

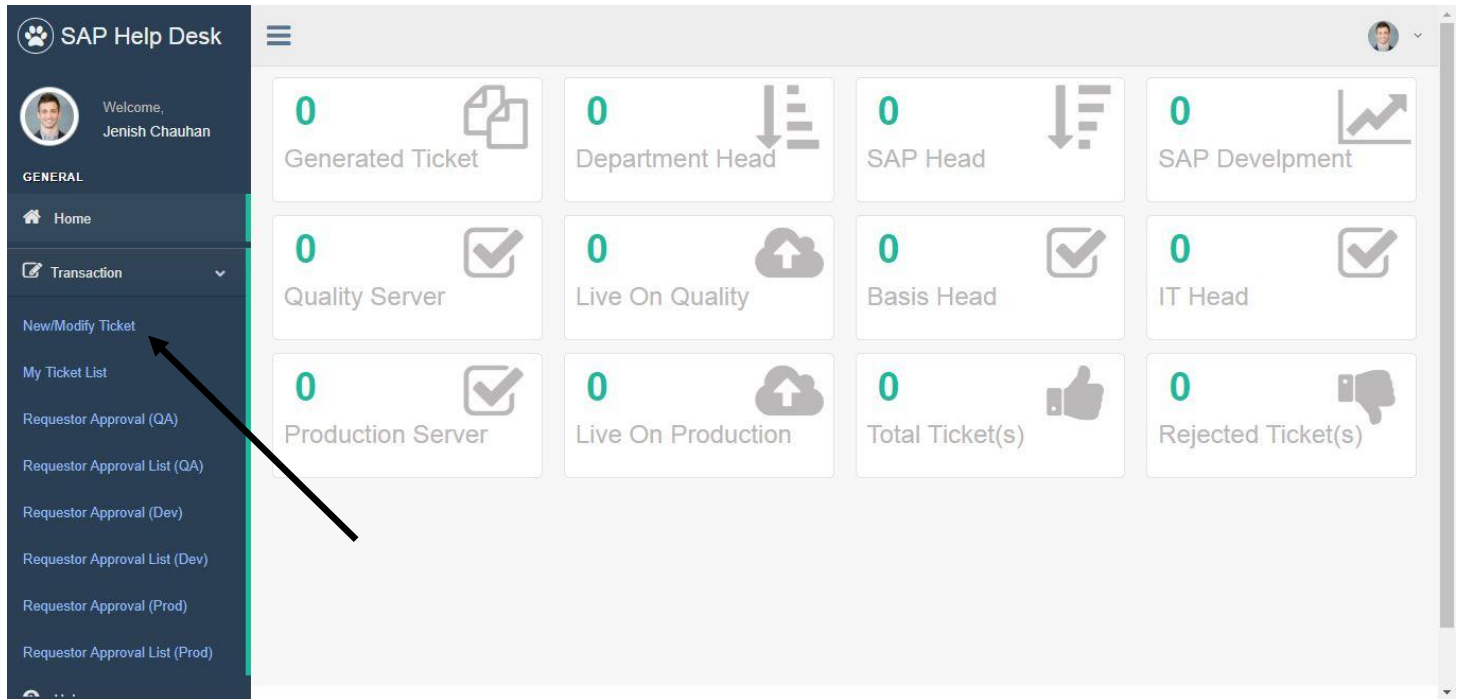
SAP Request & Tracking System Users Guide

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1. Requestor

1.1. Generation of New Ticket



- Once the **Requestor** login into the system, SAP Request and Tracking System Dashboard is displayed to them.
- The Left section of Dashboard will display various link to the sub sections in requestor page while dashboard main content (middle section) will display the status of the tickets generated by the user till date.
- To generate new ticket, requestor have to follow the given path:
Menu->Transaction->New/Modify Ticket

The screenshot shows the 'New Ticket' form with the following fields and values:

- SAP Username:** MDL-WHM6
- Area of Requirement:** Change Report/Config Request
- Client:** 700-Meril Diagnostics Pvt. Ltd.
- SAP Module:** FI Module
- Expected Delivery Date:** 20-11-2018
- Requirement Priority:** Medium
- Requirement Heading:** Modification In Field Company Code
- Requirement Brief Description:** Modification in YMB52N for one Field Company Code

Arrows numbered 1 through 7 point to the following fields:

- SAP Username
- Area of Requirement
- Client
- SAP Module
- Expected Delivery Date
- Requirement Priority
- Requirement Heading

- To create new ticket, requestor have to enter few details as shown above:

- 1. SAP Username (unique to the requestor):** Your SAP Unique UserID.
- 2. Area of Requirement:** New report, Change in report.
- 3. Client (corresponding to input SAP Username):** Your Requirement for Which Client (Company).
- 4. SAP Module:** Your Requirement for Which SAP Module i.e. FI, CO, Basis, CRM, Security and others).
- 5. Expected Delivery date:** When you need requirement.
- 6. Requirement Priority:** Your requirement Priority (Low/Medium/High).
- 7. Requirement Heading:** Short Description of Your Requirement.
- 8. Requirement Brief Description:** Detail description of what requestor needs.

New Ticket

SAP UserName* MDL-WHM6 Area of Requirement* Change Report/Config Request Client* 700-Meril Diagnostics Pvt. Ltd.

SAP Module* FI Module Expected Delivery Date 20-11-2018 Requirement Priority High

Priority Reason* Important for Hierarchical format

Requirement Heading* Modification In Field Company Code

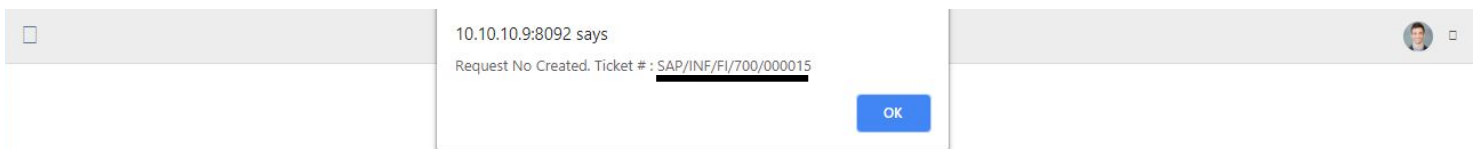
Requirement Brief Description* Modification in YMB52N for one Field Company Code

Format/Attachment(PDF/Word/Excel/Image) :
 Add File

Submit

Ticket List

- If the requestor wants to have his work done on urgent basis, they can set the **Requirement Priority** to **High** and provide reason for the priority in **Priority Reason** section.
- Requestor can upload any file, as per there, need in any of the specified format.
- Once the details are filled, user has to click on the **Submit** button and new ticket is generated with the message as shown in below image.



- Once the requestor submits its requests, ticket is generated with unique ticket ID with the following format: **SAP/ User dept/ Module name/ Client ID/ Ticket number**.

10.10.10.9:8092 says
Are you want to release ticket for further process ?

OK Cancel

New Ticket

SAP UserName* Select Area of Requirement* Select Client* Select

SAP Module* Select Expected Delivery Date Requirement Priority Low

Priority Reason*

- Once the ticket is generated, the system will ask requestor whether they want to **release** the ticket or save the ticket as a **draft and release later**.
- Once the ticket is released, it will be forwarded to next user for further process.


Ticket Details (Ticket # : SAP/INF/FI/700/000015)

Employee Code : 21040	Employee Name : Jenish Chauhan	Reporting Head : Imran Shaikh
Client : 700-Meril Diagnostics Pvt. Ltd.	Area Of Requirement : Change Report/Config Request	SAP Module : FI Module
Ticket Date : 16-11-2018 14:37:08	Expected Delivery Date : 20-11-2018	Requirement Priorities : High
Priority Reason : Important for Hierarchical format.		
Requirement Header : Modification In Field Company Code		
Requirement Description : Modification in YMB52N for one Field Company Code		

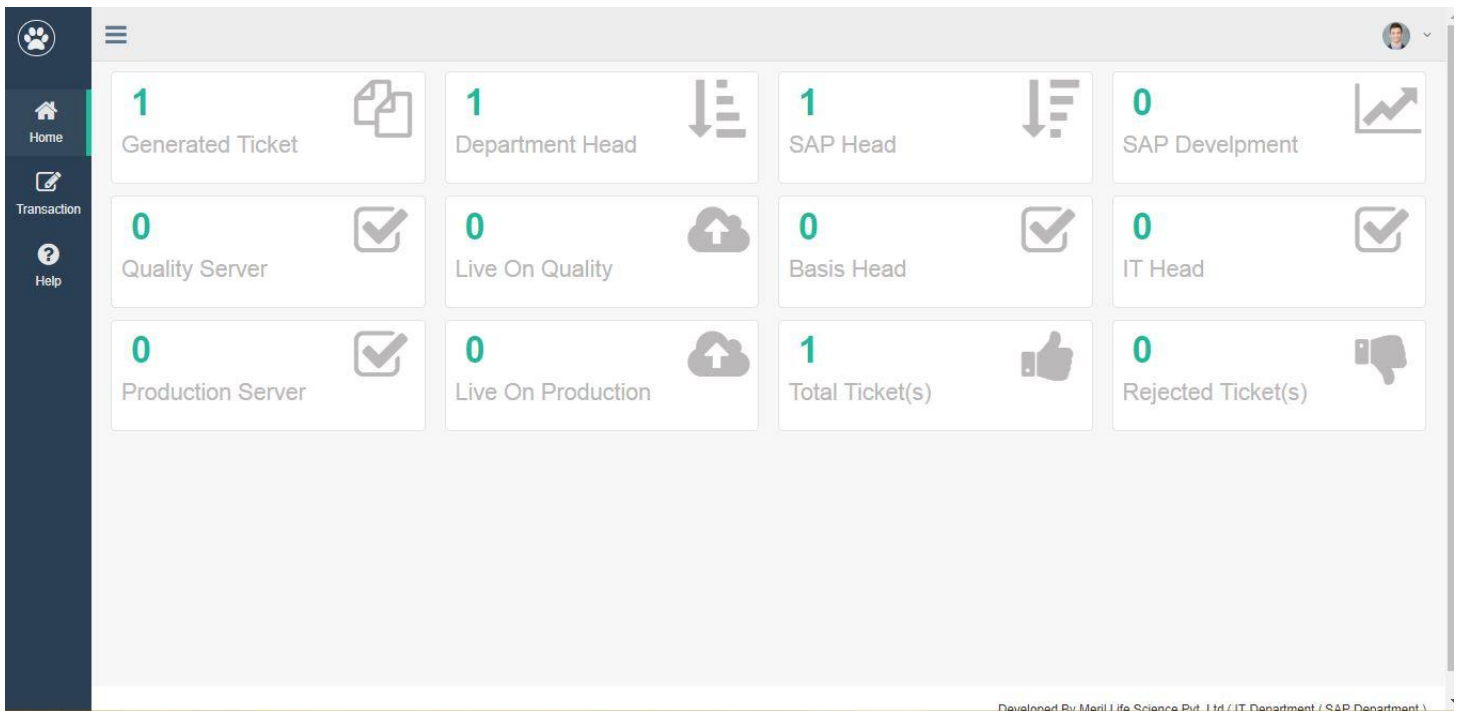
Ticket Comments

Comment By	Role-Ticket Stage	Remark	Comment Date
Jenish Chauhan		Modification in YMB52N for one Field Company Code	16-11-2018 14:37:08

Ticket Attachment

File Name	File Uploved By	Role-Stage	Upload Date & Time	Download
Chrysanthemum.jpg	Jenish Chauhan	Requestor-New Ticket Generated	16-11-2018 14:35:58	

- To view Requester's generated tickets, requestor has to follow the given path:
Menu->Transaction->My Ticket List.
- The brief descriptions of generated ticket are displayed along with any document uploaded as attachment.





- Once the ticket is generated and released further, corresponding changes are reflected on the dashboard of the requestor.

1.2. Ticket is rejected by Reporting Head

Ticket List

Search Ticket No...

SrNo.	Ticket No	Ticket Date	Expected Delivery Date	Current Status	Priority	Action
1	SAP/INF/FI/700/000001	17-11-2018 11:58:24	22-11-2018	Reporting Head Reject	Medium	 

- The requester can check the rejected ticket (if any) in Ticket list by follow below given path:
Menu->Transaction->My Ticket List.
- To edit the content of the ticket, user has to click on the **Edit** icon under the action column.

SAP UserName* MDL-WHM6

SAP Module* FI Module

Requirement Heading* Modification In Field Company Code

Requirement Brief Description* Modification in YMB52 for one Field Company Code

Client* 700-Meril Diagnostics Pvt. Ltd.

Requirement Priority Medium

24-11-2018

10.10.10.9:8092 says
Are you sure you want to Save Request ?

OK Cancel

File Name	File Uploaded By	Role-Stage	Upload Date & Time	Download	Action
Chrysanthemum.jpg	Jenish Chauhan	Requestor-New Ticket Generated	17-11-2018 11:57:32		
Desert.jpg	Imran Shaikh	Reporting Head-Development	17-11-2018 12:20:02		

Format/Attachment(PDF/Word/Excel/Image) :

- Once the required changes are done in the ticket, user has to save the changes and click on the **Ok** button as shown below.

10.10.10.9:8092 says
Ticket # : SAP/INF/FI/700/000001 is Updated Successfully.

OK

- Once the Ticket is updated, **Ticket Update Notification** is displayed.

Ticket List

Add New Request

Search Ticket No...

