

SAP - Enter Currency error message

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'value': '234709da6fb2464070404a950d3ee44b'}

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Title

SAP - Enter Currency error message

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 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.

When creating a Purchase Order, the first line of information they need to enter is the vendor number.

Remind the user to press the button after typing in the vendor number instead of using the button.

5.

When the button is pressed, the vendor information should look like this.

Once this is done will the customer be able to proceed and enter the rest of the information to create their Purchase Order.

6.

Remind users to press the key after vendor.

NOTE: If the user presses the key they will receive multiple errors for missing fields etc.

7.

Follow the resolution process.

8.

If assistance is still needed 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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