

# SAP – Net price can not be 0

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Title

SAP – Net price can not be 0

Purpose:

Follow this procedure when a user reports receiving a message Net price can not be 0

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.

Verify that the customer is receiving the error message when trying to create a purchase order. Error appears when trying to save a purchase order. Customer notices multiple blank line items appearing on purchase order.

5.

The Help Desk Specialist should obtain the customer's SAP username and refer the incident to the Identity Access Management team so that they can run a program with transaction ZMMPUR\_FMS\_USERS to re-apply the variants again.

6.

Relay the information to the user.

7.

Follow the escalation 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

Identity / Access

### Escalation Process

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

#### Escalation Group

DTI-EUX-HCL IAM – L1

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