

CHASE

Ticket: IR1676420

Analyst: Shashank Sabhlok

New or Existing Knowledge Article: New

Problem: User needed help retriggering an invoice in ECP

Ticket/MA Details:

User was unable receive output from ECP. This was affecting shipping because the paperwork was essential, hence this was a priority 1 ticket.

Team/Analyst Involved: Order Management / Amy Kwan-Sookdeo

Affected System: ECP

TCODE: VT02N/VT03N

Missing Data / Things to verify:

It was verified if the system was outputting to the correct printer, the 'print immediately' and the 'release after options' were checked. Furthermore it was also ensured If the dispatch time for the output was set to '4 send immediately (when saving the application).

Troubleshooting:

1 Purpose

The purpose of this document is to describe the procedure of retriggering output conditions across a number of different types for use by the Service Desk / IS Operations.

This document applies to: Service Desk / IS Operations

The following procedures include:

2 Definitions

These instructions should be used if the output is in the red, yellow or green status (example below) and the user is saying that he/she did not receive the output as expected.

The issue might be timing related. As a result, re-printing an output could solve the issue on first contact.

N.B. If the specific output record that the user is requesting is not already in the yellow, green or red status then that is outside the scope of this work instruction and the issue should be passed over to the appropriate functional team.

Service Desk Knowledge Article

Green Status

Output									
Sta...	Outpu...	Description	Medium	Fun...	Partner	Lan...	Ch...	Processing ...	Tim
00	TRSO	Sales Ord...	8 Special function			EN	<input type="checkbox"/>	06/27/2014	08:

Yellow Status

00	ZBAP	Pork Order A...	1 Print output	SP	1000674	EN	<input type="checkbox"/>		00:
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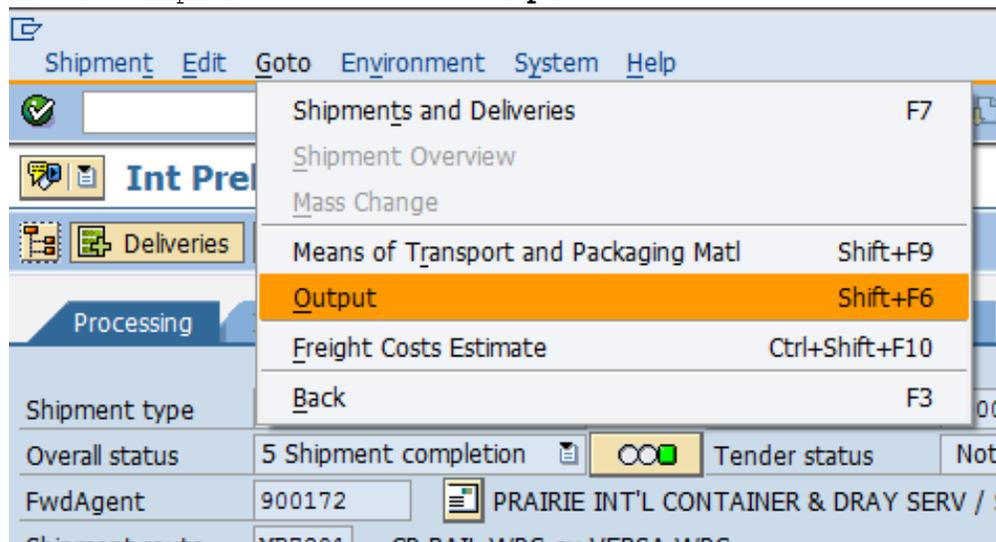
Red Status

00	ZRDP	PORK Invoice	5 External send	ZT	8104927	EN	<input type="checkbox"/>	06/02/2014	13:
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- 3 Work Instructions for :
- ZBOP (PORK Bill of Lading),
 - ZBOL (Bill of Lading),
 - ZLSQ (Load Sequence List),
 - ZMAN (Manifest),
 - ZMAP (PORK Manifest),
 - ZSHP (Intl Ship Summary).

