Frequently Asked Questions

While working in SAP I've received a notice that I have been "timed out" and the system closes down. What can I do to prevent this?

A. This is not controlled locally. It is a system default (1 hour time limit) established for all 14 universities. Please note that if you click on the "white check mark in the green circle" located in the upper left-hand corner of your SAP screen this will reset the clock in SAP and keep you active.

When logging into SAP, I typed my logon name incorrectly a few times and these keep showing up in the drop down history. Is there a way to get rid of these?

A. Yes! Actually you can delete incorrect (or unneeded) history items in any field. To do this, roll your cursor over the text you would like to delete… but do not click on the text. Once your cursor is over the text and it is highlighted, simply press the "Delete" button on your keyboard.

I need to make changes to a purchase request. I can see how to make changes to one I entered today, but can't figure out how to cancel one I entered a while ago. Could you please advise how I can do this?

A. Departments can only make changes to a PR until it has been released. If you display a PR and the fields are grayed out, that means you can not make changes. Also, once you display a PR and find out that it is on order you must contact the Purchasing Department for assistance.

When entering a Vendor in the "Header Text" when do I use a name, vendor number, address etc.?

A. When entering vendor information in the Header Text you need to include the vendor name, address, phone number, fax number and if it is a service you also need the vendor's taxpayer identification number or social security number. You do not need to enter a vendor number in the Header Text. However, if you know the vendor number just enter that number in the "Des. Vendor" field. You do not need to enter any vendor info in the "Header Text" if you are entering a vendor number in the "Des. Vendor" field.

I'm entering a PR and I need to enter more lines than what is available on the initial screen. How do I get more empty lines?

A. By clicking on the "White Check mark in the green circle" located in the upper left-hand corner of your SAP screen additional lines will come up. The number of line items that you can enter is unlimited. However, the system will prompt you to fill in the "Account Assignment" tab information for each of the items that you have already entered once you click the check mark in the upper left-hand corner.

What transaction do I use to see if an order has been issued on a PR that I entered? Can I tell how much the order was for and if the item has been paid for?

A. Transaction ME53N can tell you all of the above information. Please see attached hand-out.

How can I view warehouse prices?

A. Transaction MM03 will not only show the current price but also if there is any stock available from the warehouse. Please see attached hand-out.