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| SAP11 | **SAP CMR CALL LOGGING** | whitebacklogo |

**Instructions**

* This form should be used by SAP super-users when requesting that a CMR call is logged on SAP.
* Please forward the completed form to[**fnd-finance@uct.ac.za**](mailto:fnd-finance@uct.ac.za) (Finance) or [**hr-sso@uct.ac.za**](mailto:hr-sso@uct.ac.za) (HR)
* **This form will be attached to the SAP CMR call logged** and the requestor advised of the SAP CMR number.
* Testing and signoff will be advised by the auto-generated email, when the status of the SAP CMR changes.
* Once testing is complete and the call signed off, all transports will move to PRD on a Thursday evening.
* Urgent transports can be arranged on request via the Finance/HR co-ordinator

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| **SAP Area codes** | | | | | |
| **AA** | Asset Accounting | **PM** | Plant Maintenance | **LM** | Learning Management |
| **AP** | Accounts Payable | **SD** | Sales and Distribution | **OM** | Org Management |
| **AR** | Accounts Receivable | **SP** | Purchasing Card | **PA** | Personnel Administration |
| **CO** | Controlling Module | **TR** | Treasury | **PY** | Payroll |
| **FM** | Funds Management | **FS** | Finance System interfaces | **RC** | Recruitment |
| **GL** | General Ledger | **ZZ** | Finance Housekeeping | **TM** | Time Management |
| **MM** | Purchasing | **AU** | SAP Authorisations | **ZG** | HR General tasks |
|  |  | **BO** | Business Objects |  |  |

**A. SAP CMR CALL DETAILS**

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| **Submitted by** |  | | | **🡄** Person completing this form | | | |
| **Area code** |  | | | **🡄** Refer to *Area codes* table above for applicable code. | | | |
| **Requested by** |  | | | **🡄** Person who initiated this request (can be same as person completing the form) | | | |
| **Testing person** |  | | | **🡄** Person to complete the [SAP09](http://forms.uct.ac.za/sap09.docx)/SAP HR change request to show evidence of testing | | | |
| **Approve implementation** |  | | | **🡄** Business owner/super-user who is authorised to do ZSIGNOFF once [SAP09](http://forms.uct.ac.za/sap09.docx)/SAP HR change request testing form is completed. This can be the be the same person as the tester. | | | |
| **Due date** |  | | | **🡄** To be completed if URGENTLY required by a specific date, else leave blank. | | | |
| **Type of Request** | **Production Support** |  | **🡄** Something that was working in PRD, or minor configuration (generally < 2 hours work) | | | | |
| **Investigation** |  | **🡄** Investigation into possible solutions, after which a decision will be made, and another call logged | | | | |
| **Development** |  | **🡄** New functionality not in PRD – requires a [SAP06](http://forms.uct.ac.za/sap06.docx) to be completed | | | | |
| **Project** |  | **🡄** Implementation across areas, requiring a project manager to co-ordinate | | | **Project Manager:** |  |
| **Priority** | **Urgent** |  | **🡄** Critical business process - needs urgent attention | | | | |
| **High** |  | **🡄** Business operations seriously threatened | | | | |
| **Medium** |  | **🡄** Business operations are affected | | | | |
| **Low** |  | **🡄** Problem does not hinder business operations | | | | |
| **Very Low** |  | **🡄** Nice to have, but not a business priority | | | | |
| **Motivation of Priority** |  | | | | | | |
| **Transaction (if applicable)** |  | | | | **🡄** This can the SAP or related transaction from another system/interface where the problem is and will be included in the call heading. | | |
| **Description**  **(Call Heading)** |  | | | | **🡄 This is the heading of the call that cannot change after logging** (limited to 60 characters) | | |
| **Text below call** |  | | | | **🡄** This is a brief description of the actual problem to be logged on the CMR, with screen shots attached in **section B** below as applicable. | | |

**B. DETAILED EXPLANATION OF THE PROBLEM AND SCREENSHOTS (if applicable):**

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