

# [EXTERNAL]new SAP account - Gary Johnson

Created: Sep 05, 2019 - 4:51PM by Damion White

A - Manager filled  
Out form

I need a new SAP account created for Gary Johnson. Attached is his IT setup form. You can model him after Jim Chehovits.

Thanks,

**Damion White**  
IT Specialist

Office/Site: 480-505-8080

Ext: 8080

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, SAP, Merged

 IT setup - Gary Johnson.pdf

## Details

Assigned to  
William Frazier

Priority  
Medium

Requester  
Damion White

CC  
callcenter@ergon.com,  
katherine.easterling@ergon.com,  
William.Frazier@ergon.com

Category  
SAP

Your IT Location?  
Ergon Inc Jackson

Was this an after hours call?  
No

## Comments

Heads up, I think you already have a Gary Johnson in the company. If you need to use his middle initial, it's J.

**Damion White**  
**IT Specialist**

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**From:** Willie Robinson [Willie.Robinson@ergon.com](mailto:Willie.Robinson@ergon.com)

**William Frazier** • Sep 09, 2019 - 9:02AM

This incident was closed and merged into incident [#19274 " UCR for Gary Johnson - NEW"](#).

**B - Timely**

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## Related

### INCIDENTS

William Frazier

**UCR for Gary Johnson - NEW**

19274 • Medium • SAP • SAP Security/Log in issues

**UCR Attached**

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## Audit

Sep 09, 2019 - 9:50AM

Incident changed email for [damion.white@crafco.com](mailto:damion.white@crafco.com) was opened.

Sep 09, 2019 - 9:50AM

Incident commented email for [damion.white@crafco.com](mailto:damion.white@crafco.com) was opened.

Sep 09, 2019 - 9:50AM

Incident created email for [damion.white@crafco.com](mailto:damion.white@crafco.com) was opened.

Sep 09, 2019 - 9:50AM

Incident commented email for [damion.white@crafco.com](mailto:damion.white@crafco.com) was opened.

Sep 09, 2019 - 9:49AM

Incident created email for [damion.white@crafco.com](mailto:damion.white@crafco.com) was opened.

Sep 09, 2019 - 9:03AM

Incident changed email for damion.white@crafco.com was delivered. Response: 250 Ok: queued as F0A7DA00051 .

Sep 09, 2019 - 9:03AM

Incident changed email for katherine.easterling@ergon.com was delivered. Response: 250 ok: Message 30823595 accepted .

Sep 09, 2019 - 9:03AM

Incident changed email for callcenter@ergon.com was delivered. Response: 250 ok: Message 30823594 accepted .

Sep 09, 2019 - 9:02AM

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

Sep 09, 2019 - 9:02AM • By William Frazier

Name is [EXTERNAL]new SAP account - Gary Johnson

'State' changed from 'Awaiting Input' to 'Closed'.

B

Sep 09, 2019 - 9:02AM • By William Frazier

Add tags [Merged]

C

Sep 09, 2019 - 9:02AM • By William Frazier

Comment added 'This incident was closed and merged into incident #19274 " UCR for Gary Johnson - NEW".'

Sep 06, 2019 - 9:49AM

Incident changed email for william.frazier@ergon.com was delivered. Response: 250 ok: Message 30739768 accepted .

Sep 06, 2019 - 9:48AM

Incident changed email for William Frazier <William.Frazier@ergon.com> was sent.

Sep 06, 2019 - 9:48AM • By Willie Robinson

Name is [EXTERNAL]new SAP account - Gary Johnson

'Description' changed from 'I need a new SAP account created for Gary Johnson. Attached is his IT setup form. You can model him after Jim Chehovits.

Thanks,

Damion White  
IT Specialist

Office/Site:

480...

to 'I need a new SAP account created for Gary Johnson. Attached is his IT setup form. You can model him after Jim Chehovits.

Thanks,

Damion White  
IT Specialist

Office/...'.  
'Category' changed from 'ML Inbound Email' to 'SAP'.  
'Assignee' changed from 'Willie Robinson' to 'William Frazier'.  
'Your IT Location?' was '[nil, "Ergon Inc Jackson"]'.  
'Project' was '[false, false]'.  
'Top' was '[false, false]'.  
'Was this an after hours call?' was '[false, false]'.  
'Mgr Review' was '[false, false]'.  
  
Sep 06, 2019 - 9:48AM • By Willie Robinson  
Add tags [sap]  
  
Sep 06, 2019 - 8:09AM  
Incident commented email for willie.robinson@ergon.com was delivered. Response: 250 ok: Message 30730923 accepted .  
  
Sep 06, 2019 - 8:09AM  
Incident commented email for damion.white@crafco.com was delivered. Response: 250 Ok: queued as 1DE7BA00080 .  
  
