

# SAP - SAP Ariba R2P Training Questions

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Title

SAP Ariba R2P Training Questions

Purpose:

Follow this procedure when a user reports an issue with SAP Ariba R2P Account Access.

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.

Users looking for assistance with basic questions regarding orders, inventory, etc. may be referred to the R2P groups below.

R2P Help Desk 866-576-8324 R2P Training 401-489-0040 R2P AskR2P@fmc-na.com

5.

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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