

## IT Set-Up Form

**START DATE:**

NEW HIRE ☐

CHANGE REQUEST ☐

A - Manager

IS IN ONLY ☐

Employee: \_\_\_\_\_ Supervisor: \_\_\_\_\_

Location: \_\_\_\_\_ Back-up Person: \_\_\_\_\_

Department: \_\_\_\_\_ Job Title: \_\_\_\_\_

Job Description: \_\_\_\_\_

Employee Replacement? ☐ Who? \_\_\_\_\_

### COMPUTER

DESKTOP ☐

LAPTOP ☐

*Laptop Accessories (check all that apply)*

Docking Station: ☐

Extra A/C Adapter: ☐

Monitor: ☐

### PHONE ACCESS

Desk Phone: ☐ NEW  
☐ EXISTING EXT. \_\_\_\_\_

Cell Phone\*: ☐ NEW  
\*Complete Mobile  
Device Request Form

☐ EXISTING CELL \_\_\_\_\_

### APPLICATIONS

*Crafco (check all that apply)*

In/Out Board: ☐

Rent Master: ☐

Quotewerks: ☐

Materials Helpdesk: ☐

Equipment Helpdesk: ☐

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## ***APPLICATIONS (CONTINUED)***

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### ***ESS (check all that apply)***

Roles: Reporter: ☐ Approver: ☐ Auditor: ☐

Cost Center: \_\_\_\_\_ Approver: \_\_\_\_\_

### ***Training/Marketing (check all that apply)***

eLeap: ☐ Crafcu University: ☐ Center of Excellence: ☐

SAP Access By  
Manager

### ***Ergon (check all that apply)***

SAP: ☐ Role(s): \_\_\_\_\_

On Base: ☐ Role(s): \_\_\_\_\_

EHS: ☐ Role(s): \_\_\_\_\_

Odyssey: ☐ Role(s): \_\_\_\_\_

OMS+: Role(s): CS SC

### ***Special IT Needs / Notes***

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## ***SIGN OFF***

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Manager: \_\_\_\_\_

## new SAP account - Jacob Maughan

Created: Apr 27, 2020 - 2:28PM by Damion White

Are employees filling out tickets after getting form from manager?

I need a new SAP account created for Jacob Maughan. Attached is his IT setup form.

Thanks,

**Damion White**  
IT Technical Manager

Office/Site: 480-505-8090

Ext: 8090

Mobile: 480-589-6297

Fax: 480-961-0513

Crafco, Inc.  
6165 W. Detroit St.  
Chandler, Arizona 85226  
Main: 602-276-0406  
[www.shopcrafco.com](http://www.shopcrafco.com)  
[www.crafco.com](http://www.crafco.com)

email: [damion.white@crafco.com](mailto:damion.white@crafco.com)

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 callcenter@ergon.com, Crafco, information technology, SAP, order management, Billing, Credit

 jacob Maughan it setup.pdf

### Details

Assigned to  
Katherine Easterling

Priority  
Medium

Requester  
Damion White

CC  
[helpdesk@crafco.com](mailto:helpdesk@crafco.com)

Site  
Crafco

Category  
SAP

Subcategory  
SAP Order Mgt., Billing, Credit

### Audit

May 01, 2020 - 1:14AM

Name is new SAP account - Jacob Maughan  
'State' changed from 'Resolved' to 'Closed'.

A

Apr 29, 2020 - 7:57AM

Customer satisfaction survey email for damion.white@crafco.com was delivered. Response: 250 2.6.0  
<5ea9958a232cb\_6e5d2ad90903996025829@ip-172-31-45-164.ec2.internal.mail> [InternalId=14748917702330,  
Hostname=SN6PR17MB2685.namprd17.prod.outlook.com] 68772 bytes in 0.168, 399.215 KB/sec Queued mail for delivery .

Apr 29, 2020 - 7:56AM

Customer satisfaction survey email for Damion White <Damion.White@crafco.com> was sent.

