13/2026	01/13/2026
SCTASK0981127	CLOSE	REQ0781129	Service	Deactivate Account	Oscar Alejandro Galaviz Llamas	Mikal	01/13/2026	01/13/2026
SCTASK0981135	CLOSE	REQ0781133	Service	Deactivate Account	Jessica Ivonne Alvarez Castro	Mikal	01/13/2026	01/13/2026
SCTASK0981142	CLOSE	REQ0781134	Service	Deactivate Account	Astrid Montserrat Villagran Trinidad	Mikal	01/13/2026	01/13/2026
SCTASK0981152	CLOSE	REQ0781139	Service	Deactivate Account	Uriel De Jesus Maldonado Guzman	Mikal	01/13/2026	01/13/2026
SCTASK0981641	CLOSE	REQ0781599	Service	Reset Password	Shane Sharp	Mikal	01/14/2026	01/14/2026

Ticket #	Status	REQ No.	Type	Description	Requested for	PIC	Received	Resolved
SCTASK0981765	CLOSE	REQ0781664	Service	Deactivate Account	Harish Kumar	Mikal	01/14/2026	01/14/2026
SCTASK0981779	CLOSE	REQ0781669	Service	Reset Password	Dannie Baker	Mikal	01/14/2026	01/14/2026
SCTASK0981787	CLOSE	REQ0781751	Service	Deactivate Account	Rojo Levi Jahaziel	Mikal	01/14/2026	01/14/2026
SCTASK0981825	CLOSE	REQ0780283	Service	Reset Password	Falon Frierson	Mikal	01/14/2026	01/14/2026
SCTASK0981855	CLOSE	REQ0781803	Service	not able to pull the below invoices in the payment proposal	Rakesh Ichapuram	Mikal	01/14/2026	01/14/2026
SCTASK0981856	CLOSE	REQ0781801	Service	not able to pull the invoice#B1001692-2-70 in payment proposal file	Rakesh Ichapuram	Mikal	01/14/2026	01/14/2026
INC19774449	CLOSE		Service	Reset Password	Guevara Itzel Ivonne	Mikal	01/14/2026	01/15/2026
SCTASK0981949	CLOSE	REQ0781893	Service	Deactivate Account	Jose Luis Medina	Mikal	01/14/2026	01/15/2026
SCTASK0981964	CLOSE	REQ0781887	Service	Reset Password	King Tracy	Mikal	01/14/2026	01/15/2026
INC19775920	CLOSE		Service	trying to view attachments in IFS and I continue to get an error message	Tia Roberts	Mikal	01/15/2026	01/20/2026
SCTASK0982551	CLOSE	REQ0782471	Service	Reset Password	Zamarripa Isis Marioly	Mikal	01/15/2026	01/15/2026
SCTASK0983141	CLOSE	REQ0782973	Service	supplier 974603 invoices are open but not pulling in payment propoasasl	Govindu Bhagavanthu	Mikal	01/16/2026	01/16/2026
SCTASK0983243	CLOSE	REQ0783060	Service	Deactivate Account	Enriquez Diana Elizabeth	Mikal	01/16/2026	01/16/2026
SCTASK0982554	CLOSE	REQ0782458	Service	not able to pull the below invoices in payment proposal	Rakesh Ichapuram	Mikal		01/15/2026