

SAP - Requesting Petty Cash Access

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Title

SAP - Requesting Petty Cash Access

Purpose:

Follow this procedure when a user reports receiving Enter Currency error message. This typically occurs when users use the tab key instead of the enter key.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberEmployee ID number of Petty Cash

RequesterEmployee ID number of Petty Cash ApproverBest time to contact userDetailed 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 Technical (Basis)

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