

# SAP SUPPORT UPDATE

A MONTHLY PUBLICATION OF THE IT@JH - ENTERPRISE BUSINESS SOLUTIONS TEAM

## Confirming a Goods Receipt By Dow Weeks and Tina Cole

EBS and Supply Chain Shared Services frequently receive questions from end users about confirming goods receipts. Listed below are solutions to many of our frequently asked questions along with instructions for processing goods receipts.

**Q: "I am trying to enter a Confirmation in Shopping Cart but the confirmation button is not active. How can I confirm my cart?"**

**A: Not all shopping carts require confirmation, verify that the shopping cart requires**

**confirmation:** All Health System Purchase Orders require a confirmation except Office Depot orders and certain Service/Maintenance fees. University Purchase Orders based on a shopping cart with a total value of less than \$2500 do not require a confirmation. (Occasionally, a University Shopping cart is entered with a total value of less than \$2500; however, a change is made by Supply Chain Shared Services increasing the total value of the Purchase Order above \$2500. In this case, the Shopping Cart should change to allow a goods confirmation, but in some instances it does not. Contact the designated Purchasing Group with questions).



Tina Cole  
Senior Learning Manager  
for Learning Solutions

**Confirm that the shopping cart is in a status that will allow it to be confirmed:** The Purchase Order status may not allow a confirmation at that point in time. If the status is "In Purchaser's Worklist" or "Error in Processing" contact Supply Chain Shared Services for advice.

**Make sure that your Purchase Order has not already been confirmed:** Check in SRM for follow-on documents, or use transaction ME23N in ECC to view the PO history of the line item you are trying to confirm.

**Q: "I am choosing the create confirmation link on the left hand side of the screen, but it's not working for me. Why is the link not working?"**

**A: This link works only for users with the Receiver Central role:** For all other shoppers, they should use the "Create Confirmation" button in the POWL results area.

**Q: "I'm searching for a purchase order to confirm, but the system says "No document found". How can I find my purchase order?"**

**A: As with the first question, not all Purchase Orders require a Goods Receipt:** Review the rules listed in the first answer to confirm that your PO requires a goods receipt. Contact the designated Purchasing Group with any questions.



Dow Weeks  
Supply Chain Manager  
for EBS

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The following, are instructions for how to process a goods receipt in shopping cart:

1. **Enter the Purchase Order number.** Enter the PO number in the field labeled "Number." Make sure the timeframe field is blank, and then click "Apply." (Your selection screen may look slightly different. All users can search based on the PO number, if you are the shopping cart creator you can search for your own shopping carts by shopping cart number!)

2. **Create the Confirmation.** Highlight the line by clicking the gray box next to the purchase order number.

2000948350	Printer 08/04/2010 11:35	1	Dell V715W Printer - Back-To-School Bund
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3. Then click

**Create Confirmation**

4. **Confirm the Order.** Enter the quantity you want to confirm in the "Confirm Quantity" field.

- If this is a Blanket Purchase Order, the "Outstanding Quantity" field will show the dollar amount remaining to confirm on the PO. In this case, enter the dollar amount you want to confirm in the "Confirm Quantity" field.
- Name the confirmation in the "Confirmation Name" field. This will distinguish it from all of the others on the PO.
- Enter the associated vendor document information (i.e., number from the bill-of-lading, packing slip, or invoice) in the "Reference Document" field. This helps if there are issues later, because it is much easier for the vendor to find its own number than to find a Hopkins purchase order number.
- When you are finished, click "Check" (at the top of the screen) to be sure there are no errors (such as the expiration of a grant). Resolve any errors that appear before you confirm the order.
- When there are no errors, click "Confirm" to complete the process.

Line Number	Item Type	Product ID	Description	Product Category	Outstanding Quantity	Confirm Quantity	Unit	Price
1	Material		Dell V715W Printer - Back-To-School Bund	43210000	1.00	1	EA	209.66

# SAP SUPPORT UPDATE

## New Browser Support for SAP By Sam Press

During our scheduled maintenance on September 17, we applied an update to our SAP systems that now allows us to provide support for more current versions of operating systems and browsers. Operating systems and Internet browsers are constantly being updated and upgraded. The SAP software does not get updated as quickly or in conjunction with the release of new operating systems and browsers.

