

SAP – Locating SAP Printer Name

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Title

SAP – Locating SAP Printer Name

Purpose:

Follow this procedure when a user needs SAP Printer Name.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Detailed Description of the issue. Screen shot of the Error

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported.

2.

Please document the required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident

4.

The Help Desk Specialist should log into SAP and type in omgf into the transaction field and press Enter:

5.

The Help Desk Specialist should scroll through the clinic list under the description section and locate the facility. The SAP printer name is listed in the far right column under the ODev heading and the purchasing group is located in the far left column under the PGr heading. (see below screen shot).

NOTE: If you know what the purchasing group of the clinic is, you can click on the "Position" button and search by entering in the Purchasing Group in the Purch. Group field and clicking the green checkmark.

If found, it will be up the top of the list.

6.

Relay the information to the user.

7.

Follow the resolution process.

8.

Have the user log out and back into SAP. They should now be able to create their purchase orders.

9.

Follow the resolution process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Enterprise & Financial Applications

Service

SAP

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Software & Applications

Resolution Subcategory

Enterprise & Financial Applications

Resolution Service

Install

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

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