

# Verify One Issue per Case

## At A Glance

---

### Purpose

Ensuring a 1:1 ration between Issue and Case enables SAP to route and assign a case to subject matter experts for the subject reported striving for an efficient solution process.

---

### Customers should report only one issue per Case to ensure SAP Support can provide a clear solution to a specific issue.

If more than one issue is reported the Support Engineer should

- Ask the customer to create a new Case for each separate issue
- Attach [SAP Note: 50048 More than one request in one message](#)

Alternately, the Engineer can Create a Case on behalf of the customer (see: [Create case on behalf of customer](#))

### Why only one issue per incident ?

Reporting one issue per incident guarantees quicker assignment & incident processing because separate issues may be worked on by different Support Engineers in parallel rather than by one engineer in succession.

The one issue per incident rule reduces complexity by narrowing the scope. This allows the engineer to focus on one topic and reach a resolution sooner.

# Change Log

**What is a change log?**  
What you are reading is official SAP process documentation. Stringent version control is required for Compliance purposes. Thus, this **change log** is a record of who made what changes to this content & when, in case further follow up is needed.

Please send any questions or concerns to

**Melinda Ludanyi**, [Budapest](#)  
Process Owner

## Change Log

Version	Changed by	Date	Description of changes	Status
1.0.0	Melinda Ludanyi	July 8, 2019	<ul style="list-style-type: none"><li>WIPS 4.0 initial document</li></ul>	Draft
2.0.0	Nadia Xavier	Nov 04.2019	<ul style="list-style-type: none"><li>Previous content adjusted to the new template</li></ul>	Released