Apr 29, 2020 - 6:57AM

Incident resolved email for damion.white@crafco.com was delivered. Response: 250 2.6.0  
<5ea98779c487a\_17832afb0004b96c3141@ip-172-31-31-234.ec2.internal.mail> [InternalId=10595684327293,  
Hostname=DM6PR17MB2683.namprd17.prod.outlook.com] 61874 bytes in 0.217, 277.725 KB/sec Queued mail for delivery .

Apr 29, 2020 - 6:56AM

Incident resolved email for Damion White <Damion.White@crafco.com> was sent.

Apr 29, 2020 - 6:56AM • By Katherine Easterling

'Resolution Code' is 'Solved\_permanently'.

Apr 29, 2020 - 6:56AM • By Katherine Easterling

Name is new SAP account - Jacob Maughan  
'State' changed from 'Assigned' to 'Resolved'.

Apr 28, 2020 - 2:08PM

Incident changed email for katherine.easterling@ergon.com was opened.

Apr 28, 2020 - 2:08PM

Incident changed email for katherine.easterling@ergon.com was opened.

Apr 28, 2020 - 2:06PM

Incident changed email for katherine.easterling@ergon.com was clicked.

Apr 28, 2020 - 2:06PM

Incident changed email for katherine.easterling@ergon.com was clicked.

Apr 28, 2020 - 2:01PM

Incident changed email for katherine.easterling@ergon.com was clicked.

Apr 28, 2020 - 6:02AM

Incident changed email for katherine.easterling@ergon.com was clicked.

Apr 27, 2020 - 2:31PM

Incident changed email for katherine.easterling@ergon.com was delivered. Response: 250 ok: Message 1281870 accepted .

Apr 27, 2020 - 2:30PM

Incident changed email for Katherine Easterling <Katherine.Easterling@ergon.com> was sent.

Apr 27, 2020 - 2:30PM • By Scott McKinley

Name is new SAP account - Jacob Maughan  
'State' changed from 'New' to 'Assigned'.

'Assignee' changed from 'ML - IT Tier 1 ' to 'Katherine Easterling'.

Apr 27, 2020 - 2:30PM • By Scott McKinley

Name is new SAP account - Jacob Maughan  
'Subcategory' is 'SAP Order Mgt., Billing, Credit'.

Apr 27, 2020 - 2:30PM • By Scott McKinley

Name is new SAP account - Jacob Maughan  
'Category' changed from 'ML Inbound Email' to 'SAP'.

C-1

Apr 27, 2020 - 2:30PM • By Scott McKinley

'Name' changed from '[EXTERNAL]new SAP account - Jacob Maughan' to 'new SAP account - Jacob Maughan'.

Apr 27, 2020 - 2:29PM

Incident created email for gerald.pham@ergon.com was opened.

Apr 27, 2020 - 2:29PM

Incident created email for daniel.may@ergon.com was delivered. Response: 250 ok: Message 1281826 accepted .

Apr 27, 2020 - 2:29PM

Incident created email for gerald.pham@ergon.com was delivered. Response: 250 ok: Message 1281825 accepted .

Apr 27, 2020 - 2:29PM

Incident created email for damion.white@crafc.com was delivered. Response: 250 2.6.0

<5ea74e664a5bd\_15082b2396531968317aa@ip-172-31-6-34.ec2.internal.mail> [InternalId=29794188136767, Hostname=CH2PR17MB3862.namprd17.prod.outlook.com] 44884 bytes in 0.129, 338.837 KB/sec Queued mail for delivery .

Apr 27, 2020 - 2:28PM

Incident created email for willie.robinson@ergon.com was delivered. Response: 250 ok: Message 1281823 accepted .

Apr 27, 2020 - 2:28PM

Incident created email for scott.mckinley@ergon.com was delivered. Response: 250 ok: Message 1281822 accepted .

Apr 27, 2020 - 2:28PM

Incident created email for Damion White <Damion.White@crafc.com> was sent.

Apr 27, 2020 - 2:28PM

Incident created email for Daniel May <Daniel.May@ergon.com> was sent.

Apr 27, 2020 - 2:28PM

Incident created email for Willie Robinson <Willie.Robinson@ergon.com> was sent.

