

# SAP – Need Access to the DPD catalog

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Title

SAP – Need Access to the DPD catalog

Purpose:

Follow this procedure when a user needs Access to the DPD catalog

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.

Staff in the clinics will be the primary users for the DPD Catalog. The Clinic Domino Webmail login is what they need to use, not their individual Domino login.

5.

To verify if the clinic has been granted access to the DPD Catalog, the specialist will need to check the FMC Wholly Owned groups located in the FMCNA address book under the Groups directory:

In rare instances, a customer not associated with a clinic (ie corporate employee) will request access to the DPD Catalog. Individual names are listed under “FMC Wholly Owned Clinics 5”. The same procedure in steps 6 and 7 will still apply.

6.

If the particular clinic number is not listed in any of the 6 groups, then the clinic has not been granted access. Document the information in the details and escalate the incident for approval to:

SAP-FMS Clinic Purchasing Configuration Support

7.

Once the clinic approved to be added to the Wholly Owned list. Follow the escalation process and refer the ticket to Identity Access Management team for processing.

8.

If the request is denied, there should be a reason provided in the ticket and resolved by the SAP support team. 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

SAP

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