How Do I Get SAP Help?

<table>
<thead>
<tr>
<th>I have a question about:</th>
<th>Contact</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carts, Purchase Orders, Receiving, Inventory</td>
<td>Supply Chain</td>
<td>443-997-5600</td>
<td><a href="mailto:purchasing@jhu.edu">purchasing@jhu.edu</a></td>
</tr>
<tr>
<td></td>
<td>Shared Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Expense Reports and Reimbursements</td>
<td>Accounts Payable</td>
<td>443-997-6688</td>
<td><a href="mailto:apSSC@jhmi.edu">apSSC@jhmi.edu</a></td>
</tr>
<tr>
<td>Online Payment Requests and other invoices</td>
<td>Shared Services</td>
<td>443-997-6688</td>
<td><a href="mailto:apSSC@jhmi.edu">apSSC@jhmi.edu</a></td>
</tr>
<tr>
<td>Security, Accessing SAP, and Workflow</td>
<td>SAP Help Desk</td>
<td>410-735-4500</td>
<td><a href="mailto:SAPHelpDesk@jhmi.edu">SAPHelpDesk@jhmi.edu</a></td>
</tr>
<tr>
<td>System performance and GUI issues</td>
<td>SAP Help Desk</td>
<td>410-735-4500</td>
<td><a href="mailto:SAPHelpDesk@jhmi.edu">SAPHelpDesk@jhmi.edu</a></td>
</tr>
<tr>
<td>Non-Payroll Cost Transfers and E-Forms</td>
<td>Financial Research</td>
<td>443-997-3806</td>
<td><a href="mailto:Compliance@jhu.edu">Compliance@jhu.edu</a></td>
</tr>
<tr>
<td></td>
<td>Compliance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BW Reporting, Non-Sponsored Inactivations and</td>
<td>JHU: Financial</td>
<td>410-516-3277</td>
<td><a href="mailto:fqchelp@jhu.edu">fqchelp@jhu.edu</a></td>
</tr>
<tr>
<td>Monthly Statements</td>
<td>Quality Control</td>
<td>443-997-5768</td>
<td><a href="mailto:finance@jhmi.edu">finance@jhmi.edu</a></td>
</tr>
<tr>
<td>Sponsored Projects, Grants, and Grant-related</td>
<td>Sponsored Projects</td>
<td>443-997-8151</td>
<td><a href="mailto:SponsoredProjectsJHM@jhu.edu">SponsoredProjectsJHM@jhu.edu</a></td>
</tr>
<tr>
<td>BW Reporting</td>
<td>Shared Services</td>
<td></td>
<td><a href="mailto:SponsoredProjectsHomewood@jhu.edu">SponsoredProjectsHomewood@jhu.edu</a></td>
</tr>
<tr>
<td>All Other BW Reporting</td>
<td>SAP Help Desk</td>
<td>410-735-4500</td>
<td><a href="mailto:SAPHelpDesk@jhmi.edu">SAPHelpDesk@jhmi.edu</a></td>
</tr>
<tr>
<td>ISR (Internal Service Request)</td>
<td>HR Shared Services</td>
<td>443-997-5828</td>
<td><a href="mailto:HRSharedServices-Homewoodeclients@jhu.edu">HRSharedServices-Homewoodeclients@jhu.edu</a></td>
</tr>
<tr>
<td>ISR lite</td>
<td>ISR Central</td>
<td>410-735-7320</td>
<td><a href="mailto:ISRCentral@jhmi.edu">ISRCentral@jhmi.edu</a></td>
</tr>
<tr>
<td>Fixed Assets, Project Accounting</td>
<td>Fixed Assets</td>
<td>443-997-5749</td>
<td><a href="mailto:faSSC@jhmi.edu">faSSC@jhmi.edu</a></td>
</tr>
<tr>
<td>Time Entry and Payroll</td>
<td>Shared Services</td>
<td>443-997-8146</td>
<td><a href="mailto:payroll@jhu.edu">payroll@jhu.edu</a></td>
</tr>
<tr>
<td>Billings, Receivables, and Inter-Entity</td>
<td>Accounts Receivable</td>
<td>443-997-2480</td>
<td><a href="mailto:receivables@jhu.edu">receivables@jhu.edu</a></td>
</tr>
<tr>
<td>Transactions</td>
<td>Shared Services</td>
<td>443-997-2481</td>
<td><a href="mailto:billings@jhmi.edu">billings@jhmi.edu</a></td>
</tr>
<tr>
<td></td>
<td>Billings</td>
<td></td>
<td><a href="mailto:InterEntity@jhmi.edu">InterEntity@jhmi.edu</a></td>
</tr>
<tr>
<td></td>
<td>HR Shared Services</td>
<td></td>
<td><a href="mailto:InterEntity@jhmi.edu">InterEntity@jhmi.edu</a></td>
</tr>
</tbody>
</table>

This handbook is intended to provide information that will help you resolve your own issues prior to calling the SAP helpdesk in the days immediately following the upgrade. We encourage you to review it before you pick up the phone, to help minimize the call volume during this busy time.

