SAP – Purchase Order is locked

Title

SAP – Purchase Order is locked

Purpose:

Follow this procedure when a user reports a purchase order is locked. This may occur from a break in in network connection or if customer service is in 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.

This may occur from a break in internet / network connection. Advise the user to stay out of the purchase order for 20 minutes.

5.

If the user has already been out of the purchase order and it has been 20 minutes, follow the escalation process.

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

DTI-EACOE-SAP Technical (Basis)

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