Sep 06, 2019 - 8:09AM  
Incident commented email for Damion White <Damion.White@crafco.com> was sent.  
  
Sep 06, 2019 - 8:09AM  
Incident commented email for Willie Robinson <Willie.Robinson@ergon.com> was sent.  
  
Sep 06, 2019 - 8:08AM  
Name is [EXTERNAL]new SAP account - Gary Johnson  
'CC' changed from '[' to 'callcenter@ergon.com, katherine.easterling@ergon.com, William.Frazier@ergon.com'.  
  
Sep 06, 2019 - 8:08AM  
Comment added 'Heads up, I think you already have a Gary Johnson in the company. If you need to use his middle initial, it's J.

Damion White  
IT Specialist

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distribution or copying of this communication, or the use of its contents, is not authorized and is strictly...

Sep 06, 2019 - 5:11AM • By Willie Robinson  
Name is [EXTERNAL]new SAP account - Gary Johnson  
'State' changed from 'Assigned' to 'Awaiting Input'.

Sep 06, 2019 - 5:11AM • By Willie Robinson  
Name is [EXTERNAL]new SAP account - Gary Johnson  
'Assignee' changed from 'ML - IT Tier 1 ' to 'Willie Robinson'.

Sep 05, 2019 - 4:52PM  
Incident created email for willie.robinson@ergon.com was delivered. Response: 250 ok: Message 30707028 accepted .

Sep 05, 2019 - 4:51PM  
Incident created email for damion.white@crafco.com was delivered. Response: 250 Ok: queued as C93E6A00051 .

Sep 05, 2019 - 4:51PM  
Incident created email for scott.mckinley@ergon.com was delivered. Response: 250 ok: Message 30707027 accepted .

Sep 05, 2019 - 4:51PM  
Incident created email for Damion White <Damion.White@crafco.com> was sent.

Sep 05, 2019 - 4:51PM  
Incident created email for Willie Robinson <Willie.Robinson@ergon.com> was sent.

Sep 05, 2019 - 4:51PM  
Incident created email for Scott McKinley <Scott.McKinley@ergon.com> was sent.

Sep 05, 2019 - 4:51PM  
[EXTERNAL]new SAP account - Gary Johnson is created via Email.  
'Description' is 'I need a new SAP account created for Gary Johnson. Attached is his IT setup form. You can model him after Jim Chehovits.

Thanks,

Damion White  
IT Specialist

Office/Site:

480...'.  
'State' is 'New'.  
'Category' is 'ML Inbound Email'.  
'Assignee' changed from '-1' to 'ML - IT Tier 1 ' .  
'Requester' changed from '-1' to 'Damion White'.  
'Priority' is 'Medium'.

Sep 05, 2019 - 4:51PM  
File IT setup - Gary Johnson.pdf uploaded



# IT Set-Up Form

START DATE: \_\_\_\_\_

NEW HIRE ☒

CHANGE REQUEST ☐

Employee: GARY JOHNSON Supervisor: DON BROOKS

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

Department: OPERATIONS Desk Phone/Extension: \_\_\_\_\_

Job Title: V.P. SEALANT OPERATIONS Mobile Number: \_\_\_\_\_

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

Employee Replacement? ☒ Who? JIM CHEKOVITS WHEN HE RETIRES  
#10-20

## COMPUTER

DESKTOP ☐

LAPTOP ☒

COMPUTER LOG IN ONLY ☐

**Laptop Accessories (check all that apply)**

Docking Station: ☒

Extra A/C Adapter: ☒

Monitor: ☒

## PHONE ACCESS

Desk Phone: ☒

Cell Phone\*: ☒

Crexmo: ☐

\*Complete Mobile Device Request Form

Sim Ring: ☐

Which extensions: \_\_\_\_\_

## APPLICATIONS

**Crafco (check all that apply)**

In/Out Board: ☒

Rent Master: ☐

Quotewerks: ☐

# IT Set-Up Form - Continued

## APPLICATIONS (CONTINUED)

A - Approval

ESS (check all that apply)

Roles: Reporter: ☒ Approver: ☒ Auditor: ☐

Cost Center: 13601 Approver: Don Brooke

*Do not Move people. Have Jim C. continue to approve*

PMSI - RMS (check all that apply)

Roles: HQ Manager: ☐ Store Manager: ☐ POS: ☐

Training/Marketing (check all that apply)

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

Ergon (check all that apply)

SAP: ☒ Role(s): \_\_\_\_\_

On Base: ☒ Role(s): \_\_\_\_\_

EHS: ☒ Role(s): \_\_\_\_\_

Odyssey: ☐ Role(s): \_\_\_\_\_

Special IT Needs / Notes

A  
**SIGN OFF**

Manager: *[Signature]*