SAP – How to access the DPD catalog

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Title

SAP – How to access the DPD catalog

Purpose:

Follow this procedure when a user needs to know how to Access the DPD catalog

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 DPD Product Catalog is accessed through SAP. Customers that have access to SAP will need to use transaction:

ZMCO_CATALOG

5.

For those that do not have an SAP account, they will need to contact their Customer Service team (Waukegan) for any part number inquiries.

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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