This update now allows us to support users with operating system/ browser combinations including: the Windows 7 operating system used with the Internet Explorer 8 browser and the Mac OS X 10.6 (Snow Leopard) operating system with the Firefox 3.5 browser. Even with the supported operating systems and browsers, there are still special settings that need to be configured at the time of installing a new browser/version and sometimes even after installation to make it work properly with SAP. For more detailed information about browser settings click <https://know.isis.jhu.edu/x/aRerAQ>



Sam Press  
Project Manager for the  
EBS team

### Supported Operating Systems and Browser Versions

Operating Systems	Internet Explorer	Firefox
Windows XP	<a href="#">6</a> , <a href="#">7</a> , <a href="#">8</a>	<a href="#">3.0</a> , <a href="#">3.5</a>
Windows Vista	<a href="#">7</a> , <a href="#">8</a>	<a href="#">3.0</a> , <a href="#">3.5</a>
Windows 7	<a href="#">8</a>	<a href="#">3.0</a> , <a href="#">3.5</a>
Mac OS X 10.2 (Tiger) - 10.5 (Leopard)	N/A	<a href="#">3.0</a> , <a href="#">3.5</a>
Mac OS X 10.6 (Snow Leopard)	N/A	<a href="#">3.5</a>

If you need help with installing or adjusting settings for your browser, please contact your local LAN Administrator. If you need help with SAP, please contact the SAP help desk at 410-735-4500 or you can send an email to [SAPHelpDesk@jhmi.edu](mailto:SAPHelpDesk@jhmi.edu).

# SAP SUPPORT UPDATE

## Changes to the ISR Process

By David Levy

EBS has been working with HR/Payroll Shared Services to simplify the ISR process. To this end, we will be instituting some changes to the *Position ISRs* and the *Position Attribute Change ISR* at the end of October. In this article we will take a look at some of the changes that have been made.



David Levy  
Senior HR Functional  
Analyst for EBS

One of the biggest changes is the merger of the *Position Attribute Change ISR* with the *Position Maintain ISRs*. In the past, users would have to initiate a *Position Maintain ISR* to maintain a position. Then, wait for it to be approved and completed by HR Shared Services and initiate the *Position Attribute Change ISR* to make those position changes appear on the employee's record if the position was occupied.

To streamline this process, a new section called *Employee Attribute Change* will be added to the *Position Maintain ISR* to eliminate the need for a second ISR. Combining these steps will increase the efficiency of the update process and improve data integrity. After completing the *Position Maintain ISR*, the initiator will enter the personnel number of the affected employee in the appropriate field and then click the "Validate Pernr" button. This action will validate that the personnel number entered is in fact in the position being maintained, as well as fill in all of the current values for the employee. This section contains the same employee-related fields as the *Position Attribute Change ISR* as well as additional fields that were missing from that ISR, such as Work Schedule Rule and Department Code (for JHU Employees).

**Employee Attribute Change**

Personnel number   Reason for Action  Position Attribute Change

Name

Current Values		New Values	
Work Hours	<input type="text" value="33.75"/>	Work Hours	<input type="text"/>
Work Schedule Rule	<input type="text" value="37.5 WK5 5 DAY 37.5 HOURS/"/>	Work Schedule Rule	<input type="text"/>
Department Code	<input type="text" value="K1001"/>	Department Code	<input type="text"/>
Salary Amount	<input type="text" value="2,000.00"/>	Salary Amount	<input type="text"/>

**Cost Distribution**

Valid From	End Date	Cost Center	Order	WBS Element	Fund	Grant	Amount
07/01/2009	06/30/2012	1651010001			1016500000	NOT-RELEVANT GRANT	1,000.00
07/01/2009	12/31/9999	1009040019			1910090400	NOT-RELEVANT GRANT	1,000.00

Start Date	End Date	Cost Center	Order	WBS Element	Fund	Grant	Amount

## SAP SUPPORT UPDATE

Another notable change is the addition of the "change?" checkboxes next to each section of the *Position Copy* and *Position Maintain ISRs*. This will help HR Shared Services to identify what has been maintained on the form since all of the fields are automatically filled when the form is opened. It is important to make sure that you check the box next to each and every section where you make a change.

JHU Position Action Details

Please make sure the Change Box is checked next to ALL sections that contain changes.

Object		Change?
Job Short Text	INSTR-FAC	<input type="checkbox"/>
Position Title	CLINICAL INSTRUCTOR	
Reason for Action	02	

  

Related Object		Change?
Organizational Unit	10003814 Community Public Health Nursing	<input type="checkbox"/>
Supervisor's Position #	20015286 Nurse-Patient Care-CS	
Supervisor Name	Florence Nightengale	
Job Code	30001000 Instructor-FAC	
Exempt/Non-Exempt	1 Exempt	

A few more notable changes are:

- A "Supervisor's Name" field has been added next to the "Supervisor's Position #" to help identify the correct supervisor or show that the supervisor's position is vacant.

Related Object		Change?
Organizational Unit	10003814 Community Public Health Nursing	<input type="checkbox"/>
Supervisor's Position #	20015286 Nurse-Patient Care-CS	
Supervisor Name	Florence Nightengale	
Job Code	30001000 Instructor-FAC	
Exempt/Non-Exempt	1 Exempt	

- A message will appear letting you know the name and personnel number of the employee in the position if the position is filled.

Position Information

**i** This position is occupied by Jane Smith Perrn 00001234 .

Any changes made will affect this employee.

Continue

Additional changes include: some minor layout changes, field name changes and some validations which will make the form more intuitive and less prone to errors. There will be a FastFacts session conducted at the end of October that will cover these changes in more detail. If you are responsible for initiating or approving *Position ISRs* please plan on attending the FastFacts session or watching the recording.