SrNo.	Ticket No	Ticket Date	Description	Expected Delivery Date	Status	Priority	Action	View
1	SAP/INF/FI/700/000001	17-11-2018 11:58:24	Modification In Field Company Code	24-11-2018	Ticket Updated	Medium	Release Request	

- Once the ticket is updated, the request can view the ticket through:
Menu->Transaction->My Ticket List.
- There, the requestor has to release the ticket by clicking on the **Release Request** option in the **Action** column.

The screenshot shows a web application interface. At the top, a notification box displays the message: "10.10.10.9:8092 says Ticket # : SAP/INF/FI/700/000001 Released successfully." with an "OK" button. Below this, the "Ticket List" section includes an "Add New Request" button and a search bar labeled "Search Ticket No...". A table lists tickets with columns: SrNo., Ticket No., Ticket Date, Description, Expected Delivery Date, Status, Priority, Action, and View. The first ticket has a "Release Request" button in the Action column. An arrow points from this button to the notification box.

SrNo.	Ticket No	Ticket Date	Description	Expected Delivery Date	Status	Priority	Action	View
1	SAP/INF/FI/700/000001	17-11-2018 11:58:24	Modification In Field Company Code	24-11-2018	Ticket Updated	Medium	Release Request	

- Once the **Release Request** button is clicked, the user gets the notification of the request been release along with the Ticket Id.

1.3. Request for Development Testing

The screenshot shows the "Request for Development Testing" interface. It includes a section for "Format/Attachment(PDF/Word/Excel/Image) :" with an "Add File" button, a "Choose File" button, and a file named "Lighthouse.jpg" with a "Remove" link. Below this is the "Requestor Development Comments*" section with a text area containing "Testing is good". At the bottom, there are "Approve" and "Reject" buttons. Arrows indicate the flow from the "Choose File" button to the "Remove" link, and from the "Approve" and "Reject" buttons to the "Requestor Development Comments*" section.

- After the work on ticket is done, requestor gets a request to test the work which is done by following the below given path: **Menu->Transaction->My Ticket list** and does the testing.
- Once testing is done, the requestor can approve the testing by clicking on the **Approve** button or reject the work done by clicking on the **Reject** button as mark above with the relevant comment in the **Requestor Development Comments** section.

1.4. Request for Quality Testing

Format/Attachment(PDF/Word/Excel/Image) :

[Add File](#)

Rating* 

Rating Comments*

Requestor Quality Comments*


[Approve](#) [Reject](#)

The screenshot shows a web form for 'Request for Quality Testing'. At the top, there's a section for file uploads with the text 'Format/Attachment(PDF/Word/Excel/Image) :' and a green 'Add File' button. Below this are three main input sections. The first is 'Rating*' with a 5-star icon; an arrow points to it from above. The second is 'Rating Comments*' with a text box containing 'Good Work'; an arrow points to it from the 'Rating*' section. The third is 'Requestor Quality Comments*' with a text box containing 'Go ahead'; an arrow points to it from above. At the bottom, there are two buttons: 'Approve' (green) and 'Reject' (red). An arrow points from the 'Requestor Quality Comments*' section down to these buttons.

- Requestor can view a request send by the basis by following the below given path:
Menu->Transaction->My Ticket list.
- They have to give the **Rating** for the work done on its request by providing **Maximum stars** for perfect work or **Minimum stars** for incomplete work along with the comments in the **Rating Comments** section.
- The requestor also has to provide comments in the **Requestor Quality Comments** section.

1.5. Requestor can Close Ticket

Ticket Rating

Rating : 

Rating Comments: Good Work

Format/Attachment(PDF/Word/Excel/Image) :

[Add File](#)

[Choose File](#) Lighthouse.jpg [Remove](#)

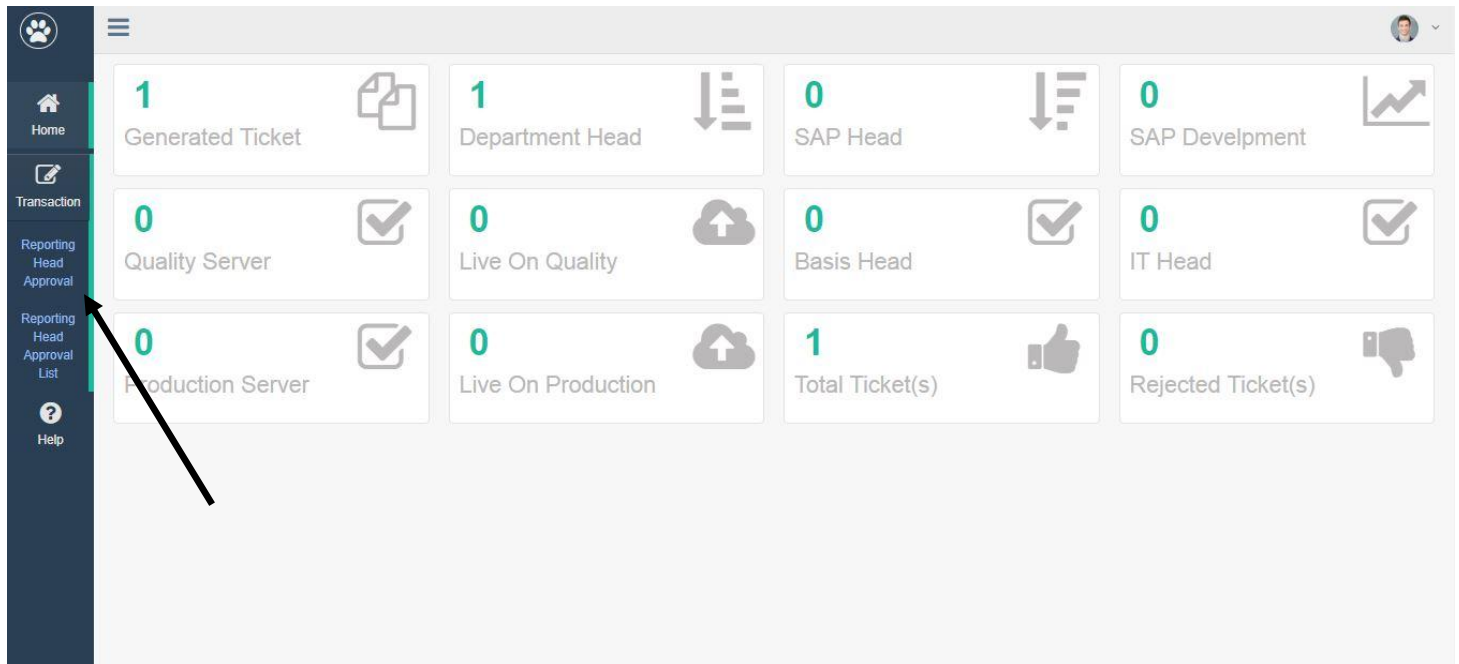
Requestor Final Comments*

[Approve](#) [Reject](#)

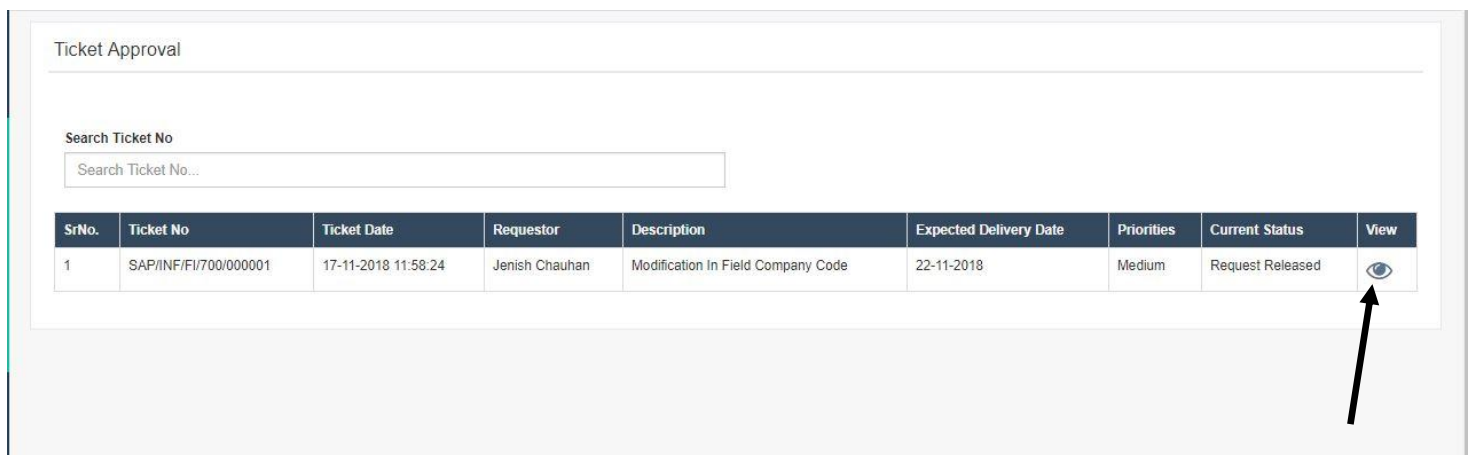
The screenshot shows a web form titled 'Ticket Rating'. It has a section for file uploads with the text 'Format/Attachment(PDF/Word/Excel/Image) :'. Below this are three main input sections. The first is 'Rating :' with a 5-star icon. The second is 'Rating Comments: Good Work'. The third is 'Requestor Final Comments*' with a text box containing 'Done.'. At the bottom, there are two buttons: 'Approve' (green) and 'Reject' (red). Arrows point from the 'Rating :' and 'Requestor Final Comments*' sections down to these buttons.

- After the requested work in the ticket is done and the request is moved to production, the requestor has to provide the final comments in the **Requestor Final Comments** section and **Approve/Reject** the work

2. Reporting Head



- Once the **Reporting Head** login into the system, SAP Request and Tracking System Dashboard is displayed to them.
- The Left section of Dashboard will display various link to the subsections while dashboard main content (middle section) will display the status of the tickets generated by the requestor till date.
- To approve/reject ticket generated by the requestor, reporting head have to follow the below given path: **Menu->Transaction->Reporting Head Approval.**



- To approve/reject the ticket generated, reporting head have to click on the **View** icon as shown in the above image.

Ticket Details (Ticket # : SAP/INF/FI/700/000001)

Employee Code : 21040	Employee Name : Jenish Chauhan	Reporting Head : Imran Shaikh
Client : 700-Meril Diagnostics Pvt. Ltd.	Area Of Requirement : Change Report/Config Request	SAP Module : FI Module
Ticket Date : 17-11-2018 11:58:24	Expected Delivery Date : 22-11-2018	Requirement Priorities : Medium
Priority Reason :		
Requirement Header : Modification In Field Company Code		
Requirement Description : Modification in YMB52 for one Field Company Code		

Ticket Comments

Comment By	Role-Ticket Stage	Remark	Comment Date
Jenish Chauhan		Modification in YMB52 for one Field Company Code	17-11-2018 11:58:24

- The details of the ticket generated along with the comments provided by the requestor are displayed as shown above.

Request Transfer Status

Ticket Attachment

File Name	File Uploped By	Role-Stage	Upload Date & Time	Download
Chrysanthemum.jpg	Jenish Chauhan	Requestor-New Ticket Generated	17-11-2018 11:57:32	

Format/Attachment(PDF/Word/Excel/Image) :

Add File

Choose File

Desert.jpg

Remove

Requestor Head Comments*

Change the Expected Delivery Date

Approve

Reject

- If reporting head wishes to see changes in the ticket generated by the requestor, they can reject the ticket by clicking on the **Reject** button as displayed above.
- If reporting head wishes to provide more details for the changes, they can upload any files by clicking on **Add File** button.

No Records Found

10.10.10.9:8092 says
Are you sure you want to reject request ?

OK

Cancel

Request Transfer Status

Ticket Attachment

File Name	File Uploadd By	Role-Stage	Upload Date & Time	Download
Chrysanthemum.jpg	Jenish Chauhan	Requestor-New Ticket Generated	17-11-2018 11:57:32	

- Reporting Head have to confirm if they wishes to **reject** the ticket generated by the requestor.

Ticket Approval Status

Search Request

SrNo.	Ticket No	Ticket Date	Requestor	Description	Expected Delivery Date	Current Status	Approval/Rejection Date	View
1	SAP/INF/FI/700/000001	17-11-2018 11:58:24	Jenish Chauhan	Modification In Field Company Code	22-11-2018	Reporting Head Reject	17-11-2018 12:20:02	

- To view/check actions performed on the tickets, user has to follow the below given path:
Menu->Transactions->Reporting Head Approval List.
- The users can view the status of the ticket through **Current Status**.

Ticket Attachment

File Name	File Uploadd By	Role-Stage	Upload Date & Time	Download
Chrysanthemum.jpg	Jenish Chauhan	Requestor-New Ticket Generated	17-11-2018 11:57:32	
Desert.jpg	Imran Shaikh	Reporting Head-Development	17-11-2018 12:20:02	

Format/Attachment(PDF/Word/Excel/Image) :

Add File

Requestor Head Comments*

Approve

Reject

- If the reporting head receives the approval request for the ticket after the expected changes are made, then they can approve it by clicking on **Approve** button as shown above.
- Also, they have to provide the approval comment for the ticket in the **Requestor Head Comments** section.