The information provided in this book comes from the experiences of the training group during “Upgrade Preview” and “Upgrade Training” sessions conducted in April and May 2010. If you have any questions, please contact learning@jhu.edu (for JHU inquiries) or saptraining@jhmi.edu (for JHHS inquiries). Good luck!

Table of Contents:
- How Do I Get SAP Help? .................................................................................. 1
- Before You Call ................................................................................................ 2
- IE7 Browser Settings ...................................................................................... 3
- Top User Issues (with Solutions) .................................................................. 4
- Shopping Cart Job Aids .................................................................................. 6
Before You Call...

Before you call the helpdesk, we suggest that you do the following:

1. **Look at the Job Aids.** All of the Shopping Cart Job Aids have been rewritten to apply to the upgrade system. You can find a list of the Job Aids on page 5 of this handbook. You can access the files on the Shared Services website at:

   http://ssc.jhmi.edu/supplychain/training

2. **Review the Upgrade Guide.** All users who attended either an “Upgrade Preview” or an instructor-led “Upgrade Training” session should have received a copy of the Upgrade Guide. This guide provides instructions for basic skills such as checking user settings; creating Office Depot, free text, JHHS Hosted Catalog, and JHU University Stores carts; confirming a cart; and approving a cart.

3. **Sign Up for Training.** If you find that you need a significant amount of help, visit Knowledge Network, which offers training customized to your specific SAP roles, including instructor-led classes and FastFacts sessions on the SAP upgrade and other related SAP topics.

   You can find all of this information within Knowledge Network at:

   http://knowledgenetwork.johnshopkins.edu

---

**IE Browser Settings**

Some shoppers may need to adjust their IE settings to use the upgrade system. For complete instructions, please refer to the Job Aid called “SAP Browser Settings,” available from Knowledge Network.

You will need to adjust the following:

1. **IE7 Users** will need to adjust the “**Tabbed Browsing Settings.**” Under “Tools” at the top of your browser, select “**Internet Options.**” Click “Settings” next to the “Tabs” label and make sure the following boxes are checked:

   - Always switch to new tabs when they are created
   - Open new tabs next to the current tab
   - Always open pop-ups in a new tab.

2. **IE6 and IE7 Users** will need to add *.johnshopkins.edu to your “**Trusted Sites.**” This setting is located on the “**Security**” tab (also under “Internet Options”).

3. Also on the “**Security**” tab, **UNCHECK** the box next to “**Require server verification (https:) for all sites in this zone.**”

4. Also on the “**Security**” tab, set a “**Custom level...**” for the security zone. You will click the radio buttons to enable the following downloads:

   - Automatic prompting for file downloads (enable)
   - File download (enable)
   - Font download (enable)

---

**Additional Training Opportunities:**

- Shopping Cart Upgrade Training
- Purchasing Policies and Procedures
- Establishing Shopping Cart Settings
- Shopping Cart Basics
- How to Approve a Shopping Cart

All courses are available through Knowledge Network at:

http://knowledgenetwork.johnshopkins.edu
1. **Refresh**! Any time you return to the Shopping Cart Home Page (even the first time) you need to click the “Refresh” button to see your updated data. If you don’t, then the data displayed will not have been updated since the last time you clicked the “Refresh” button.

2. **Press the “Enter” Key.** When you first create a shopping cart, the “Details” button will not be available and you cannot access all of the detail information at the bottom of the screen. Users should enter the basic information at the top of the cart and to the individual line item(s), and THEN press the “Enter” key. Once you press “Enter,” the “Details” button will appear.

3. **Finding eMarketplace.** Some users have had a hard time accessing eMarketplace. To find it, click “Add Item” and then select “HopkinsSelect eMarketplace” from the drop-down menu. The eMarketplace application functionality has not changed.

4. **Supplier Product Number.** Some users want to enter the Supplier Product Number (or “Vendor Product ID”) on the individual line before they press “Enter.” However, this field is only available under “Details” under the “Item Data” tab and should be entered there after the individual line item data has been filled in.

5. **Settings.** All user settings should come over to the upgrade system intact. We are asking users to double-check their settings, however, to make sure that they don’t need to renew any data. If your settings don’t have the correct delivery address, you should look up the appropriate code at: [http://ssc.jhmi.edu/supplychain/shipto.html](http://ssc.jhmi.edu/supplychain/shipto.html).

6. **Splitting Cost Distributions.** The easiest way to split cost distribution for an entire cart is to set it up in the cart’s “Default Settings,” available at the top of the cart screen. When the “Change Default Settings” pop-up appears, click on the “Account Assignment” tab and then select the appropriate “Cost Distribution” method from the dropdown box. You can then enter the cost distribution on the individual line items. Note that the “Split Distribution” button is not active on this screen. Also note that users can’t split the budget for JHHS Hosted Catalog or Supply Store orders.

