

SAP – Document does not contain selectable Items

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Author: {'link':

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Title

SAP – Document does not contain selectable Items

Purpose:

Follow this procedure when a user gets message Document does not contain selectable Items.

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.

The Help Desk Specialist will have the customer check the movement type located in the upper right hand corner of the screen they would use to receive the purchase order. The setting here will need to be set to 101 instead of 102.

5.

If setting is 102, instruct the customer to change this to 101 and resolve the incident.

6.

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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