Ticket Details (Ticket # : SAP/INF/FI/700/000001)

Employee Code : 21040	Employee Name : Jenish Chauhan	Reporting Head : Imran Shaikh
Client : 700-Meril Diagnostics Pvt. Ltd.	Area Of Requirement : Change Report/Config Request	SAP Module : FI Module
Ticket Date : 17-11-2018 12:32:31	Expected Delivery Date : 24-11-2018	Requirement Priorities : Medium
Priority Reason :		
Requirement Header : Modification In Field Company Code		
Requirement Description : Modification in YMB52 for one Field Company Code		

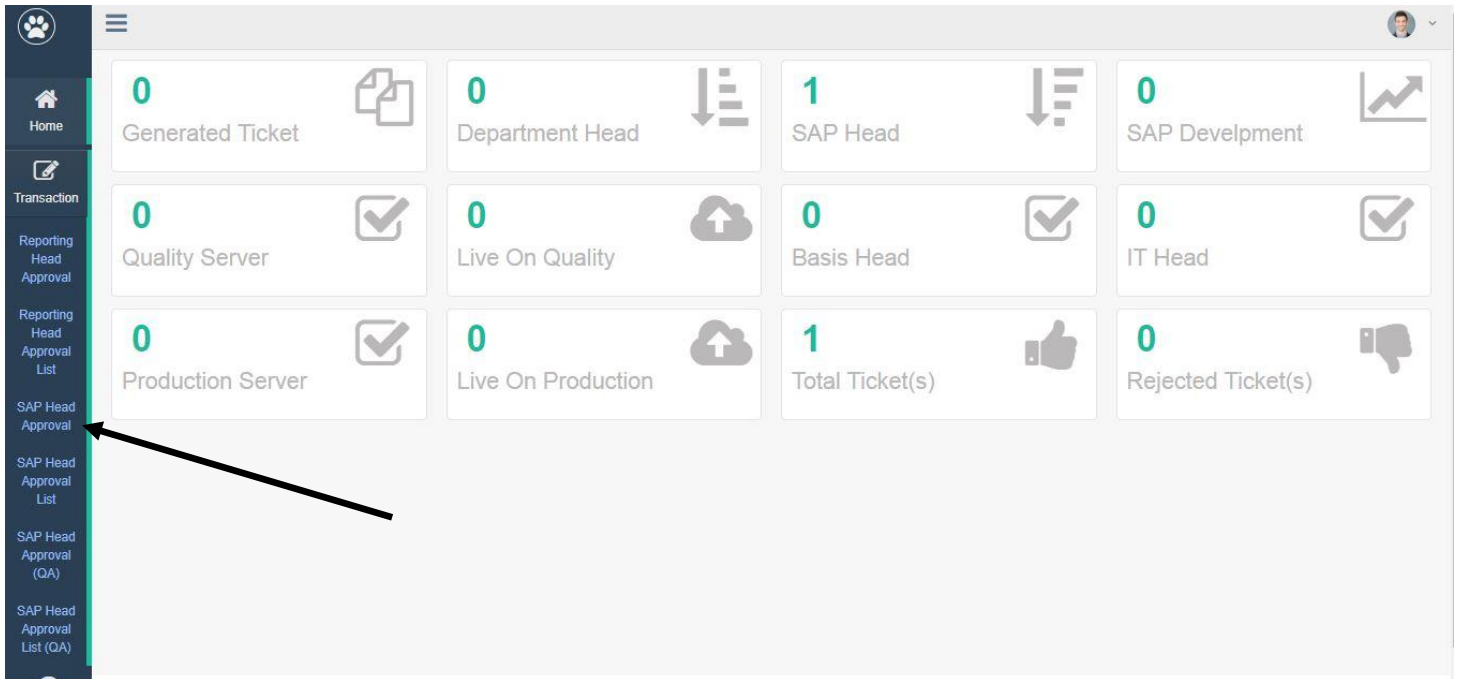
Ticket Comments

Comment By	Role-Ticket Stage	Remark	Comment Date
Imran Shaikh	Reporting Head-Development	Approved.	17-11-2018 12:35:58
Jenish Chauhan	Requestor-New Ticket Generated	Modification in YMB52 for one Field Company Code	17-11-2018 12:32:31
Imran Shaikh	Reporting Head-Development	Change the Expected Delivery Date	17-11-2018 12:20:02

- To view/check actions performed on the tickets, user has to follow the below given path:
Menu->Transactions->Reporting Head Approval List.

3. SAP Head.

3.1. Reject/Approve Ticket from Requestor



- Once the **SAP Head** login into the system, SAP Request and Tracking System Dashboard is displayed to them.
- The Left section of Dashboard will display various link to the subsections of the SAP while dashboard main content (middle section) will display the status of the tickets generated by the requestor till date.
- To approve/reject ticket, SAP Head have to follow the below given path:
Menu->Transaction->SAP Head Approval.

Ticket Approval

Ticket Approval								
Search Ticket No								
Search Ticket No...								
SrNo.	Ticket No	Ticket Date	Requestor	Description	Expected Delivery Date	Priorities	Current Status	View
1	SAP/INF/FI/700/000001	17-11-2018 12:32:31	Jenish Chauhan	Modification In Field Company Code	24-11-2018	Medium	Reporting Head Approved	

- To approve/reject the ticket generated, reporting head have to click on the **View** icon as shown in the above image.
- Also, they can see the status of the Ticket through the **Current Status** section.

Ticket Attachment

File Name	File Uploided By	Role-Stage	Upload Date & Time	Download
Chrysanthemum.jpg	Jenish Chauhan	Requestor-New Ticket Generated	17-11-2018 11:57:32	
Desert.jpg	Imran Shaikh	Reporting Head-Development	17-11-2018 12:20:02	

Format/Attachment(PDF/Word/Excel/Image) :

Add File **Choose File** Hydrangeas.jpg **Remove**

SAP Head Comments*

Make Correction by referring the attached file

Approve **Reject**

- If SAP head wishes to see changes in the ticket generated by the requestor, they can reject the ticket by clicking on the **Reject** button or approve the ticket through **Approve** button.
- If the SAP Head wishes have to provide more details for the changes, they can upload any files by clicking on **Add File** button.
- Comments are to be given mandatorily in the **SAP Head Comments** section.

No Records Found

Request Transfer Status

10.10.10.9:8092 says
Are you sure you want to reject request ?

OK **Cancel**

Ticket Attachment

File Name	File Uploided By	Role-Stage	Upload Date & Time	Download
Chrysanthemum.jpg	Jenish Chauhan	Requestor-New Ticket Generated	17-11-2018 11:57:32	

- SAP Head have to confirm if they wishes to **reject** the ticket generated by the requestor.

Ticket Attachment

File Name	File Uploade By	Role-Stage	Upload Date & Time	Download
Chrysanthemum.jpg	Jenish Chauhan	Requestor-New Ticket Generated	17-11-2018 11:57:32	
Desert.jpg	Imran Shaikh	Reporting Head-Development	17-11-2018 12:20:02	

Format/Attachment(PDF/Word/Excel/Image) :

[Add File](#)

[Choose File](#) Hydrangeas.jpg [Remove](#)

SAP Head Comments*

Approved

[Approve](#) [Reject](#)

- If the SAP head receives the approval request for the ticket after the expected changes are made, then they can approve it by clicking on **Approve** button as shown above.
- Also, they have to provide the approval comment for the ticket in the **SAP Head Comments** section.

Ticket Approval Status

Ticket Approval Status

Search Request

Search Ticket No...

SrNo.	Ticket No	Ticket Date	Requestor	Description	Expected Delivery Date	Current Status	Approval/Rejection Date	View
1	SAP/INF/FI/700/000001	17-11-2018 14:09:04	Jenish Chauhan	Modification In Field Company Code	26-11-2018	SAP Head Approved	17-11-2018 14:11:15	

- To view/check actions performed on the tickets, user has to follow the below given path:
Menu->Transactions->SAP Head Approval List.


3.2. Ticket is rejected by Feasibility Checker


Ticket Approval

Ticket Approval

Search Ticket No

Search Ticket No...


SrNo.	Ticket No	Ticket Date	Requestor	Description	Expected Delivery Date	Priorities	Current Status	View
1	SAP/INF/FI/700/000001	17-11-2018 14:09:04	Jenish Chauhan	Modification In Field Company Code	26-11-2018	Medium	Feasibility Checker Reject	



- If the ticket that was send to Feasibility Checker gets **rejected**, the SAP Head can follow the given path the check the status: **Menu->Transaction->SAP Head Approval**.
- The user can view the status in the **Current Status** section and view the ticket details by clicking on the **View** ticket icon shown in the above image

Ticket Comments

Comment By	Role-Ticket Stage	Remark	Comment Date
Manan Jain	Feasibility Checker-Development	Make Necessary Changes.	17-11-2018 14:43:04
Rajaram Taparia	SAP Head-Development	Approved	17-11-2018 14:11:15
Jenish Chauhan	Requestor-New Ticket Generated	Modification in YMB52 for one Field Company Code	17-11-2018 14:09:04
Rajaram Taparia	SAP Head-Development	Refer the attached file and make changes	17-11-2018 14:05:56
Imran Shaikh	Reporting Head-Development	Approved.	17-11-2018 12:35:58
Jenish Chauhan	Requestor-New Ticket Generated	Modification in YMB52 for one Field Company Code	17-11-2018 12:32:31
Imran Shaikh	Reporting Head-Development	Change the Expected Delivery Date	17-11-2018 12:20:02
Jenish Chauhan		Modification in YMB52 for one Field Company Code	17-11-2018 11:58:24



- By clicking on the **view** icon, users can check the comments given by the Feasibility checker.
- After the changes are made, SAP head again send the ticket approval request to Feasibility checker for their approval.

3.3. Approve/Reject reject for Quality to Production

The screenshot shows a web form titled "Ticket Rating" with a rating section and a file attachment section. Below these is a text area for "SAP Head Quality Testing Comments*" and two buttons at the bottom: "Approve" and "Reject".

Ticket Rating

Rating :
☆☆☆☆☆
Rating Comments: Good Work

Format/Attachment(PDF/Word/Excel/Image) :

