SAP – How to request access for a New SAP user

Title

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Purpose:

Follow this procedure when a user needs to submit a request access for a New SAP user.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed 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.

Advise the user their manager needs to log into eAccess Select Make a Request

5.

Select Get New Access. This option only if the user has never made a SAP Request in eAccess before. You will receive an error stating user already has access.

6.

Select Add People.

7.

Select ALL FMC Employees and search for the user ID number – Highlight the user – select Add

8.

Select Add Accesses and select the SAP option

Select ADD

9.

Please enter – * Cost Center, * Profit Center, * Company Region

FMS Clinic Role – Only If working in a clinic:

FMS Inventory Manger Role – only for BIO MEDSFMS Purchasing Approver Role – only for Area Managers and AboveFMS Purchasing Role – only for Clinical Manager and Clinic Staff

Cost Center is the is the same as the Profit Center.

Company Region – select FKC CORP (ALL Divisions) default

10.

Please enter - SAP Request Information

Note – you can add as many roles as needed for SAP in one request:

Sap Application

Production P16 FIN Accounts – Select ECC/P16PBW/BEX   Accounts   -- Select PB/PBWCRM/PCS/TOPS -- Select CRM/PCS

SAP Functional Area - Select a role appropriate to your job function

ECC/P16 - purchasing role for clinic users - defaultPB/PBW – Standard AccessCRM/PCS - CRM -FMS RTG Roles (PCS)

SAP Business Role - Select the role appropriate to your job function

ECC/P16 – FMS Clinic Purchasing role for clinic users – defaultPB/PBW – Financial OperationalCRM/PCS - CRM - FMS Clinician

NOTE: You cannot select the same role twice – please select any role available in the queue and clearly define your need in the justification comment section to get another request ID number.

Add another item to the request for Ariba R2P access (most common for clinic staff)

11.

Please Provide Justification – this is Required

Provide a statement justifying the need for the account.

12.

Select Submit the Request.

13.

Please keep track of your request ID number for future follow-up.

14.

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 (Permanently)

Resolution Category

Software & Applications

Resolution Subcategory

Enterprise & Financial Applications

Resolution Service

Access Modification

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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