3.1 These are found on **shipments** (tcode **VT02N** - Change / **VT03N** - Display)

3.2 In the shipment do: **Goto -> Output**

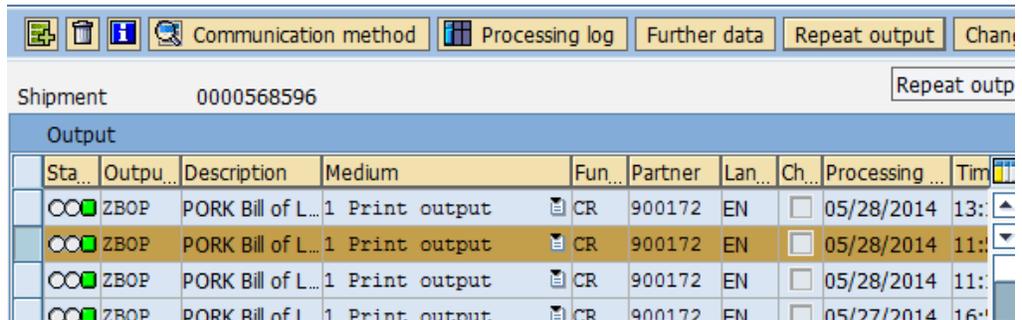


The screenshot shows the SAP 'Shipment Overview' menu. The 'Output' option is highlighted in orange. Other visible options include 'Shipments and Deliveries', 'Shipment Overview', 'Mass Change', 'Means of Transport and Packaging Matl', 'Freight Costs Estimate', and 'Back'. The background shows a shipment record with a green status icon.

3.3 **Select the output record** that you want to re-print and **select Repeat**

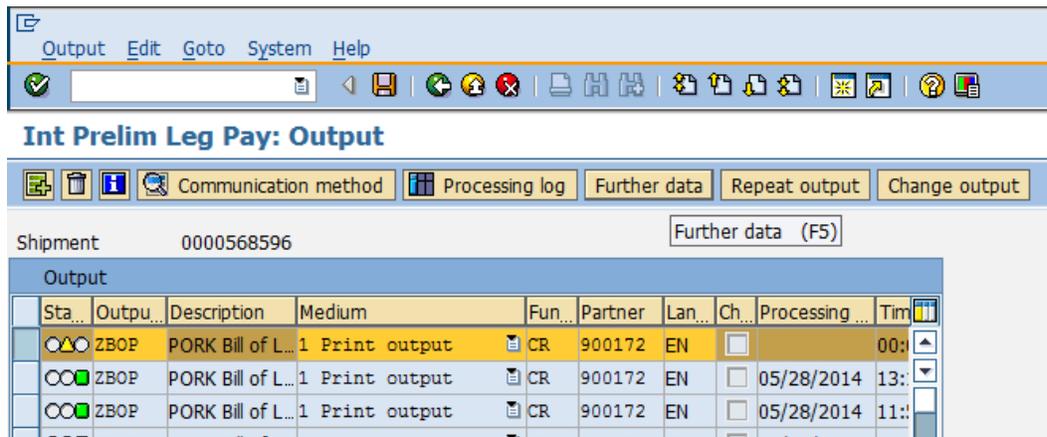
Service Desk Knowledge Article

Output



Sta	Outpu	Description	Medium	Fun	Partner	Lan	Ch	Processing	Tim
OO	ZBOP	PORK Bill of L...	1 Print output	CR	900172	EN		05/28/2014	13:
OO	ZBOP	PORK Bill of L...	1 Print output	CR	900172	EN		05/28/2014	11:
OO	ZBOP	PORK Bill of L...	1 Print output	CR	900172	EN		05/28/2014	11:
OO	ZBOP	PORK Bill of L...	1 Print output	CR	900172	EN		05/27/2014	16:

- 3.4 The new condition will appear in **yellow status**. Highlight the new outout condition and select **Further Data**