Add File
Choose File Koala.jpg Remove

SAP Head Quality Testing Comments*

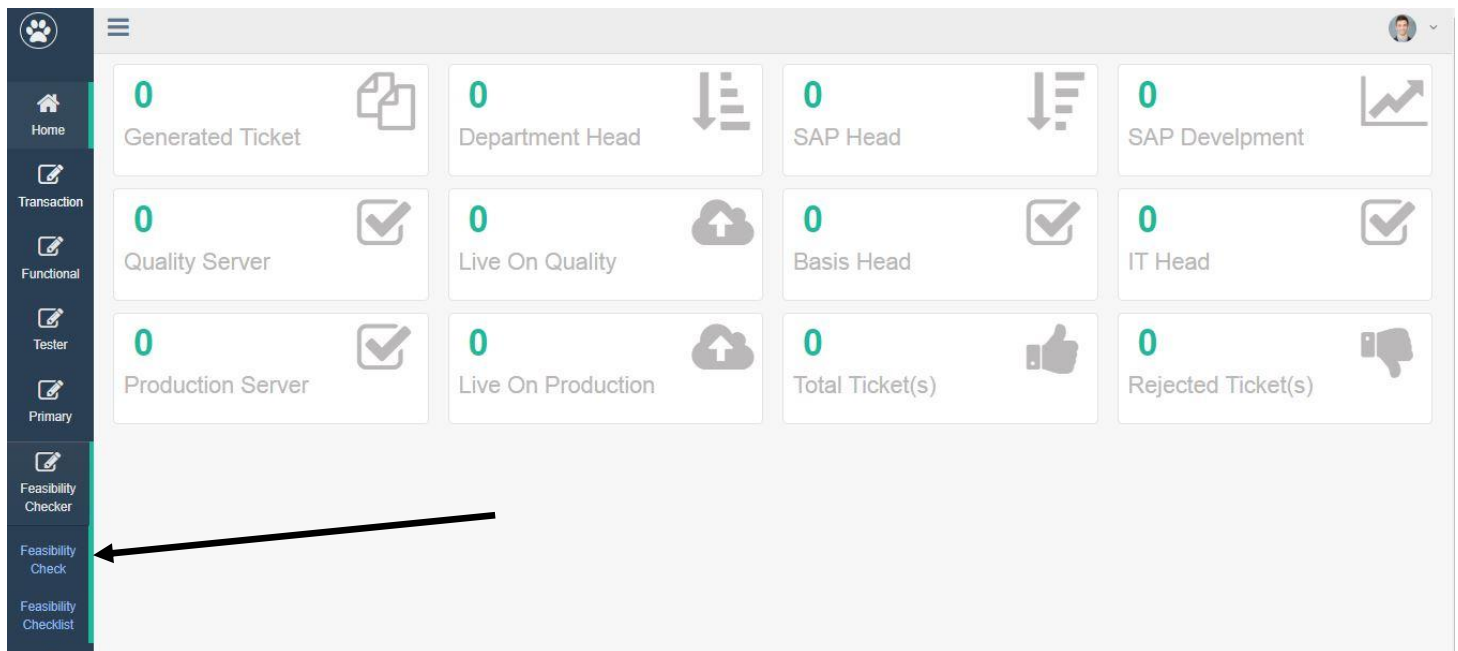
Move from QA to Prody

Approve Reject

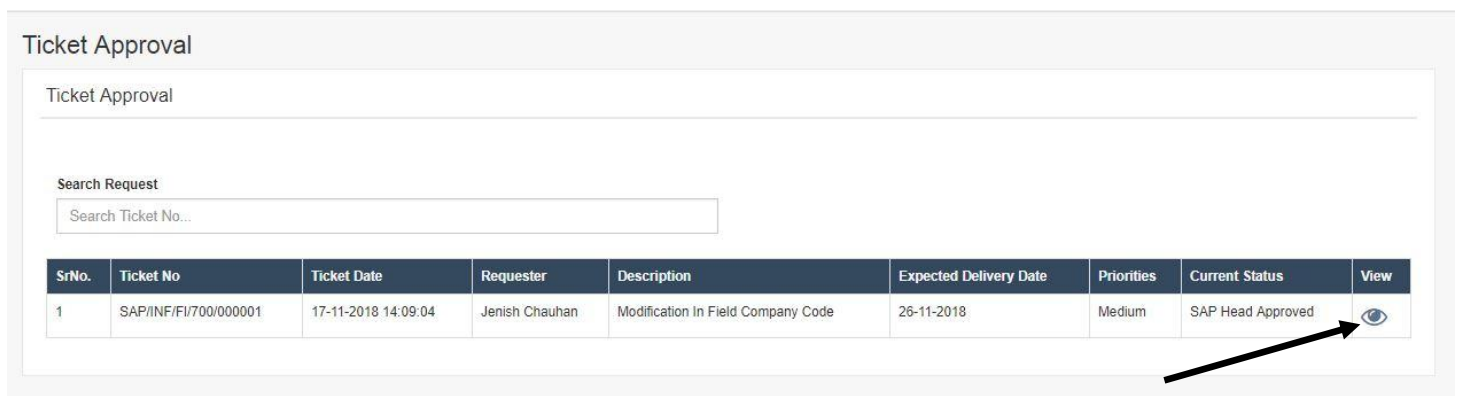
Annotations: A black arrow points from the "Choose File" button to the "SAP Head Quality Testing Comments*" text area. Two black arrows point from the "Approve" and "Reject" buttons to the "SAP Head Quality Testing Comments*" text area.

- When the SAP Head gets an approval request for ticket to be transferred from Quality to Production, they have to follow the given path: **Menu->Transactions->SAP Head Approval (QA)**.
- If all ticket details are proper, the SAP head can approve the ticket by clicking on the **Approve** button or reject the ticket by clicking on the **Reject** button, along with the Comments in the **SAP Head Quality Testing Comments** section.

4. Feasibility Checker



- Once the Feasibility Checker login into the system, SAP Request and Tracking System Dashboard is displayed to them.
- The Left section of Dashboard will display various link to the subsections of the SAP while dashboard main content (middle section) will display the status of the tickets generated by the requestor till date.
- To allocate resources for the ticket request, Resource Assignee have to follow the below given path:
- **Menu->Feasibility Checker->Feasibility Check.**



- To view the ticket details and assignee the resources, users have to click on **View** icon displayed in above diagram.

Ticket Attachment

File Name	File Uploved By	Role-Stage	Upload Date & Time	Download
Chrysanthemum.jpg	Jenish Chauhan	Requestor-New Ticket Generated	17-11-2018 11:57:32	
Desert.jpg	Imran Shaikh	Reporting Head-Development	17-11-2018 12:20:02	
Hydrangeas.jpg	Rajaram Taparia	SAP Head-Development	17-11-2018 14:11:15	

Format/Attachment(PDF/Word/Excel/Image) :

Add File

Choose File
Jellyfish.jpg
Remove

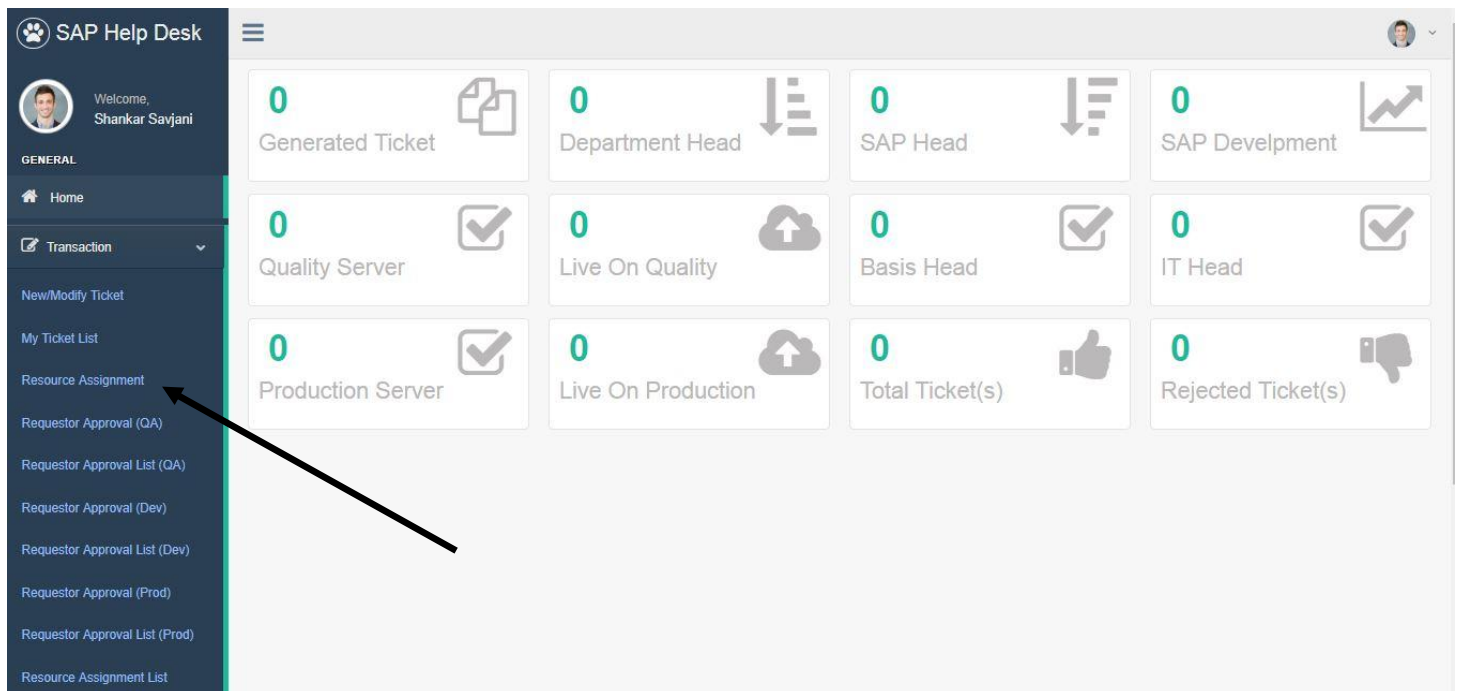
SAP Feasibility Checker Comments*

Make Necessary Changes.

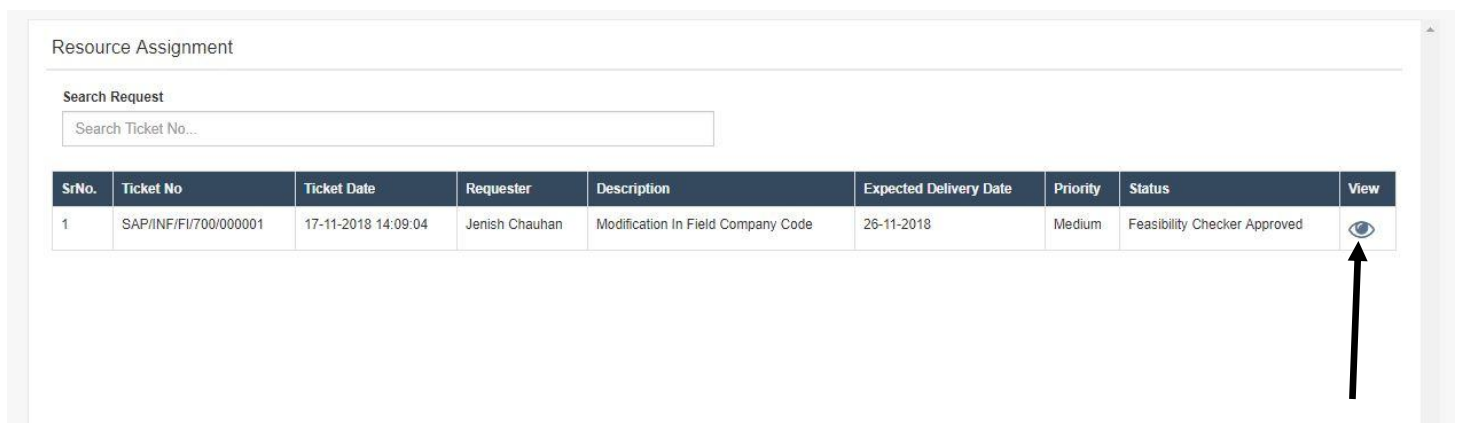
Approve
Reject

- The role of Feasibility Checker is to **evaluate the request** from the requestor and check if the given problem can be resolved or not.
- If they think that the issue can be resolved, they can approve the ticket request by clicking on the **Approve** Button or reject the request by clicking on the **Reject** button, if the issues of the request cannot be resolved or some additional information is required regarding the ticket is needed.
- Feasibility checker also have to provide comments in the **SAP Feasibility Checker Comments** section mandatorily.

5. Resource Assignee



- Once the **Resource Assignee** login into the system, SAP Request and Tracking System Dashboard is displayed to them.
- The Left section of Dashboard will display various link to the subsections of the SAP while dashboard main content (middle section) will display the status of the tickets generated by the requestor till date.
- To allocate resources for the ticket request, Resource Assignee have to follow the below given path: **Menu->Transaction->Resource Assignment.**



- To view the ticket details and assignee the resources, users have to click on **View** icon displayed in above diagram.

Resource Assigned

Resource Assignment

Sr.No	Resource Type	Resource Name	Remarks	Assigned Priority	Efforts	Expected Finish Date	Primary Resource	
1	Develop	Mudassir	Add field column	Med	High	20-11-2018	<input checked="" type="checkbox"/> True	Remove
2	Tester	Manan J	Do testing	High	High	21-11-2018	<input type="checkbox"/>	Remove
								Add Row

Resource Assignee Comments:*

Do the Needful |

Submit

- User has to click on the **Add Row** button to allocate new resource person for the ticket request.
- Users have to fill the details as per mentioned below:
Resource Type: Whether the resource are Developer, Tester or Functional.
Resource Name: Name of resource person.
Remarks: Comment for the Resource person.
Assigned Priority: Priority assigned to the request.
Efforts: Efforts needed by the resources person (High/Medium/Low).
Expected Finish Date: work delivery date.
Primary Resource: Primary person who will oversee the work done by various allocated resources is to be selected and can be done by checking the small box.
- Once all the resources are allocated, resource assignee has to click on **Submit** button.

Resource Assigned


Resource Type	Assigned To	Assignee Remark	Priority	Type	Requirement Date	Ticket Assigned Date	Status
Tester	Manan Jain	Do testing	High	Secondary	21-11-2018	17-11-2018 15:00:25	Pending
Developer	Mudassar Praniya	Add field column	Medium	Primary	20-11-2018	17-11-2018 15:00:25	Pending


- Users can view the list of assigned resources by going to the below given path:
Menu->Transaction->Resource Assignment List.
- Details of allocated resources are displayed in the Resources Assigned section with the **Current Status** of the work.

Resource Assignment

Search Request

Search Ticket No...

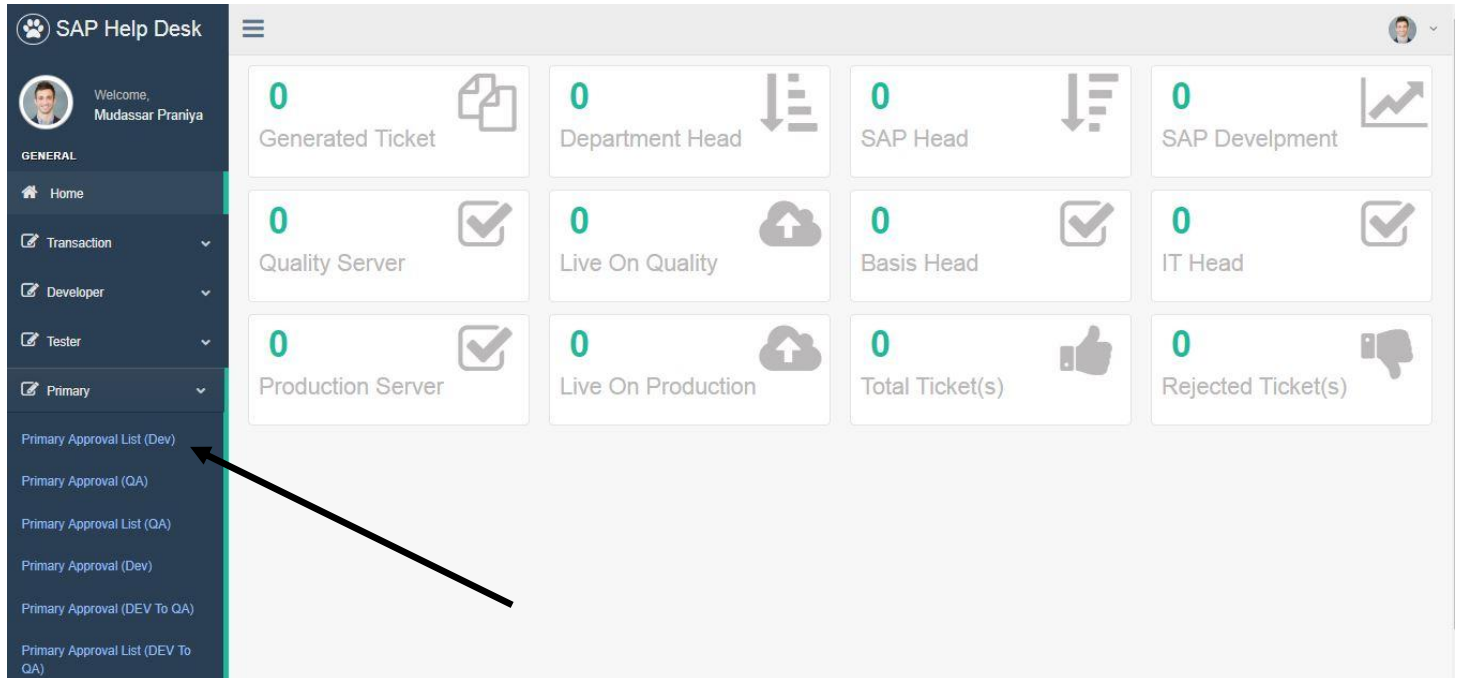
SrNo.	Ticket No	Ticket Date	Requester	Description	Expected Delivery Date	Priority	Status	View
1	SAP/INF/FI/700/000001	17-11-2018 14:09:04	Jenish Chauhan	Modification In Field Company Code	26-11-2018	Medium	Request for Resource Reassigned	



- If the Primary Resources request for resource reassignment, this will be reflected in **Resource Assignment** section through: **Menu->Transaction->Resource Assignment**.
- Changes to resources assignment can be done by clicking on the View icon and then **Add/Remove** any Resource Person, as per needed.

