

# SAP – Unable to receive a Purchase Order

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Title

SAP – Unable to receive a Purchase Order

Purpose:

Follow this procedure when a user reports they are unable to receive a purchase order.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Purchase Order 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 obtain the purchase order number from the customer, and log into SAP.

5.

In the transaction box, The Help Desk Specialist will type me23n to display a purchase order.

NOTE: You can also setup a favorite for this transaction, so that you can access it under your favorite's folder.

6.

The display purchase order screen will open and you will see the last purchase order that you had displayed. To display another purchase order, either click the Purchase Order menu and select other purchase order, seen below

OR Click the other purchase order icon, see below.

7.

At the Select Document screen, the Help Desk Specialist will type the purchase order number you wish to display and click the Other document button.

8.

The Help Desk Specialist will check whether the purchase order has been released, by clicking the Release Strategy tab under the Header section.

If it has been released, continue to next step. If not, the user will need to contact the individual next in line to release, to have it released prior to receiving the purchase order. (See procedures for locating individuals assigned to release codes).

9.

Once The Help Desk Specialist confirms the purchase order has been "Released", you will need to check whether it has already been received.

This can be done by looking for the Purchase Order History tab under the Item Details section (see below).

If there is a Purchase Order History tab, the purchase order has already been received and/or invoiced.

The GR (goods received) will indicate that the purchase order had been received. (Note: If the purchase order had been reversed, there may be more than one GR line item showing a negative value).

The IR (invoice received) will indicate that the purchase order had been invoiced.

Unless the purchase order had been changed, and re-released, there would not be a need to re-receive the purchase order. Continue to next step only if this is the case, if not the user does not need to re-receive the purchase order.

If there is not a Purchase Order History tab, the purchase order has not been received, and the customer will need to be instructed to do so.

10.

Follow the resolution process.

11.

If Additional assistance is needed please follow the escalation process.

Incident Classification Requirements

Category

Software

Subcategory

SAP

Service

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

Resolution Subcategory

SAP

Resolution Service

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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