SAP ECC Caller Info Gathering

Document Name

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Document Purpose

The purpose of this article to outline the process to be followed by the Level 1 Help Desk when gathering information from a Caller who is requesting SAP ECC support.

Overview

There are occasions when the Level 1 Help Desk will need to assign a ServiceNow ticket to the L2/L3 queues. This document details the minimum information required prior to assigning the ticket to the L2/L3 queues.

Required information

The following information is required when creating an INC/REQ/TASK for SAP ECC L2/L3:

SAP user ID- some users have multiple SAP user ID's. Please supply the user ID having the issue(s)Transaction code(s) being used (if applicable)- if the business user is experiencing a system issue/error regarding a specific transaction, please supply the transaction code(s)Screenshot of the error(s) the user is facing. Please supply screenshots of any messages (green), warnings (yellow) or errors (red), that the user is experiencing. If there is a help message associated with the error, please supply a screenshot of that message as well (or combine into one screenshot, where possible).P1 justification (why does the issue warrant to be a Critical Incident [P1]?)If there are no messages/errors, please supply a general screenshot showing the transaction they are using (including the header information, which details the transaction description explicitly).

Other Information

Both the username and the transaction code can be found in the bottom right-hand corner of the SAP GUI.

Process

Locate the system information indicator (arrow pointing towards left), in the bottom-right hand portion of the SAP GUI, and click it to extend

You can now see additional system information. Click the downwards facing arrow, which will open the session information dialog box. You can find the username, as well as the transaction code in this box **Note, all SAP dialog boxes (messages) will need to be closed before you can click to see this information.

Below is an example of a high-quality screenshot of an SAP error. When double-clicking the system message/warning/error (example error below with red symbol), a dialog box appears, which supplies an extended message, along with the message number:

There may be occasions where multiple screenshots are necessary. We can see that the below dialog box (error log display), references a long text option for the error. In cases like this, please ensure we are including a screenshot of the original error (shown below), as well as a screenshot of the Long Text from the error.

Keywords/SNOW group by functional area/module:

SAP MM

DTI-ADEX-ENT-SOP SAP MM - L2

Counting period issue for clinic count

Counting period issue for Meds count

Release code/strategy/group changes

Mass material master updates

Purchasing group description/person change.

SAP Basis

DTI-ADEX-ENT-SOP SAP Basis Security - L2

Unable to print from SAP

Access request/authorization errors in SAP (except P16 and PBW)

SAP Password reset (except P16 and PBW)

SAP PI

DTI-ADEX-ENT-SOP SAP PI - L2

PDX alerts

MES alerts

EAM alerts

PRM alerts

LIMS alerts

SAP FICO

DTI-ADEX-ENT-SOP SAP FICO - L2

Vendor Payment

lucernex integration

Incorrect Subledger

Mircera FIBATCH Process

Process current Payroll file

Issue with 50B Report

Blackline Subledger

Invoice not paid

SAP BW

DTI-ADEX-ENT-SOP SAP BW - L2

DL addition in process chain/query

Addition and removal of materials in process chain/query

Process chain(user formatting issue) failures

Master data update in process chain/query

SAP CS

DTI-ADEX-ENT-SOP SAP SD Customer Service - L2

Repush from SAP to Kinexus (Patient, Clinic and Device)

FKC (Reorder/ Spectra)

ZINV Spooler (FFID Request)

Tax Audit Report

Asset Repush to Salesforce

Ariba

DTI-ADEX-ENT SAP Ariba - L2

Invoice Exceptions due to The goods receipt has not yet been completed for the Purchase Order.

Shipping location mismatch from Vendor on invoice.

Invoice Exceptions due to Unit Of Measure.

PO Cancellation Request.

The Purchase order has been closed for invoicing.

Invoice Cancellation Request.

SAP PP

DTI-ADEX-ENT-SOP SAP PP - L2

Production order

MRP

Routing

BOM

SAP SCL

DTI-ADEX-ENT-SOP SAP SD Supply Chain Logistics - L2

RO water system Serial number.

Duplicate outbound deliveries.

Can´t audit deliveries.

Storage type 4XX, 9XX issues.