6. Primary Resource

6.1. Approval/Rejection of Work Done



- Once the User who is assigned as **Primary Resource** login into the system, SAP Request and Tracking System Dashboard is displayed to them.
- The Left section of Dashboard will display various link to the subsections of the SAP while dashboard main content (middle section) will display the status of the tickets generated by the requestor till date.
- For the Primary assignee to check the work, they have to follow the below given path:
Menu->Primary-> Primary Approval List (Dev).

Primary Resource Approval

SrNo.	Ticket No	Assignee Type	Employee	Assignee Type	Assign Date	Assignee Status	Completed Date	Rework
1	SAP/INF/FI/700/000001	Developer	Mudassar Praniya	Primary	17-11-2018 15:00:25	Done	17-11-2018 15:10:39	Rework
2	SAP/INF/FI/700/000001	Tester	Manan Jain	Secondary	17-11-2018 15:00:25	Pending		

Format/Attachment(PDF/Word/Excel/Image) :

[Add File](#)

Comments

[Send For Testing](#) [Request for Reassign](#)

- The person who is assigned as **Primary Resource** can check the status and review the work done by all the resource persons.
- The resource person whose work is pending is display in **Yellow** colour.
- If primary person thinks that work done by a resource person is not up to the mark, they can ask the person to do rework by clicking on **Rework** button.
- Also, if primary resource thinks for reassigning some work to other resource person, then they can click on the **Request for Reassigned** and this request is then forwarded to **Resource Allocation** person.

Primary Resource Approval

SrNo.	Ticket No	Assignee Type	Employee	Assignee Type	Assign Date	Assignee Status	Completed Date	Rework
1	SAP/INF/FI/700/000001	Developer	Mudassar Praniya	Primary	17-11-2018 15:00:25	Done	17-11-2018 15:10:39	Rework
2	SAP/INF/FI/700/000001	Tester	Manan Jain	Secondary	17-11-2018 15:00:25	Pending		

Format/Attachment(PDF/Word/Excel/Image) :

[Add File](#)

Comments

[Send For Testing](#) [Request for Reassign](#)

Request For Rework

Comments*

Make the required changes.

[Submit](#) [Close](#)

- Once **Rework** button is hit, the system asks primary assignee to provide the comments in **Comments** section and once done, click on the **Submit** button.

Primary Resource Approval

SrNo.	Ticket No	Assignee Type	Employee	Assignee Type	Assign Date	Assignee Status	Completed Date	Rework
1	SAP/INF/FI/700/000001	Developer	Mudassar Praniya	Primary	17-11-2018 15:00:25	Done	17-11-2018 15:33:23	Rework
2	SAP/INF/FI/700/000001	Tester	Manan Jain	Secondary	17-11-2018 15:00:25	Pending		
3	SAP/INF/FI/700/000001	Developer	Mudassar Praniya	Secondary	17-11-2018 15:40:30	Done	17-11-2018 15:42:01	Rework

Format/Attachment(PDF/Word/Excel/Image) :

[Add File](#)

[Choose File](#) Tulips.jpg [Remove](#)

Comments

Go for Testing

[Send For Testing](#) [Request for Reassign](#)

- Once all the resource people's work is done, the primary sends the submitted work for testing by clicking on **Send for Testing** button.

6.2. Move from Development to Quality

SAP Help Desk

Welcome, Mudassar Praniya

GENERAL

- Home
- Transaction
- Developer
- Tester
- Primary
 - Primary Approval List (Dev)
 - Primary Approval (QA)
 - Primary Approval List (QA)
 - Primary Approval (Dev)
 - Primary Approval (DEV To QA)
 - Primary Approval List (DEV To QA)

Ticket Approval

Ticket Approval

Search Request

Search Ticket No...

SrNo.	Ticket No	Ticket Date	Requester	Description	Expected Delivery Date	Priorities	Status	View
1	SAP/INF/FI/700/000001	17-11-2018 14:09:04	Jenish Chauhan	Modification In Field Company Code	26-11-2018	Medium	Requestor Development Approved	View

- Once the development work gets approved by the requestor, Primary Assignee has to move the request from **Development** to **Quality** and to do so, they have to follow the below given path:
Menu->Primary->Primary Approval (Dev to QA).
- Primary assignee can move the request by clicking on the **View** icon as display above.

Format/Attachment(PDF/Word/Excel/Image) :

[Add File](#)

[Choose File](#) Chrysanthemum.jpg [Remove](#)

Primary Assignee Comments*

Move From development to QA

[Approve](#)

- Primary assignee has to provide comments in the **Primary Assignee Comments** section and then click on the **Approve** button to move the ticket.

6.3. Move from Quality to Production

Ticket Rating

Rating : ★★★★★

Rating Comments: Good Work

Format/Attachment(PDF/Word/Excel/Image) :

[Add File](#)

[Choose File](#) Lighthouse.jpg [Remove](#)

Sr.No	RequestNo	SourceClient	UserName	TargetClient	Target System	
1	BHDK200	700-Meril Diagn	ABAD3	700-Meril Diagn	PRODUCTION	Remove
2	BHDK201	700-Meril Diagn	ABAC4	700-Meril Diagn	PRODUCTION	Remove
						Add Row

Primary Assignee QA Testing Comments*

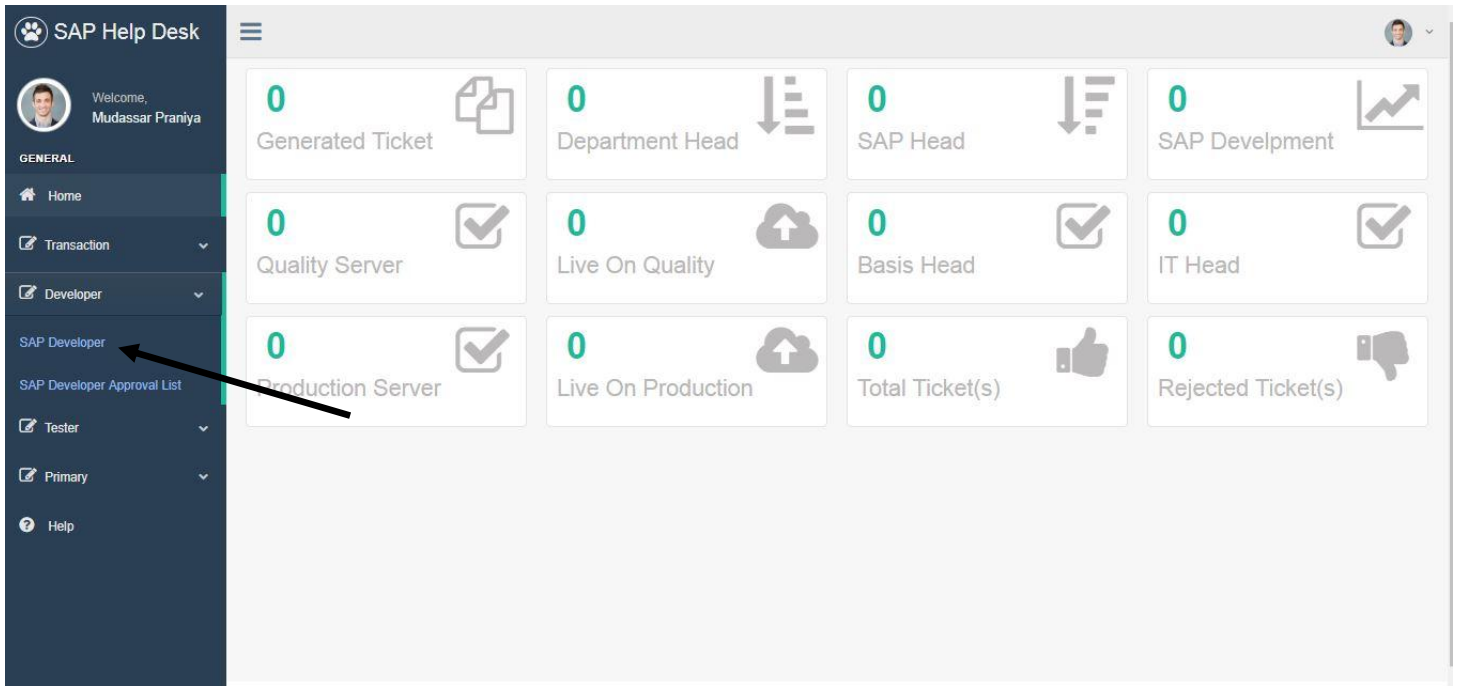
Move to Production

[Approve](#)

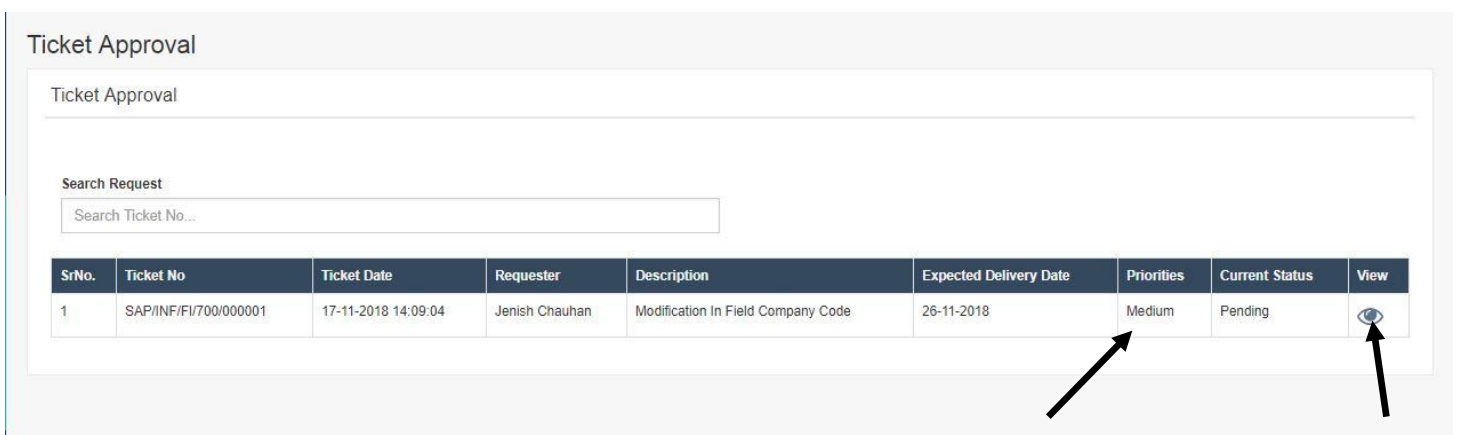
- Once Requestor does the testing and approves it, the approval request is then reflected in the Primary Assignee login through the following path: **Menu->Primary->Primary Approval (QA)**.
- Primary Assignee have to fill the mention details to move the ticket from **Quality to Production**:
RequestNo: Unique number for Transport request no.
SourceClient: By Which company the request is made.
UserName: SAP User Id.
TargetClient: For which company request is made.
Target System: Whether move to Quality or Production.
- User can add or remove through the **Add Row** button or **Remove** button.

- Once details are filled, user has to provide move comments in the **Primary Assignee QA Testing Comments** section and click on the **Approve** button.

7. Developer



- Once the user assigned as **Developer** by the primary resource logs into the system, SAP Request and Tracking System Dashboard is displayed to them.
- The Left section of Dashboard will display various link to the subsections of the SAP while dashboard main content (middle section) will display the status of the tickets generated by the requestor till date.
- To approve/reject ticket request and start the work, Developer have to follow the below given path: **Menu->Developer->SAP Developer.**



- Developer can view the ticket on which work has to be started by clicking on **View** icon and also check the priority of the work.