# SAP SUPPORT UPDATE

## Calendar Year End Support Packs

By Jill Mikros



Jill Mikros  
Director of Planning &  
Operations for EBS

With calendar year end right around the corner, so are support packs. This December will be the first application of support packs to the upgraded environment. Support Packs are a collection of mandatory software updates that SAP periodically makes available. Usually one support pack will contain hundreds of corrections. However, this coming round of support packs will contain thousands of corrections. EBS and Shared Services will test key business processes to ensure that the support packs do not break current business processes.

When EBS or Shared Services find a problem in the SAP product, EBS reports it directly to the SAP vendor support team. If a correction doesn't already exist, SAP creates a program correction for us. These corrections are called notes. If the same problem is reported by multiple SAP customers then the notes are collected into a bundle or pack. Regulatory and tax changes are also included in these support packs and are necessary for calendar year end.

Because of the anticipated volume and complexity, we will apply the support packs in two rounds in December. The first round, expected to go to production around December 3rd - 4th, will contain corrective notes for all SAP components. The second round, expected to go to production December 17th -18th, will contain notes for HR only. Communications will be sent announcing the production outages for these December events.

SAP customers are required to stay current on applying these corrective packs of notes. SAP support packs are important to apply because when SAP makes a correction or update to an SAP program, any future corrections or changes will be based on this newer version. Therefore, it is important that we stay up to date to reduce future complications and ensure maximum performance of our system.

## Resources for SAP.

Knowledge Network:

[knowledgenetwork.johnshopkins.edu](http://knowledgenetwork.johnshopkins.edu)

Fast Facts:

[learning.jhu.edu](http://learning.jhu.edu)

Shared Services:

[ssc.jhmi.edu](http://ssc.jhmi.edu)

JHU Controller's Office:

[www.controller.jhu.edu](http://www.controller.jhu.edu)

SAP Support Update newsletter archive:

[orchid.hosts.jhmi.edu/hopkinsone/News/archive.cfm](http://orchid.hosts.jhmi.edu/hopkinsone/News/archive.cfm)

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## For Our Readers.

The **SAP Support Update** is published monthly to keep you informed of the activities within the Enterprise Business Solutions team and to provide tips and tricks that will make your work with SAP easier.

For questions, suggestions, ideas or to submit an article, please email us at: [sapnews@jhu.edu](mailto:sapnews@jhu.edu)

# SAP SUPPORT UPDATE

## Planned SAP System Maintenance Schedule

It has become necessary to schedule monthly maintenance for the SAP system in order to perform routine maintenance tasks such as: adding storage, deploying patches, and other activities that require the systems to be offline. As always, our objective is to minimize the amount of downtime during these periods while accomplishing important system management tasks. After coordinating with Shared Services and other key users, we have developed the following weekend schedule.

Unless otherwise specified, the systems will be taken down for a **14 hour** period, with a **start time of 9:00 PM** on the evening before the specified date, and concluding no later than **11:00 AM** on the specified date. If the maintenance activities finish sooner, the system is released to the users at that time.

Upcoming Schedule	
October 7 (Thurs. @ 3 am - 6:30 am)	<ul style="list-style-type: none"> <li>• Network Outage at Mt Washington</li> </ul>
October 15/16 (Fri. - Sat. @ 9 pm - 11 am)	<ul style="list-style-type: none"> <li>• Maintenance</li> </ul>
November 6/7 (Sat. - Sun. @ 9 pm - 11 am)	<ul style="list-style-type: none"> <li>• Time Change</li> <li>• Maintenance</li> </ul>
December 3/4 (Fri. - Sat. @ 9 pm - 11 am)	<ul style="list-style-type: none"> <li>• Application of calendar year-end support packs round 1 (all components). This date is tentative pending what is learned from SAP's support pack and notes release schedule.</li> </ul>
December 17/18 (Fri. - Sat. @ 9 pm - 11 am)	<ul style="list-style-type: none"> <li>• Application of calendar year-end support packs round 2 (HR only). This date is tentative pending what is learned from SAP's support pack and notes release schedule.</li> </ul>
January 14/15 (Fri. - Sat. @ 9 pm - 11 am)	<ul style="list-style-type: none"> <li>• Maintenance</li> </ul>
February 18/19 (Fri. - Sat. @ 9 pm - 11 am)	<ul style="list-style-type: none"> <li>• Maintenance</li> </ul>

### Training Opportunities at Johns Hopkins:

A range of SAP training is offered to all employees in both "e-course" or traditional classroom format.

Employees can access the training centers by visiting their organization's training sites at:

- Johns Hopkins University: [learning.jhu.edu](http://learning.jhu.edu)
- Johns Hopkins Medicine: [www.hopkinsinteractive.org](http://www.hopkinsinteractive.org) (clinical training)
- Johns Hopkins Health System SAP: [www.hopkinsmedicine.org/sap](http://www.hopkinsmedicine.org/sap)