SAP – How to look up a purchase group

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Title

SAP – How to look up a purchase group

Purpose:

Follow this procedure when a user needs to know their purchase group.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility 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.

Specialist will log into SAP.

5.

Specialist will use transaction code ZMPG

6.

Once at the ZMPG screen, the specialist will enter the clinic number to determine the Purchasing Group:

7.

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 Remotely (Permanently)

Resolution Category

Inquiry

Resolution Subcategory

Resolution Service

N/A

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