

# SAP – How to find who made edits to a purchase order

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**Category:** {'link':

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Title

SAP – How to find who made edits to a purchase order

Purpose:

Follow this procedure when a user needs to find who made edits to a purchase order.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Purchase Order 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 will log into SAP.

5.

Help Desk Specialist will obtain the purchase order in question and display it.

6.

Click on Environment and then Item Changes.

7.

The next screen will indicate which changes were made to the purchase order:

8.

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

Inquiry / Help

Resolution Service

SAP

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