7. **Change All Items.** The easiest way to apply settings to all of the items in a cart is to use the new “Default Settings” feature. If you don’t want to do that, though, you can still press “Copy” to copy data to the clipboard, and then click “Change All Items” to apply that data to all of the items in the cart. For example, you may want to apply one cost center to all of the items in a cart, and “Change All Items” will allow you to do so without adding it in manually to every line. **Note that if you add data in the General Data Section of a cart, then the “Change All Items” button will not appear for the cart.**

8. **Wait 20 Minutes for Confirmation of Goods Receipt.** In the upgrade system, there may be as much as a 20-minute gap between the time an order is confirmed and when it will appear on the Shopping Cart Home Page.

9. **Authorization Issues.** If you are having authorization issues (i.e., "You are not authorized to use transaction XYZ," "Authorization Error," or "No Authorization Available"), contact the IT helpdesk, where a Business Solution Analyst (BSA) will handle the ticket.

10. **“iView” Error.** When attempting to display a PO immediately after saving a shopping cart, the PO number may give an “iView” error. To resolve this error, close the window and refresh the home page. The link should now function properly.

11. **Log Out.** Click “Log Out” (in the upper right corner of the screen) when you are finished using SAP. If you click the “X” they will stay logged in for longer than intended.

12. **Performance.** There is a possibility during peak usage times that you could experience slow responses from the system. You may experience a blank window that is awaiting data or the spinning wheel that means you are awaiting data from the system. Please be patient if you do experience slow response time. If you do not receive data back within a minute, e-mail [SAPHelpDesk@jhmi.edu](mailto:SAPHelpDesk@jhmi.edu) or call 410-735-4500. Explain exactly what you were doing and how long you had to wait. If we do see that this is a problem we will send out an e-mail to all end users of the system explaining what is happening. DO NOT try to close the window and open another one. This WILL bog the system down further.

13. **Policies and Procedures.** Purchasing policies and procedures have not changed with the system upgrade. You may access current policies and procedures at: [http://ssc.jhmi.edu/supplychain/policies.html](http://ssc.jhmi.edu/supplychain/policies.html)
Shopping Cart Job Aids

All of the updated Job Aids are available through Knowledge Network or from the Shared Services website: http://ssc.jhmi.edu/supplychain/training

General Information
- Shopping Cart Workflow
- Deciding and Assigning Security Roles
- SAP Browser Settings

First Time Login Procedures
- Establishing Shopping Cart Settings
- Establishing eMarketplace Settings

SAP Codes and Descriptions
- Ship-to Address Codes
- Shopping Cart Document Types
- Product Category Codes
- Buyer Contact for Purchasing Group
- Plant Codes

Create Shopping Carts by Document Type
- ANPO Cart
- BLPO Cart
- BLPO: Independent Contractor
- CAPP Cart
- DRUG Cart
- ECDP Order for Inv. Replenishment
- ECPO Free Text Ordering Cart
- ECPO University Supply Stores Cart
- ECPO Office Depot Cart
- EMPO Cart
- IMPO Cart
- LVPO Cart
- MXPO Cart
- PROJ Cart
- RADM Cart
- SPPO Cart

Create Shopping Carts using Internal Plant and Supply Store
- ECPO University Supply Stores Cart
- JHU 2010 Supply Store Catalog
- JHHS Hosted Catalog Cart
- JHHS 2010 MDC Catalog by Description

Create HopkinsSelect eMarketplace Carts by Vendor
- How to Use Online Catalogs
- AJ Stationers
- Apple Computer
- Applied BioSystems
- Barnes & Noble
- Bio-Rad
- Dell
- Dimension Data
- Fisher Scientific
- GovConnection
- Grainger
- Integrated DNA Tech
- Invitrogen
- Office Depot
- Sigma-Aldrich
- VWR
- Roche Diagnostics
- USBI

Managing Shopping Carts
- Change Default Shopping Cart Settings
- Queries, Filters, and Customizations on the Shopping Cart Home Page
- Search for a Vendor
- Search for a G/L Number
- Cost Sharing Purchases via Multiple Cost Assignments
- Using Team Carts
- Update and/or Delete a Shopping Cart
- Approve a Shopping Cart

Purchase Orders
- Display a Purchase Order
- Display a Purchase Order (ME23N)
- Change a Purchase Order
- Check Status of a Purchase Order

Confirm, Delete and Return of Goods/Goods Receipts
- Confirmation of Goods Receipt
- Deletion of Goods Receipt
- Return of Goods Received

Resolve Purchase Order Discrepancies
- Resolve Purchase Order Discrepancies
- Search for Paid Invoices by PO
- Cancel a Purchase Order
- Drop commitments/Remove Encumbrances
- Purchase Order Samples

JHU Account Reconciliation Guide
JHHS Account Reconciliation Guide

Procurement Cart & PaymentNet System Training
- Procurement Card Policy Guide
- JHU Procurement Cart (PCard)/Approver Online Training

Other Useful Information
- JHU 2010 Supply Store Catalog
- JHHS 2010 MDC Catalog by Description
- Electronic Purchase Order Vendor Listing
- Non Purchase Order Related Transaction – PO Exception List
- HopkinsSelect eMarketplace Catalog Suppliers

Frequently Asked Questions
- Shopping Cart FAQs
- eMarketplace FAQs
- Office Depot FAQs
- University Supply Stores FAQs