

# SAP - Value Range (1) 2 Entries Found

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'https://fmcnaddev.service-now.com/api/now/table/sys\_user/234709da6fb2464070404a950d3ee44b',

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**Category:** {'link':

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Title

SAP – Value Range(1) 2 Entries Found

Purpose:

Follow this procedure when a user reports a message stating, Value Range (1) 2 Entries Found- when trying to enter the vendor number in the vendor field of the purchase order.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberPurchase Order NumberDetailed 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.

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

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

DTI-EACOE-SAP MM PP - L2

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