Ticket Attachment

File Name	File Uploadd By	Role-Stage	Upload Date & Time	Download
Chrysanthemum.jpg	Jenish Chauhan	Requestor-New Ticket Generated	17-11-2018 11:57:32	
Desert.jpg	Imran Shaikh	Reporting Head-Development	17-11-2018 12:20:02	
Hydrangeas.jpg	Rajaram Taparai	SAP Head-Development	17-11-2018 14:11:15	
Jellyfish.jpg	Manan Jain	Feasibility Checker-Development	17-11-2018 14:43:04	

Start Work Reject

- After developer view the ticket details, they can start the work on the request by clicking on **Start Work** button or reject the request by clicking on **Reject** button.

Format/Attachment(PDF/Word/Excel/Image) :

Add File

Choose File Koala.jpg Remove

Sr.No	RequestNo	SourceClient	UserName	TargetClient	Target System	
1	BHDK136	700-Meril Diagn	ABAP1	700-Meril Diagn	QUALITY	Remove
						Add Row

SAP Team Comments*

Fjeld is added in report.

Submit Work Reject

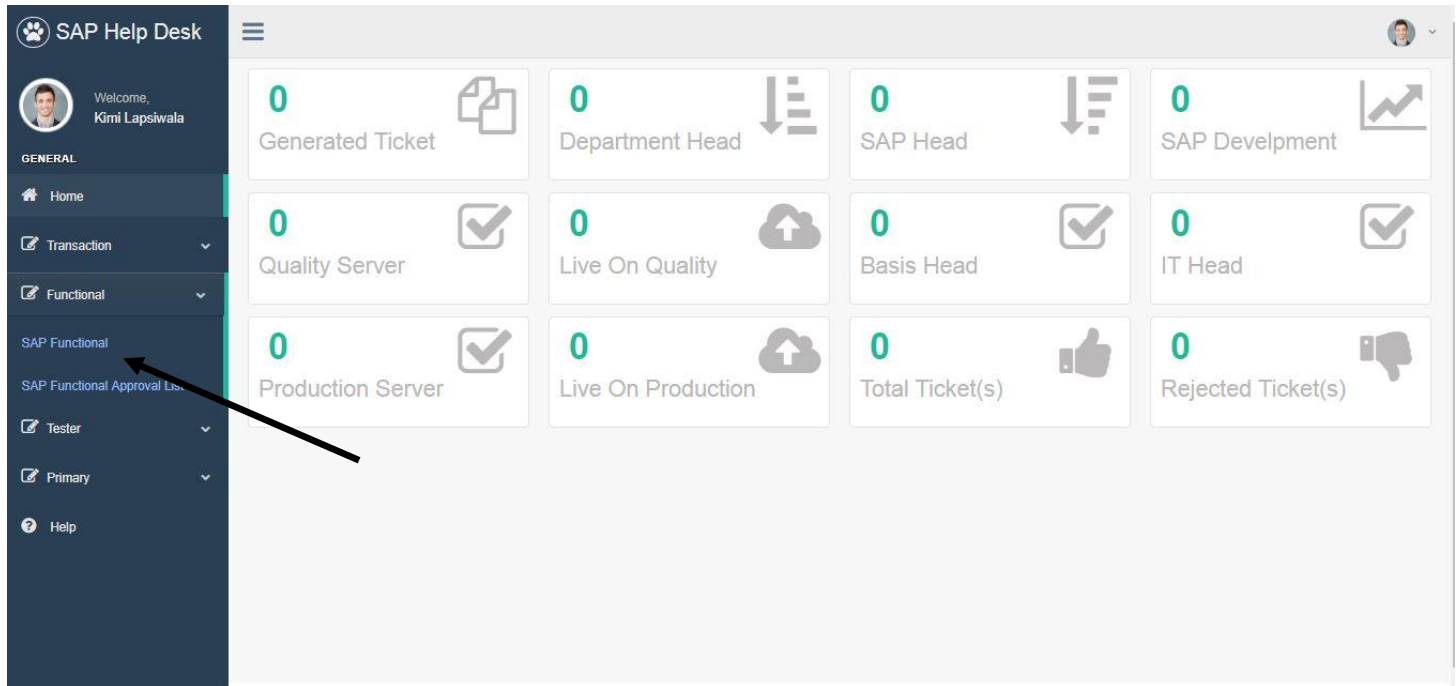
- Once the developer start their work, they have to fill few details as mentioned above:
RequestNo: Unique number for Transport request no.
SourceClient: By Which company the request is made.
UserName: SAP User Id.
TargetClient: For which company request is made.
Target System: Whether move to Quality or Production.
- User can add or remove through the **Add Row** button or **Remove** button.
- Once details are filled, user has to provide move comments in the **SAP Team Comments** section and click on the **Submit Work** button or **Reject** Button.

Resource Assigned

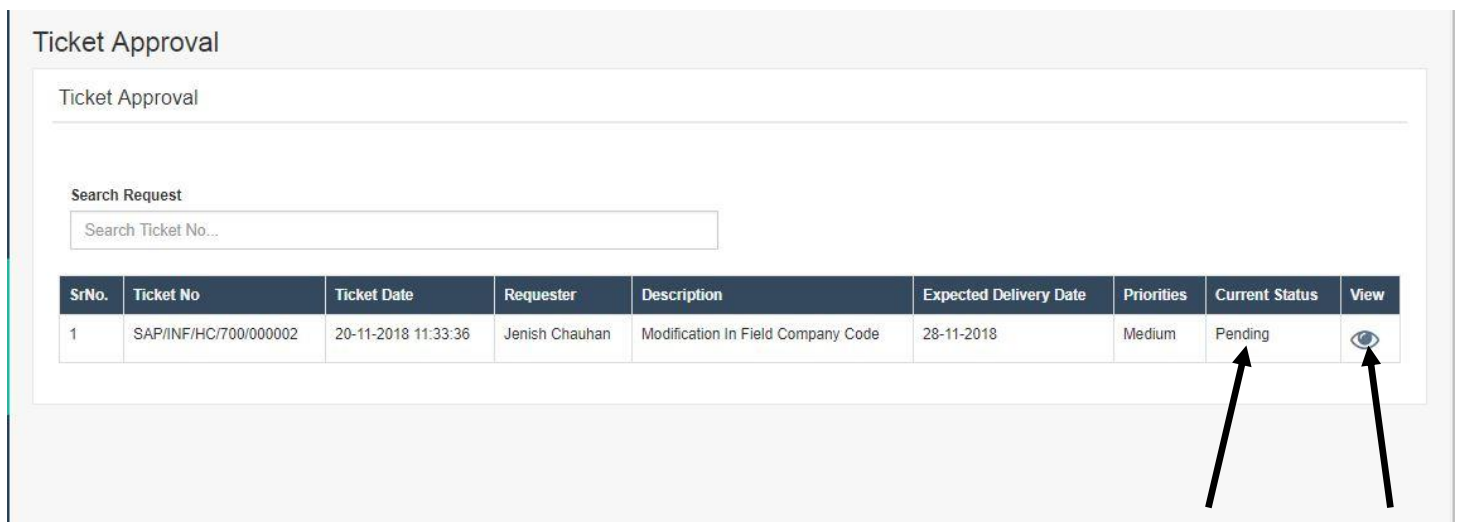
Resource Type	Assigned To	Assignee Remark	Priority	Type	Requirement Date	Ticket Assigned Date	Status
Tester	Manan Jain	Do testing	High	Secondary	21-11-2018	17-11-2018 15:00:25	Pending
Developer	Mudassar Praniya	Add field column	Medium	Primary	20-11-2018	17-11-2018 15:00:25	Done

- Once the work is done, developer can view their work details and status by following the given path:
Menu->SAP Developer->SAP Developer Approval List.
- If the work is submitted, the **Status** column in the **Resource Assigned** section will reflect the action performed.

8. Functional



- Once the user assigned as **Functional** by the primary resource logs into the system, SAP Request and Tracking System Dashboard is displayed to them.
- The Left section of Dashboard will display various link to the subsections of the SAP while dashboard main content (middle section) will display the status of the tickets generated by the requestor till date.
- To approve/reject ticket request and start the work, Functional have to follow the below given path: **Menu->Functional->SAP Functional.**



- Functional can view the ticket on which work has to be started by clicking on **View** icon and also check the **Current Status** of the work.

Resource Assigned

Resource Type	Assigned To	Assignee Remark	Priority	Type	Requirement Date	Ticket Assigned Date	Status
Developer	Mudassar Praniya	234	Medium	Primary	22-11-2018	20-11-2018 11:37:30	Pending
Master	Anup Sharma	Do testing	Medium	Secondary	24-11-2018	20-11-2018 11:37:30	Pending
Functional	Kimi Lapsiwala	123	Medium	Secondary	23-11-2018	20-11-2018 11:37:30	Pending

Request Transfer Status

Ticket Attachment

No Records Found.

Start Work Reject

- Once the functional checks the work details, they can start their work by clicking on **Start Work** button or can reject the work assignment by clicking on the **Reject** button.

Format/Attachment(PDF/Word/Excel/Image) :

Add File

Sr.No	RequestNo	SourceClient	UserName	TargetClient	Target System	
1	BHDK136	700-Meril Diagn	ABCD	700-Meril Diagn	QUALITY	Remove
						Add Row

SAP Team Comments*

Done|

Submit Work Reject

- Once the Functional start their work, they have to fill few details as mentioned above:
 - RequestNo:** Unique number for Transport request no.
 - SourceClient:** By Which company the request is made.
 - UserName:** SAP User Id.
 - TargetClient:** For which company request is made.
 - Target System:** Whether move to Quality or Production.
- User can add or remove TR through the **Add Row** button or **Remove** button.

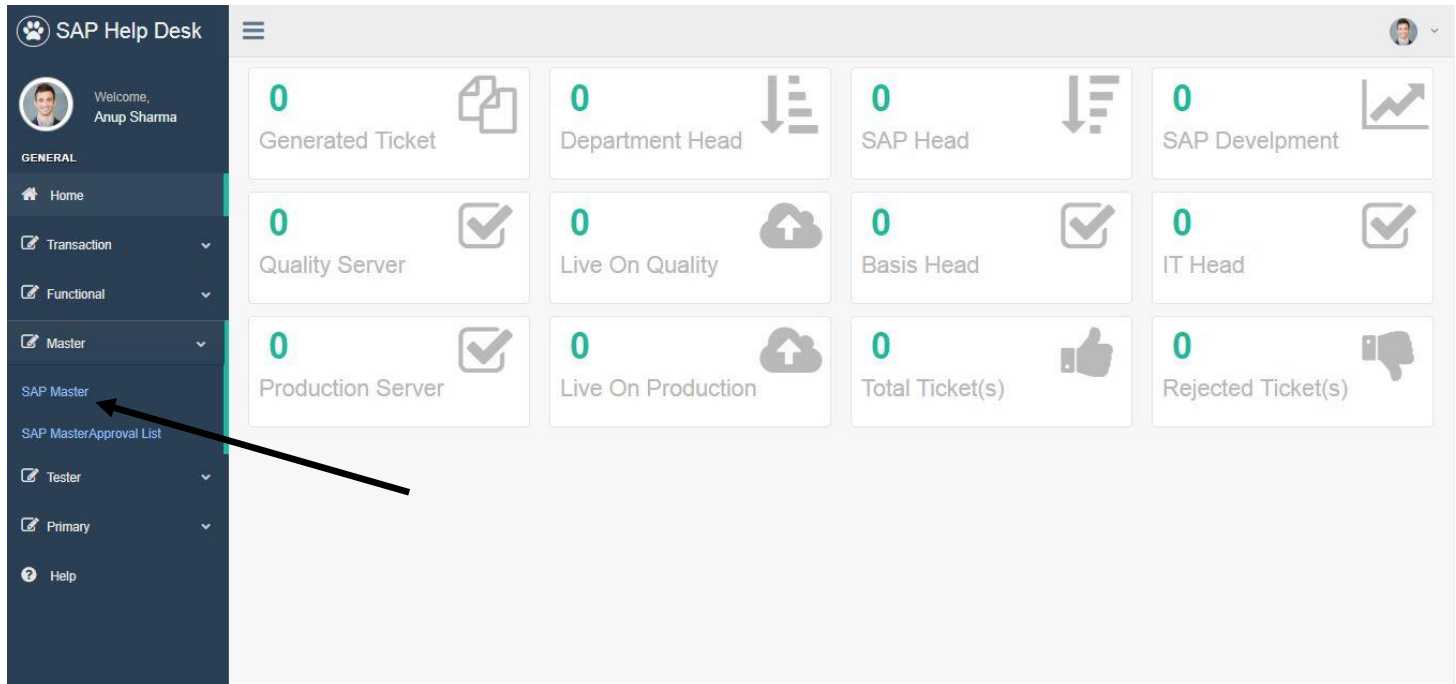
- Once details are filled, user has to provide move comments in the **SAP Team Comments** section and click on the **Submit Work** button or **Reject** Button.

Resource Assigned							
Resource Type	Assigned To	Assignee Remark	Priority	Type	Requirement Date	Ticket Assigned Date	Status
Developer	Mudassar Praniya	234	Medium	Primary	22-11-2018	20-11-2018 11:37:30	Pending
Master	Anup Sharma	Do testing	Medium	Secondary	24-11-2018	20-11-2018 11:37:30	Pending
Functional	Kimi Lapsiwala	123	Medium	Secondary	23-11-2018	20-11-2018 11:37:30	Done




- Once the work is done, functional can view their work details and status by following the given path:
Menu->SAP Functional->SAP Functional Approval List.
- If the work is submitted, the **Status** column in the **Resource Assigned** section will reflect the action performed.

