

Amy Kretzer

From: Michael Clayton
Sent: Thursday, June 23, 2022 8:25 AM
To: Amy Kretzer; Rashi Goel
Cc: Mariana Oliveira; Amy Mallouk
Subject: RE: Feedback on Service Orders

Please add Amy Mallouk to this call. She is our service coordinator and handles the majority of the processing.

Best regards,
Mike

From: Amy Kretzer <akretzer@troxlerlabs.com>
Sent: Thursday, June 23, 2022 8:24 AM
To: Rashi Goel <ragoel@alletec.com>
Cc: Michael Clayton <mclayton@troxlerlabs.com>; Mariana Oliveira <moliveira@troxlerlabs.com>
Subject: FW: Feedback on Service Orders
Importance: High

Rashi,

Please see correspondence below related to the service order issues. We need to understand what is happening.

Do you have time for teams call to review with Mike??

This is holding our service department from correctly closing and processing invoices

Thanks,

Amy Kretzer, MBA

[Company Controller](#)

Troxler Electronic Laboratories
3008 E. Cornwallis Road
Research Triangle Park, NC 27709
Ext: 2700
T: 919.314.2700
akretzer@troxlerlabs.com
www.troxlerlabs.com



From: Brad Griffin <bgriffin@troxlerlabs.com>
Sent: Thursday, June 23, 2022 8:21 AM

To: Amy Kretzer <akretzer@troxlerlabs.com>

Subject: Re: Feedback on Service Orders

Ok, they tried one. It automatically filled out the qty to ship and got an error. They then left it blank and did a warehouse shipment. Qty to ship automatically filled in after that. Still didn't seem to post though, just reverted back to the normal order page.

Sounds like Rashi may need to jump on a call with mike and he can show her a couple orders.

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From: Brad Griffin <bgriffin@troxlerlabs.com>

Sent: Thursday, June 23, 2022 8:15:36 AM

To: Amy Kretzer <akretzer@troxlerlabs.com>

Subject: Re: Feedback on Service Orders

Ok. I'll let Mike try a few and, if needed, he can probably show everyone how to do it.

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From: Amy Kretzer <akretzer@troxlerlabs.com>

Sent: Thursday, June 23, 2022 8:14:43 AM

To: Brad Griffin <bgriffin@troxlerlabs.com>

Subject: RE: Feedback on Service Orders

Brad,

It is not a new field but appears to be a new required field based on the changes needed to conduct the transfer orders.

If the guys cannot see the field, we may need to personalize their page. I am available the majority of today and can do a quick Teams meeting with any of the techs that are unsure how to personalize a page.

Thanks,

Amy

From: Brad Griffin <bgriffin@troxlerlabs.com>

Sent: Thursday, June 23, 2022 8:12 AM

To: Amy Kretzer <akretzer@troxlerlabs.com>

Subject: Re: Feedback on Service Orders

Will do. Is this a new field? I don't remember filling out qty *and* qty to ship.

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From: Amy Kretzer <akretzer@troxlerlabs.com>

Sent: Thursday, June 23, 2022 7:38:48 AM

To: Brad Griffin <bgriffin@troxlerlabs.com>

Subject: Feedback on Service Orders

Brad,

The is the feedback I received from Rashi on Service Order errors yesterday.

please enter the quantity to ship on service item worksheet. Since warehouse shipment is enabled on all locations that's why quantity to ship needs to be filled.

I am not confident this is the source of the issues, but I have also added a new privacy permission to all service techs that was causing new problems in sales.

Would you be able to have your team try to close orders again and see if problems continue? I will need to escalate this to Kamalash Bridgera if we are continuing to have issues.

Thanks,

Amy Kretzer, MBA

[Company Controller](#)

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3008 E. Cornwallis Road

Research Triangle Park, NC 27709

Ext: 2700

T: 919.314.2700

akretzer@troxlerlabs.com

www.troxlerlabs.com

