

QRG - How to Open an Incident with the ERP Helpdesk

1ERP CATS Time Reporters/Approvers

Link to VZ knowledge article

https://atyourservice.verizon.com/ays?id=ays_kb_article&sys_id=fb7f553adb04bc1023c88c6a68961970&source=ta-home



Open an Incident with the ERP Helpdesk (1ERP CATS Time Reporters/Approvers)

1. Click on the following [link](#) to create an incident with the ERP Helpdesk.

Create an incident

Information Protection Notice: Incidents should not contain Highly Confidential or Confidential Customer data. All incident Details or Attachments should be verified to ensure this data is not included.

Description

This form should be used to report all non-AP related issues experienced within Verizon's ERP Portal (<https://erpportal.verizon.com>). Supported applications include nSAP/vSAP, PeopleSoft 9.1, and Ariba. This form should not be used to report AP related issues such as: supplier invoicing/payment status, corporate card requests, vendor maintenance inquiries, expense reporting issues, or questions about booking travel through Concur. Please contact the AP help desk for assistance with these items (<https://vzweb2.verizon.com/accounts-payable>).

Requester Information

I'm asking for support on behalf of someone else

* Name of the Application

* What is the primary issue?

Select the symptom that most accurately describes what issue you are experiencing. Please avoid using Other whenever 

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2. On the form under “What is the primary issue?” click the down arrow and select “**Time Entry Issue**”.

Requester Information

I'm asking for support on behalf of someone else

*** Name of the Application**

Verizon SAP (nSAP/vSAP) ▼

*** What is the primary issue?** ⓘ

Select the symptom that most accurately describes what issue you are experiencing. Please avoid using Other whenever possible, as this may cause a delay in your issue being resolved. ✕

Time Entry Issue ▼

3. Under “Please provide a short description” Please type the following: “1ERP CATS Time Reporting issue - TAPFIN/Manager has already been consulted with no resolution”

*** Please provide the Short Description of the problem.** ⓘ

Short description should describe your issue in one sentence. ✕

|1ERP CATS Time Reporting issue - TAPFIN/Manager has already been consulted with no resolution.

Maximum length for Short description is 160 characters.

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4. Provide a detailed description of the problem. Include error messages and attach screenshots of any errors produced. (Note: Attachment button is at the bottom of the form)

* Provide a detailed description of the problem. Include error messages and exact steps to recreate the issue. Attach a screenshot of the error produced.



Be sure to include details beyond error messages that may help with issue resolution, such as if multiple users or machines are impacted, affected SKU numbers, POS mobile IDs, screen names, etc. ✕

Please provide a detailed description of the issue/error and attach any relevant screenshot

Maximum length for description is 3500 characters.

5. Then select the date when issue was experienced. For SAP system select “**nSAP**” as there is no option for 1ERP on this form.

* When did you first start experiencing the issue?

Please select a date using the calendar button. You cannot select a future date. ✕

* Which SAP system are you using?

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6. Fill out the rest of the required fields and click on the “**Submit**” button.

Please confirm your location and preferred contact method

* Location	* Preferred contact method
<input type="text" value="899 Heathrow Park Ln, Lake Mary, FL, USA, [FL03... ✕"/>	<input type="text" value="-- None --"/>
* Specific Details (shift/hours, floor/cube, etc.)	Contact Method
<input type="text"/>	<input type="text"/>

Add users to allow them to receive notifications for this incident.

Maximum of 20 users could be added to this notification list

 Add attachments

Submit >

7. Once the incident is created and submitted you will receive an AYS email with the incident details. You will be able to check on the status, provide feedback, and eventually escalate if needed.