

SAP – SAP Transaction Codes

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'https://fmcnadev.service-now.com/api/now/table/sys_user/234709da6fb2464070404a950d3ee44b',

'value': '234709da6fb2464070404a950d3ee44b'}

Category: {'link':

'https://fmcnadev.service-now.com/api/now/table/kb_category/1fa569bc47fa6150c4bfdd3f136d432f',

'value': '1fa569bc47fa6150c4bfdd3f136d432f'}

Title

SAP – SAP Transaction Codes

Purpose:

Follow this procedure when a user is searching for a transaction code.

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.

Provide the user with the needed information.

For the following transaction codes, you will need to use the green check mark to execute each code/function.

When typing in a new transaction code, you would normally need to finish the current transaction by clicking on “X” symbol seen below, before starting a new transaction.

However, by typing in /n , then the transaction code, it will start the new transaction no matter which screen you are in. See example below.

5.

OMGF- This transaction code opens up a table containing a list of purchase groups and SAP printer names.

*Note- Once the table has opened, you can select the “Position” tab and type in the Purchasing Group if you have it. You may also scroll down the table and locate the printer name or purchasing group by

the facility number. All purchasing groups have a designated printer associated with it.

SM12- This transaction code is used to check for locked entries for a SAP user.

*Note- In the "username" field, you will need to type in the SAP username.

SM31- This transaction code opens up a table containing a list of cost centers that a user has access to.

*Note- In the "TABLE" field, you will need to type in ZSEC, then click on the "Display" tab. This will show the table, you then can select the "Position" tab, and type in the SAP username.

SP01- This transaction code is used to check on print jobs sent to a specific SAP printer.

*Note- In the "output device" field you will need to type the SAP printer name. You will also need to erase your username, and leave it blank. You will then be able to check the SAP printer's queue. You can select certain jobs, and cancel them if needed.

SU01- This transaction code is used to look up SAP account information, including

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locked accounts, user parameters, default settings and password changes.

*Note- In the "username" field, you will need to type in the SAP username. You can then use the "unlock/lock" tab to check if a username is locked. You can use the "password" tab to reset a username password. You can use the "defaults" and

"parameters" tabs to check on individual settings for a users account.

ZMP2- This transaction code is used to display/change/print purchase Orders.

*Note- To display/change, go to the "Purchase Order" menu, and drop down to display/change. We do not have access to change/print, but the users will. We can view the purchase orders and check to see if they have been released. After choosing "display" from the "purchase order" menu, you will need to type in the purchase order number. From there you may view the PO History and the details of the PO. To check to see if a purchase order has been released, go to the "Header" menu and drop down to "Release Strategy". This will show you whether it has been released "R" or blocked "B". If it has been blocked, it will tell you which release code needs to approve the final release. You can then use the Users.xls spreadsheet located on the following network drive to look up the release code.

Fs_docs_data1 on "fmclxf1" (V)\sapuser\users.xls

ZMP3- This transaction code is used by users to release purchase orders. We do not have access to this code.

6.

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

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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