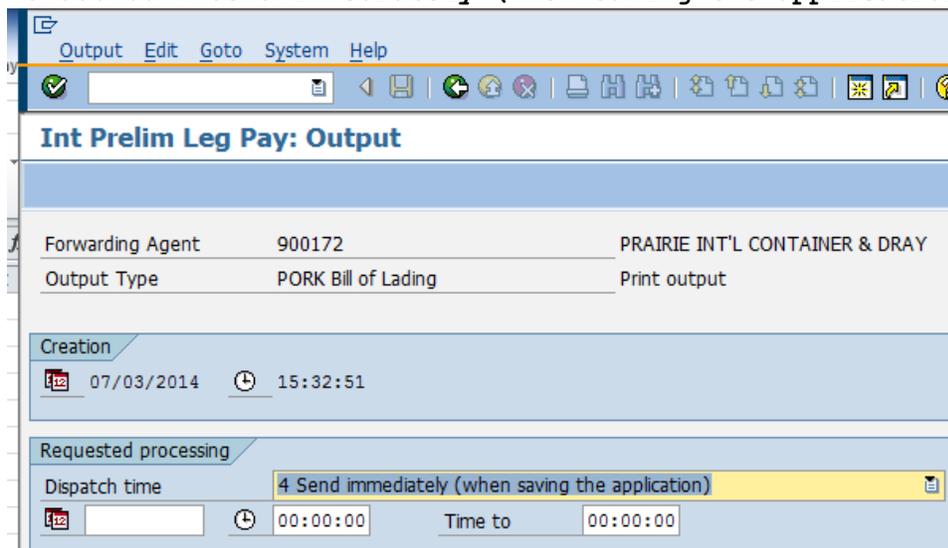
Output Edit Goto System Help

Int Prelim Leg Pay: Output

Further data (F5)

Sta	Outpu	Description	Medium	Fun	Partner	Lan	Ch	Processing	Tim
OO	ZBOP	PORK Bill of L...	1 Print output	CR	900172	EN		00:	
OO	ZBOP	PORK Bill of L...	1 Print output	CR	900172	EN		05/28/2014	13:
OO	ZBOP	PORK Bill of L...	1 Print output	CR	900172	EN		05/28/2014	11:

- 3.5 In the further data screen. Ensure that the **Dispatch Time** is set to **4 Send immediately (when saving the application)**



Output Edit Goto System Help

Int Prelim Leg Pay: Output

Forwarding Agent 900172 PRAIRIE INT'L CONTAINER & DRAY

Output Type PORK Bill of Lading Print output

Creation 07/03/2014 15:32:51

Requested processing

Dispatch time 4 Send immediately (when saving the application)

00:00:00 Time to 00:00:00

Service Desk Knowledge Article

- 3.6 **Green arrow back.** Highlight the new record again and select **Communication method**.

Sta...	Outpu...	Description	Medium	Fun...	Partner	Lan...	Ch...	Processing ...	Tim...
○△	ZBOP	PORK Bill of L...	1 Print output	CR	900172	EN			00:
○○	ZBOP	PORK Bill of L...	1 Print output	CR	900172	EN		05/28/2014	13:
○○	ZBOP	PORK Bill of L...	1 Print output	CR	900172	EN		05/28/2014	11:
○○	ZBOP	PORK Bill of L...	1 Print output	CR	900172	EN		05/28/2014	11:

- 3.7 **Ensure the Logical Destination (printer name) is the correct name.** (you can do this by checking with the user - if it is not then change it to what the user gives you).

- 3.8 Also ensure that **Print immediately** and **Release after output** is checked. Then **Green Arrow Back**.

Forwarding Agent 900172 PRAIRIE INT'L CONTAINER & DRAY SERV
Output type ZBOP PORK Bill of Lading

Printing information

Logical destination **LAN1MF05**

Landmark, 246 Main Street, HP Color LaserJet CM4730f

Number of messages 1 Print immediately
Spool request name Release after output
Suffix 1

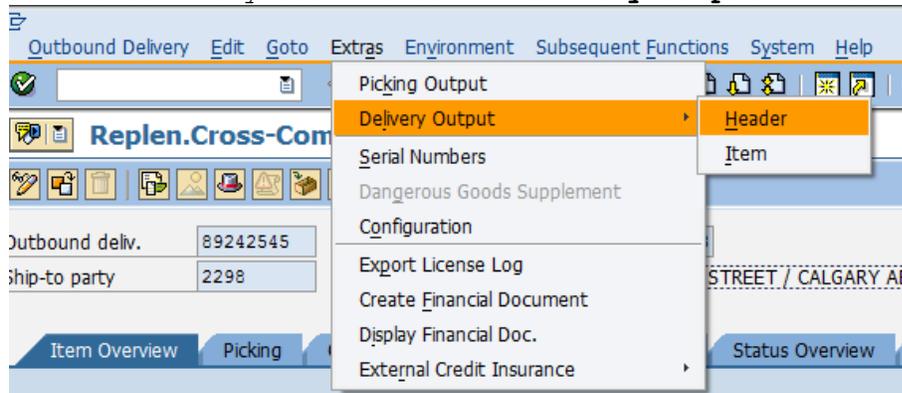
- 3.9 Hit Save (orange Honda sign)

Service Desk Knowledge Article

- 4 Work Instructions for
ZPAC (Packing Slip) ,
ZPAP (Pork Packing Slip) ,
ZPIC (Picking Document) ,
ZPIP (Pork Picking Doc.) ,
ZPRO (Customs Proforma Inv) ,
ZPRP (Pork Custm Prof. Inv) ,
ZTIK (Rothsay FG Ticket).