9. Master



- Once the user assigned as **Master** by the primary resource logs into the system, SAP Request and Tracking System Dashboard is displayed to them.
- The Left section of Dashboard will display various link to the subsections of the SAP while dashboard main content (middle section) will display the status of the tickets generated by the requestor till date.
- To approve/reject ticket request and start the work, Functional have to follow the below given path: **Menu->Master->SAP Master.**

Search Request								
Search Ticket No...								
SrNo.	Ticket No	Ticket Date	Requester	Description	Expected Delivery Date	Priorities	Status	View
1	SAP/INF/HC/700/000002	20-11-2018 11:33:36	Jenish Chauhan	Modification In Field Company Code	28-11-2018	Medium	Pending	

- Master can view the ticket on which work has to be started by clicking on **View** icon and also check the **Status** of the work.

Request Transfer Status

Sr.No	Request No	Source Client	User Name	Comments	Target Client	Target System	Created By	Release Status	Transport Status
1	BHDK136	700	ABCD	Done	700	QUALITY	Kimi Lapsiwala		

Ticket Attachment

No Records Found

Start Work

Reject

- Once the master checks the work details, they can start their work by clicking on **Start Work** button or can reject the work assignment by clicking on the **Reject** button.

Sr.No	RequestNo	SourceClient	UserName	TargetClient	Target System	
1	BHDK139	700-Meril Diagn	ABCDE	700-Meril Diagn	QUALITY	Remove
						Add Row

SAP Team Comments

Done

Submit Work

Reject

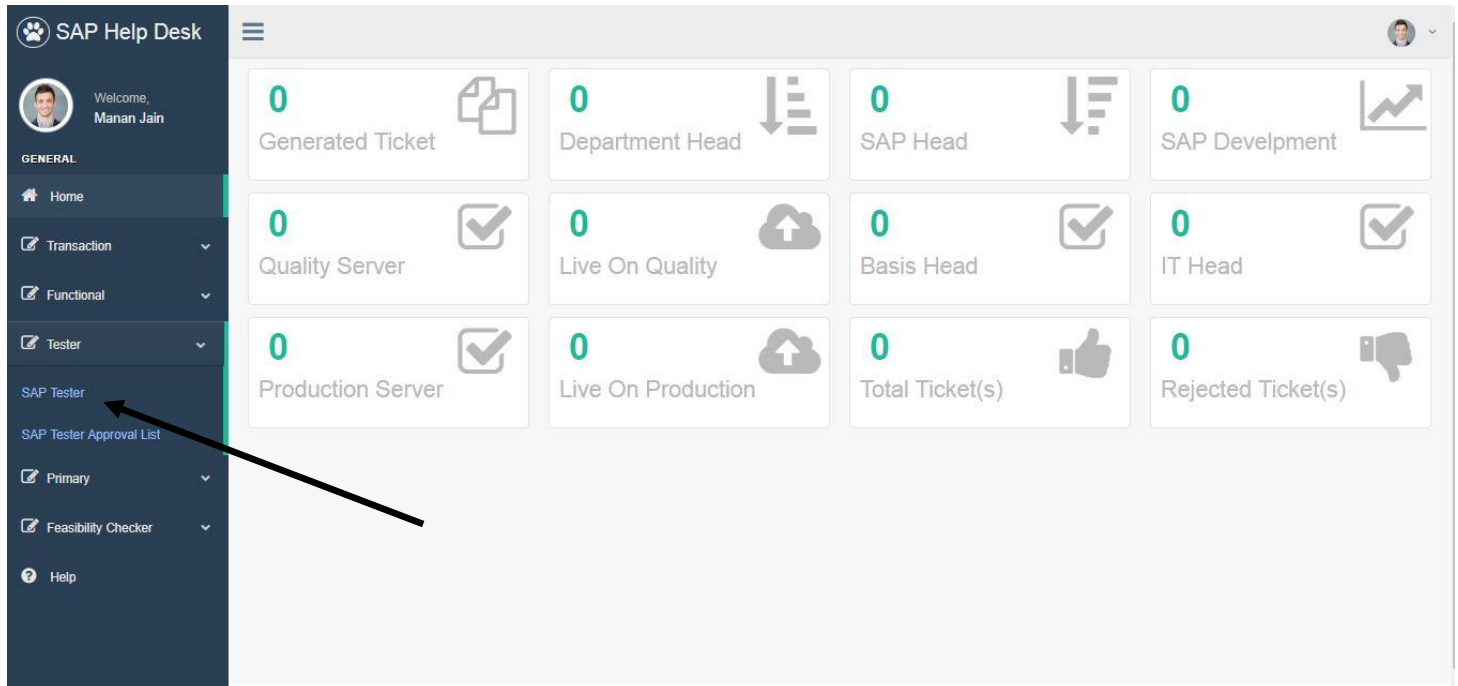
- Once the Master start their work, they have to fill few details as mentioned above:
RequestNo: Unique number for Transport request no.
SourceClient: By Which company the request is made.
UserName: SAP User Id.
TargetClient: For which company request is made.
Target System: Whether move to Quality or Production.
- User can add or remove through the **Add Row** button or **Remove** button.
- Once details are filled, user has to provide move comments in the **SAP Team Comments** section and click on the **Submit Work** button or **Reject** Button.

Resource Assigned

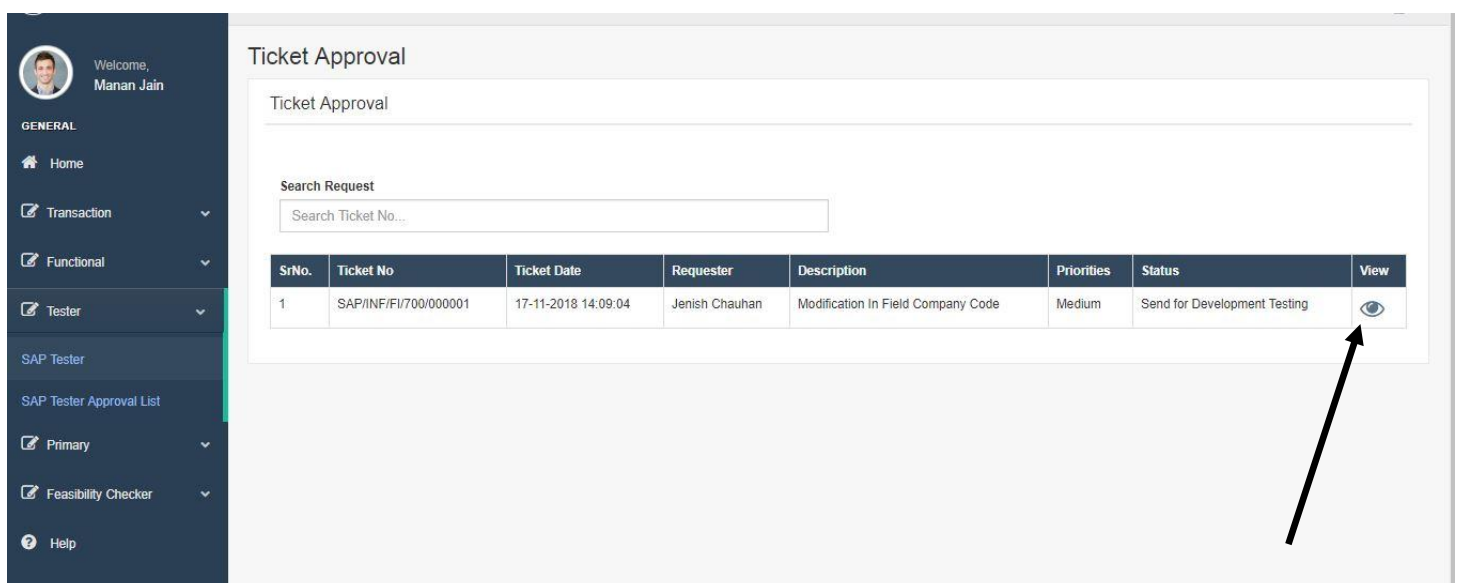
Resource Type	Assigned To	Assignee Remark	Priority	Type	Requirement Date	Ticket Assigned Date	Status
Developer	Mudassar Praniya	234	Medium	Primary	22-11-2018	20-11-2018 11:37:30	Pending
Master	Anup Sharma	Do testing	Medium	Secondary	24-11-2018	20-11-2018 11:37:30	Done
Functional	Kimi Lapsiwala	123	Medium	Secondary	23-11-2018	20-11-2018 11:37:30	Done

- Once the work is done, Master can view their work details and status by following the given path:
Menu->SAP Master->SAP Master Approval List.
- If the work is submitted, the **Status** column in the **Resource Assigned** section will reflect the action performed.

10. Tester



- Once the **Tester** login into the system, SAP Request and Tracking System Dashboard is displayed to them.
- The Left section of Dashboard will display various link to the subsections of the SAP while dashboard main content (middle section) will display the status of the tickets generated by the requestor till date.
- For the SAP Tester to start with the testing work, they have to follow the below given path:
- **Menu->Tester->SAP Tester.**



- The tester can view the request on which testing is to be done by clicking on the **View** button.

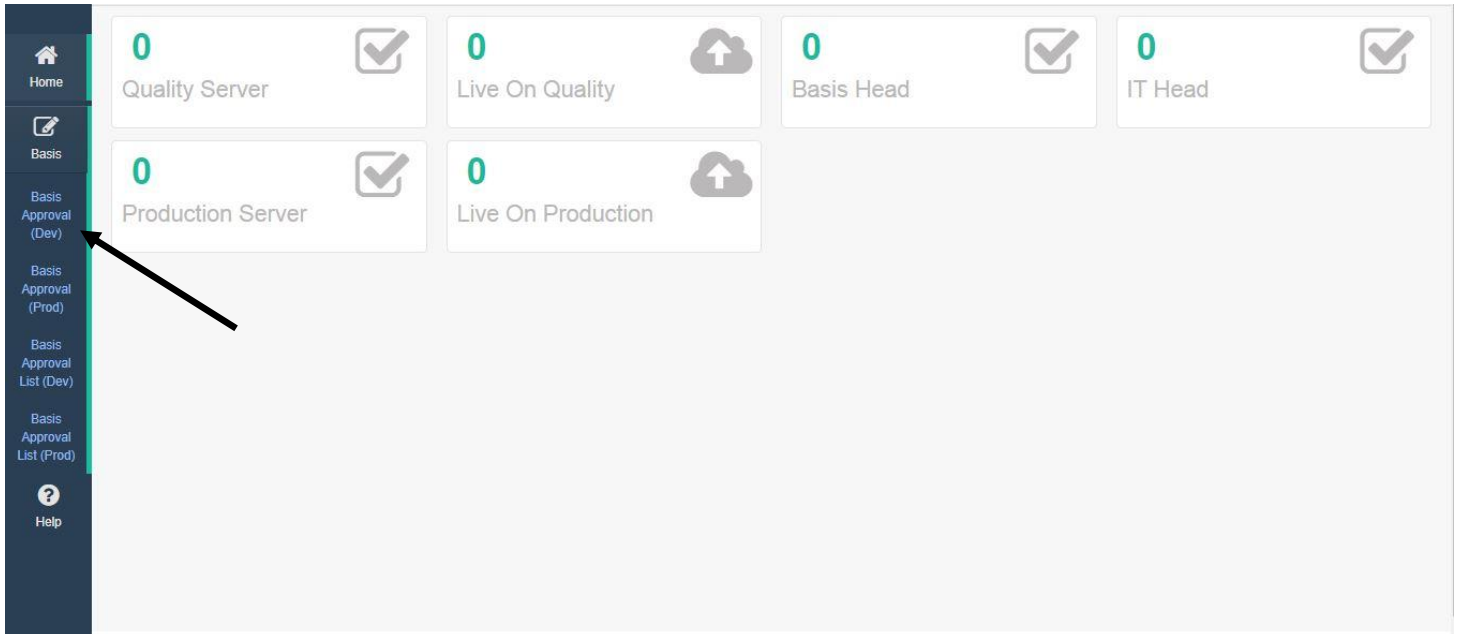
The screenshot displays a web form with the following elements:

- Format/Attachment(PDF/Word/Excel/Image) :** A section header for file uploads.
- Add File**: A green button to initiate file selection.
- Choose File**: A button that has been clicked, resulting in the filename **Penguins.jpg** being displayed.
- Remove**: A blue link to delete the attached file.
- SAP Team Tester Comments***: A text area containing the comment "Changes are done as per requirement." An arrow points from this section to the "Add File" button.
- Approve** and **Reject**: Two buttons at the bottom. An arrow points from the "SAP Team Tester Comments" section to the "Approve" button.