Apr 27, 2020 - 2:28PM

Incident created email for Gerald Pham <gerald.pham@ergon.com> was sent.

Apr 27, 2020 - 2:28PM

Incident created email for Scott McKinley <Scott.McKinley@ergon.com> was sent.

Apr 27, 2020 - 2:28PM

[EXTERNAL]new SAP account - Jacob Maughan is created via Email.



'Description' is 'I need a new SAP account created for Jacob Maughan. Attached is his IT setup form. Thanks, Damion White IT Technical Manager Office/Site: 480-505-8090 Ext: 8090 Mobile: 480-589-6297 Fax: 480-961-0513 email: damion.white@crafc.com Crafc, Inc. 6165 W. Detroit St. Chandler, Arizona 85226 Main: 602-276-0406 www.shopcrafc.com www.crafc.com Both the individual sending this e-mail and Crafc, Inc. intend that this electronic message be used exclusively by the individual or entity to which it is addressed. This message may contain information that is privileged or confidential and thereby exempt and protected from unauthorized disclosure under applicable law. If the reader of this message is not the intended recipient, be aware that any disclosure, dissemination, distribution or copying of this communication, or the use of its contents, is not authorized and is strictly prohibited. If you have received this communication and are not the intended recipient, notify the sender immediately,...'.

'CC' changed from '[]' to 'helpdesk@crafc.com'.

'State' is 'New'.

'Site' changed from 'None' to 'Crafc'.

'Department' changed from 'None' to 'Information Technology'.

'Category' is 'ML Inbound Email'.

'Assignee' changed from '-1' to 'ML - IT Tier 1'.

'Requester' changed from '-1' to 'Damion White'.

'Priority' is 'Medium'.

Apr 27, 2020 - 2:28PM

File jacob Maughan it setup.pdf uploaded



# IT Set-Up Form

START DATE:

NEW HIRE ☒ CHANGE REQUEST ☒ COMPUTER LOG IN ONLY ☐

Employee: Jacob Maughan Supervisor: Jan Fager

Location: Corp office Back-up Person: \_\_\_\_\_

Department: Materials Mgmt Job Title: Supply Chain Assistant

Job Description: \_\_\_\_\_

Employee Replacement? ☐ Who? \_\_\_\_\_

## COMPUTER

DESKTOP ☒

LAPTOP ☐

COMPUTER LOG IN ONLY ☐

*Laptop Accessories (check all that apply)*

Docking Station: ☐

Extra A/C Adapter: ☐

Monitor: ☒ 2

## WELCOME PACKET

☐ Mail directly to new hire to address on file

☐ Mail to location/facility ADDRESS: \_\_\_\_\_

☒ Leave directly on desk (Arizona locations)

## PHONE ACCESS

☐ NEW

Cell Phone\*:

☐ NEW

Desk Phone: ☒ EXISTING EXT. 8085

\*Complete Mobile Device Request Form

☐ EXISTING EXT. \_\_\_\_\_

## APPLICATIONS

*Crafcro (check all that apply)*

In/Out Board: ☒

Rent Master: ☐

Quotewerks: ☐

Materials Helpdesk: ☐

Equipment Helpdesk: ☐

**APPLICATIONS (CONTINUED)**

**ESS (check all that apply)**

Roles: Reporter: ☒ Approver: ☐ Auditor: ☐

Cost Center: 13601 Approver: JAN FAGER

**SharePoint**

Freight: ☐ SSR: ☒ Materials: ☒

**Training/Marketing (check all that apply)**

eLeap: ☒ Crafcu University: ☒ Center of Excellence: ☒

**Ergon (check all that apply)**

SAP: ☒ Role(s): Mike Z. SAP Must be on Desktop!!

OMS+ ☒ Role(s): CS ☐ SC ☒ SALES ☐

On Base: ☐ Role(s): \_\_\_\_\_

EHS: ☐ Role(s): \_\_\_\_\_

Odyssey: ☐ Role(s): \_\_\_\_\_

**Special IT Needs / Notes**

**SIGN OFF**

Manager: 