4.1 These are found on **deliveries** (tcode **VL02N** - Change /
VL03N - Display)

4.2 In the delivery do: **Extras -> Delivery Output -> Header**



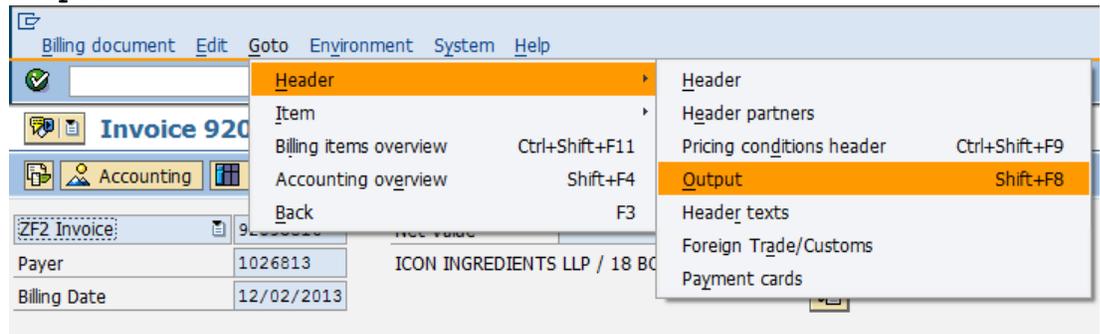
4.3 Jump to step 3.3. (Steps repeat)

Service Desk Knowledge Article

- 5 Work Instructions for
 - ZCOI (Int'l Certifi Origin) ,
 - ZINI (Int'l Cert Insurance) ,
 - ZPCI (Int'l Packing Slip) ,
 - ZRD0 (Invoice) ,
 - ZRDI (Int'l Comm Invoice) ,
 - ZRDP (PORK Invoice) ,
 - ZURD (UKB Invoice).

- 5.1 These are found on **invoices** (tcode **VF02** - Change / **VF03** - Display)

- 5.2 In the delivery do: **Goto -> Header -> Output**



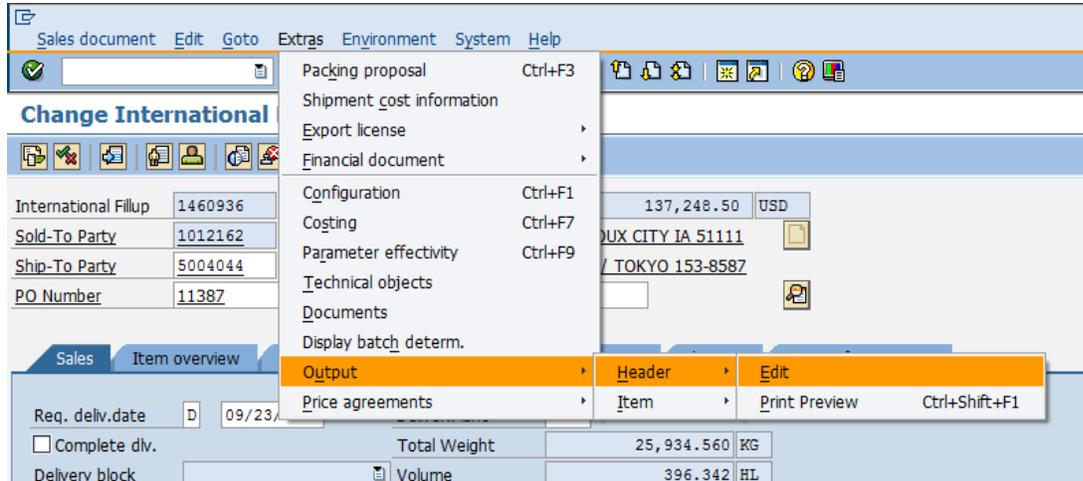
- 5.3 Jump to step 3.3. (Steps repeat)

- 6 Work Instructions for
 - ZSCI (Int'l Sales Contract) ,
 - ZEOA (Order Acknowledgemnt).

- 6.1 These are found on **orders** (tcode **VA02** - Change / **VA03** - Display)

Service Desk Knowledge Article

6.2 In the delivery do: **Extras -> Output -> Header -> Edit**



6.3 Jump to step 3.3. (Steps repeat)

Resolution: It was checked if the user was able to print the necessary invoices.