

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.



(Green Status										
Output											
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Yellow	Status
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Re	d St	atus										
	@ 00	ZRDP	PORK Invoice	5 External	send 📃 🗄	ZT	8104927	EN		06/02/2014	13::	
3	Worl ZBO I	OZRDP PORK Invoice 5 External send E ZT 8104927 EN O6/02/2014 13: ork Instructions for : BOP (PORK Bill of Lading),										

- ZBOL (Bill of Lading), ZLSQ (Load Sequence List), ZMAN (Manifest), ZMAP (PORK Manifest),
 - ZSHP (Intl Ship Summary).

 - 3.2 In the shipment do: Goto -> Output

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🔚 🖪 Deliveries	Means of Transport and Packaging Matl Shift+F9	
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Shipment type	Back F3	0
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3.3 Select the output record that you want to re-print and select Repeat



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Sh	Shipment 0000568596 Repeat outp										
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		ZBOP	PORK Bill of I	1 Print out	mut. 🖹	CR	900172	FN		05/27/2014	16.1

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

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1	Requested processing		
1	Dispatch time	4 Send immediately (when saving the	application) 🛅
-		00:00:00 Time to 00	:00:00



3.6 Green arrow back. Highlight the new record again and select Communication method. 7 Output Edit Goto System Help 4 📙 | 😋 🚱 | 🔒 🛗 🛗 | 巻 🍄 🕀 🎦 | 🛒 🎮 Ø Ē) Int Prelim Leg Pay: Output 🛃 🛅 🚺 🕄 Communication method 🖬 Processing log 🛛 Further data Repeat output Chang Display Means of Communication (F2) 0000568596 Shipment Output Sta Outpu Description Medium Fun Partner Lan Ch Processing Tim OOO ZBOP PORK Bill of L., 1 Print output CR CR 900172 EN 00:0 . V COC ZBOP PORK Bill of L ... 1 Print output CR 900172 EN 05/28/2014 13: 900172 EN COM ZBOP PORK Bill of L. 1 Print output CR C 05/28/2014 11: COR 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 immiediately and Release after output is checked. Then Green Arrow Back. Output Edit Goto System Help ø - 4 📙 | 😋 🚱 🖳 📙 🛗 🛗 🛱 🛱 🖓 🖓 ٦I Int Prelim Leg Pay: Output PRAIRIE INT'L CONTAINER & DRAY SERV Forwarding Agent 900172 Output type ZBOP PORK Bill of Lading Printing information / B) 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)



Department: Service Desk **Created**: July 11 2014

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

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Ship-to party	2298	Export License Log	STREET / CALGARY AB
		Create <u>Financial Document</u>	
Item Overview	Picking	Display Financial Doc.	Status Overview
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4.3 Jump to step 3.3. (Steps repeat)





- 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 ->

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752 Inveice	Back	F3	Heade <u>r</u> texts			
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Payer	ICON INGR	CEDIENTS LLP / 18 BC	Payment cards			
Billing Date	12/02/2013	L				

- 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)



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6.2 In the delivery do: Extras -> Output -> Header ->
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6.3 Jump to step 3.3. (Steps repeat)

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