

SAP – Determining Cost Center

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

'value': '234709da6fb2464070404a950d3ee44b'}

Category: {'link':

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'value': '1fa569bc47fa6150c4bfdd3f136d432f'}

Title

SAP – Determining Cost Center

Purpose:

Follow this procedure when a user needs to know a cost center.

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.

The Help Desk Specialist will need to log into SAP.

5.

Type the transactions code SM31 in the location bar and click the enter check mark.

6.

At Maintain Table View screen, the Specialist will type the table name ZSEC in the table view box and click the display button.

7.

At the Display View validation table for users and cost centers click the position button, enter the user id, and click the check mark.

8.

The user id will appear at the top of the list. Double click on the id.

9.

A table of all the user's profit and cost centers will appear.

NOTE: There also regional user id's where the customer will have access to cost centers for the entire Business Unit. When these ids are viewed in ZSEC, the entire table will be blank. Below is how you will identify these id's with the corresponding business unit:

FMCNA – All divisions

0099xxxx

FMCNA Corporate

0090xxxx

FMS Corp (All Regions)

0010xxxx

Spectra Renal

0055xxxx

RTG

0050xxxx

RTG Montreal (Haemotec)

0056xxxx

Fresenius Health Plan

0035xxxx

Renaissance

0030xxxx

Fresenius Biotech

0098xxxx

FMS North

0280xxxx or 0344xxxx

FMS East

0900xxxx

FMS South

0238xxxx

FMS West

0139xxxx or 0424xxxx

RRI New York

0600xxxx

FMS Vascular

6006xxxx

Nephromed

0020xxxx

10.

If the customer needs additional access to a cost center that is not displayed on the ZSEC table, then they will need their manager to submit an SAP Request Form to request this access.

NOTE: It is important that the manager submitting the request specifies that this is an addition to an already existing account, otherwise the customers old profile and access will be deleted and replaced with a new id with the requested access.

11.

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

Enterprise & Financial Applications

Resolution Service

SAP

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