**Ticket Number:** 20008000043

|  |  |
| --- | --- |
| **Requested by:** | Bruce Springsteen |
| **Title:** | VP of Accounts Payable |
| **Date:** | May 24, 2008 |
| **Initial Severity Rating:** | 2 |
| **Description:** | Need to add a field to invoices to indicate whether Invoices received from vendors were received softcopy (via Electronic Data Interchange (EDI)) or via hardcopy. |

|  |  |
| --- | --- |
| **Help Desk Staff:** | Ludwig Von Beethoven |
| **Help Desk Staff ID #:** | 12161770 |

**Ticket History:**

|  |
| --- |
| May 24, 2008 – 12161770: Received call from Bruce Springsteen and opened request.  May 24, 2008 – 12161770: Change discussed in CRC meeting, approved, and assigned to Robert Dillon for development.  May 25, 2008 – 05141941: Contacted AP Int to initiate change request (#WWI00003432)  May 27, 2008 – 05141941: Received patch from WWI. Tested in APS\_Dev. Moved to APS\_Stage. Notified QA Manger (Michael Jagger).  May 27, 2008 – 07261943: Tested successfully. Incorporated Springsteen for UAT. UAT successful.  May 28, 2008 – 12161770: Discussed in CRC and approved for production.  May 24, 2008 – 12181943: Moved into production in May-Week 5 change window.  May 24, 2008 – 12161770: Springsteen notified of successful change. |