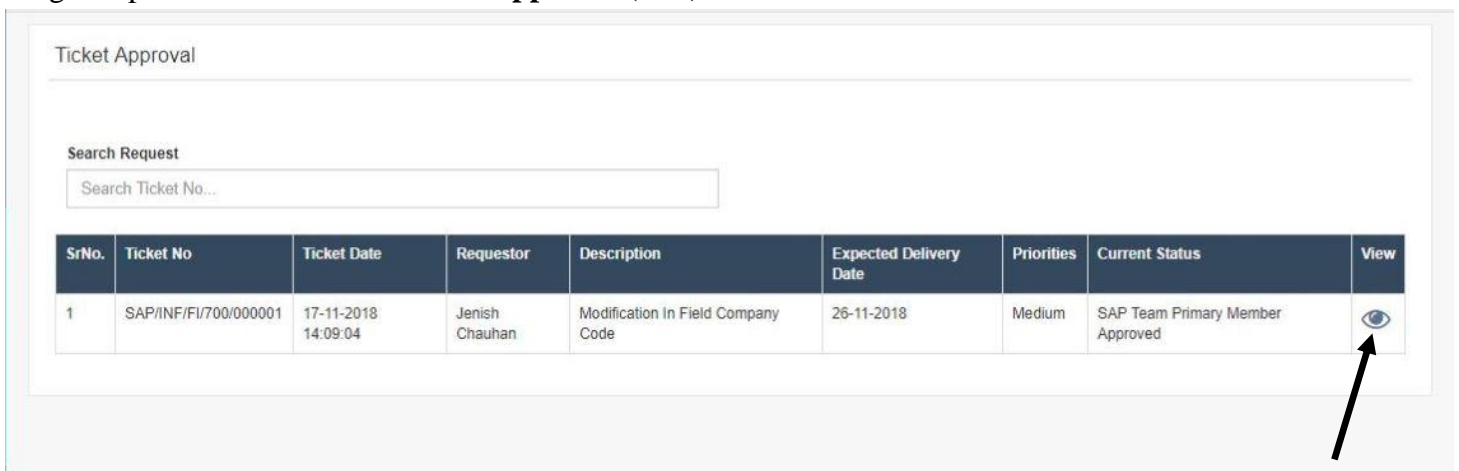
- The tester can approve the development testing by clicking on the **Approve** button or reject the testing request by clicking on **Reject** button along with the comment in **SAP Team Tester Comments** section.

11. Basis

11.1. Approve/Reject Request from Development to Quality



- Once the **Basis** login into the system, SAP Request and Tracking System Dashboard is displayed to them.
- The Left section of Dashboard will display various link to the subsections of the SAP while dashboard main content (middle section) will display the status of the tickets generated by the requestor till date.
- To approve/reject ticket that has to move from Quality to Production, Basis has to follow the below given path: **Menu->Basis->Basis Approval (Dev)**.



- Basis can view the ticket by clicking on **View** option and perform necessary actions required of them.

Format/Attachment(PDF/Word/Excel/Image) :

Add File

Choose File | Tulips.jpg | **Remove**

Basis Comments*

Approved

Approve **Reject**

- After the request to move the ticket from Development to Quality is reviewed, the basis can approve or reject the ticket by clicking on **Approve** or **Reject** button.
- Also, basis have to provide necessary comments in the **Basis Comments** section, along with any file to be uploaded for reference purpose by clicking on **Add File** button.
- Any action performed by the basis is reflected and viewed by following the given path:
Menu->Basis->Basis Approval List (Dev).

11.2. Approve/Reject Request from Quality to Production

Production Approval List

Search Request

Search Ticket No....

Sr.No.	Ticket No	Ticket Date	Requestor	Description	Priorities	Current Status	View
1	SAP/INF/FI/700/000001	17-11-2018 14:09:04	Jenish Chauhan	Modification In Field Company Code	Medium	IT Head Approved	

- After getting approval from the IT Head to move the ticket from Quality to Production, basis can view the ticket by following the given path: **Menu->Basis->Basis Approval (Prod).**
- To perform any action (**Approve/Reject**) on the ticket, basis has to click on the **View** icon as shown above.

The screenshot shows a web form for ticket management. At the top is a 'Ticket Rating' section with a star rating (4 stars) and a comment 'Good Work'. Below this is a file upload section labeled 'Format/Attachment(PDF/Word/Excel/Image) :'. It contains an 'Add File' button, a 'Choose File' button, a file named 'Koala.jpg', and a 'Remove' button. Arrows point from the 'Add File' and 'Remove' buttons to the 'Basis Final Comments*' text area, which contains the text 'Send for production'. At the bottom of the form are two buttons: 'Approve' (green) and 'Reject' (red). Arrows point from both the 'Approve' and 'Reject' buttons to the 'Basis Final Comments*' text area.

Ticket Rating

Rating :
★★★★☆
Rating Comments: Good Work

Format/Attachment(PDF/Word/Excel/Image) :

Add File

Choose File Koala.jpg Remove

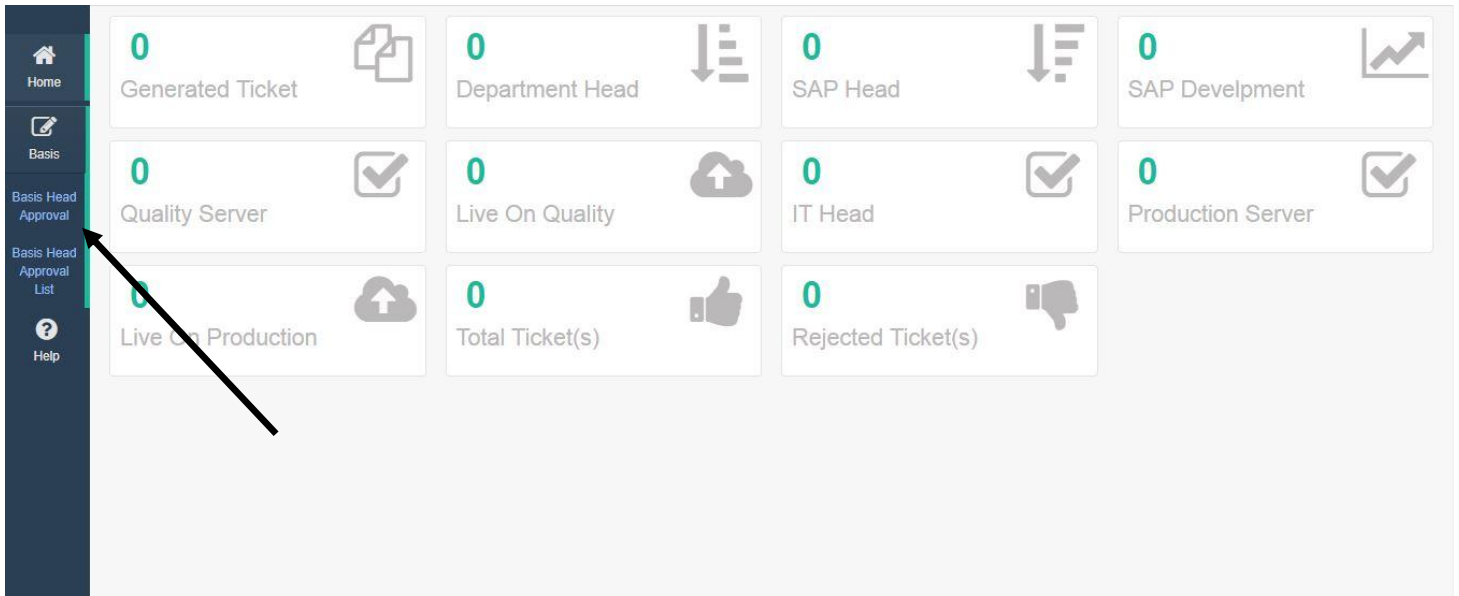
Basis Final Comments*

Send for production

Approve Reject

- If all ticket details are proper, basis can approve the ticket and send for production testing by clicking on the **Approve** button or reject the ticket and send it again to Primary Resource by clicking on the **Reject** button, along with the Comments in the **Basis Final Comments** section.

12. Basis Head



- Once the **Basis Head** login into the system, SAP Request and Tracking System Dashboard is displayed to them.
- The Left section of Dashboard will display various link to the subsections of the SAP while dashboard main content (middle section) will display the status of the tickets generated by the requestor till date.
- To approve/reject ticket request, Basis Head have to follow the below given path:
Menu->Basis->Basis Head Approval.

Ticket Approval Status

Ticket Approval Status

Search Request

Search Ticket No...

SrNo.	Ticket No	Ticket Date	Requestor	Description	Expected Delivery Date	Current Status	Approval/Rejection Date	View
1	SAP/INF/FI/700/000001	17-11-2018 14:09:04	Jenish Chauhan	Modification In Field Company Code	26-11-2018	SAP Head Approved	17-11-2018 14:11:15	

- Basis Head can view the ticket by clicking on the **View** icon as shown above.

The screenshot shows a web interface for ticket management. At the top is a 'Ticket Rating' section with a star rating and a comment field. Below this is an attachment section with an 'Add File' button, a 'Choose File' button, and a file named 'Hydrangeas.jpg' with a 'Remove' link. The 'Basis Head Comments' section contains a text area with 'Go Ahead'. At the bottom are 'Approve' and 'Reject' buttons. Three black arrows point to the 'Add File' button, the 'Basis Head Comments' section, and the 'Approve' button.

Ticket Rating

Rating :
☆☆☆☆☆
Rating Comments: Good Work

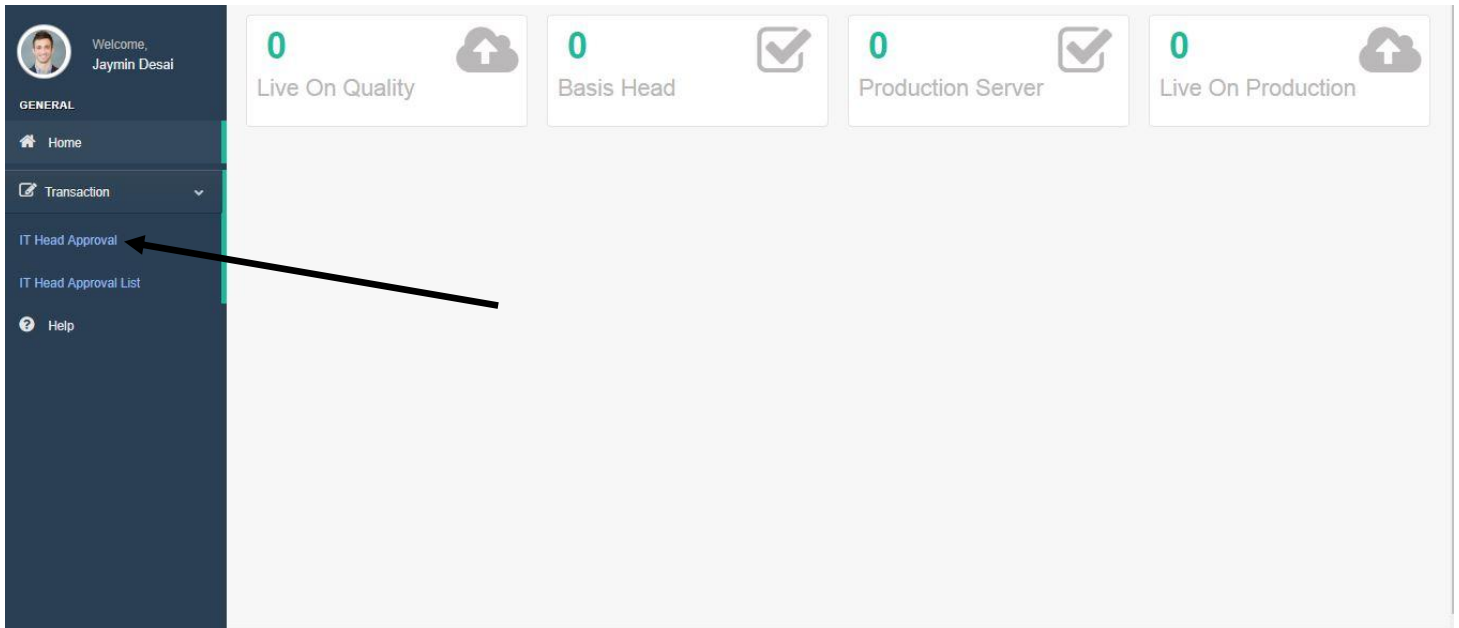
Format/Attachment(PDF/Word/Excel/Image) :
Add File
Choose File Hydrangeas.jpg Remove

Basis Head Comments
Go Ahead

Approve **Reject**

- If all ticket details are proper, Basis Head can approve the ticket by clicking on the **Approve** button or reject the ticket and send it again to SAP Head by clicking on the **Reject** button, along with the Comments in the **Basis Head Comments** section.
- Also, any file for reference purpose can be uploaded by clicking on the **Add File** button.
- To view the action performed by the Basis head on the ticket, they have to follow the below given path:
Menu->Basis->Basis Head Approval List.

13. IT Head



- Once the **IT Head** login into the system, SAP Request and Tracking System Dashboard is displayed to them.
- The Left section of Dashboard will display various link to the subsections of the SAP while dashboard main content (middle section) will display the status of the tickets generated by the requestor till date.
- To approve/reject request to move the ticket from quality to production, IT Head have to follow the below given path: **Menu->Transaction->IT Head Approval**.

- If all ticket details are proper, IT Head can approve the request to move the ticket from quality to production by clicking on the **Approve** button or reject the ticket and send it again to Basis Head by clicking on the **Reject** button, along with the Comments in the **IT Head Comments** section.
- Also, any file for reference purpose can be uploaded by clicking on the **Add File** button.
- To view the action performed by the IT head on the ticket, they have to follow the below given path: **Menu->Transaction->IT Head Approval List**.

