

Topic	Website Reference Section Title	Website Reference Number	QUESTION	ANSWER
Admin. Time	Order Processing	OP-4	Who do we enter administrative time for in SAP?	Only do a DP08 for employees who charge at least some of their time directly to vehicles . Full time administrators, supervisors, and clerical employees do not have time entered into SAP
Admin. Time	Order Processing	OP-4	When entering a work order to enter time for non-wrench turning time, what do we use for the PMActType and how do we enter their time?	PMActType 007 defaults when you do a PM08 work order type. See document IW31 Administrative time work orders on the website.
Admin. Time	Order Processing	OP-4	Where will employee time for sick and annual leave be recorded?	All "non-wrench turning" time will be entered as a DP08 work order using a functional location titled 'BE-__DPI' (insert plant designation).
Calendar	N/A	N/A	How do we record work that takes place on Saturday, Sunday or state holidays?	You will get a soft (yellow warning) error when trying to process outside a weekday or state holiday - you must continue to click the green check (or enter) until you get by this warning.
Default Values	User Profile / System Setup	UP-5	What do we do when we get the error message "No profile could be determined set default values" in transaction IW42?	A profile needs to be set in IW42. See the document on the web site for instructions.
DPI Reporting	N/A	N/A	What reports will LEAs be required to print and have on hand when annual inspections are conducted by DPI.	DPI consultants will do a general review to provide feedback to the transportation director and superintendent. You will not need to create special printouts for DPI review - this can be done on-line.
Equipment	N/A	N/A	How do we deactivate maintenance plans for vehicles no longer needing MI's and PM's?	Send a request to the BSIP help desk.
Fuel and Mileage Adjustments	Fuel Issue Receipt	FI-3, FI-4	How do we adjust (NEGATIVE) fuel, oils and miles - previously EQMI	Fuel , oil and odometer each have a Measurement Point for each vehicle and each point produces Measurement Documents every time the user posts to the vehicle. A faulty measurement document has to be credited out using IK22 and IK12.
Fuel and Mileage Adjustments	Other County Vehicles	FI-2	How should we charge fuel to vehicles from other counties?	Fuel: On ZFE2, enter other county vehicle and proceed as normal.
Fuel and Mileage Adjustments	Inventory Adjustments and Transfers	IA-1	How do you credit out fuel because of evaporation?	The inventory adjustment transaction is MI10.
Fuel and Mileage Adjustments	Fuel Issue Receipt	FI-2	In ZFE2, Can you post or add oil without entering mileage?	No, mileage is a required field of entry.

Not ready on web site

Fuel and Mileage Adjustments	Fuel Issue Receipt	FI-3 and FI-4	How are incorrect fuel mileage documents deleted? How is mileage corrected?	The fuel mileage documents can be deleted by using transaction IK12, however, this transaction is to be used sparingly and only with a complete knowledge of how and what it does in SAP. Remember when a document is deleted the mileage is set back to the mileage entered on the previous fuel document. Please call the help desk the first few times IK12 needs to be used. Mileage can be written up with IK22 but first the incorrect documents must be deleted as far back as necessary to get the mileage below the number of miles actually on the vehicle. Once the documents are deleted, IK22 can be used to write the mileage up to the correct reading. However, if the mileage is already lower than it needs to be simply use IK22 to write it up. IK22 like IK12 needs to be used only when necessary and only with complete understanding of how and what it does in SAP. Please call the help desk the first few times IK22 needs to be used. There will eventually be information about these transactions on the web site.
fuel and Mileage Adjustments	Fuel Issue Receipt	FI-2	After I enter a fuel ticket I'm getting a red error that says "Qty and/or 'delivery completed' ind. or final issue ind. are missing" What do I do now?	This means that you do not have any oil to issue but have keyed 04 in the oil code field. Take the 04 out or put in a number for the quart of oil issued if, in fact, oil was issued.
Interfaces	N/A	N/A	How does Fuelmaster work with R/3???	DOT is using FuelMaster with SAP. This will be handled on a case by case basis.
Inventory	N/A	N/A	Can parts be set up to be read by a scanner?	Bar coding will be a phase 2 project for DOT so more information will be forthcoming.
Legacy System	N/A	N/A	Will we still be able to check bus driver records under D116?	The new system is only replacing SVFMS - not the motor vehicle records system. If you are currently able to connect to DOT to check bus driver records, the new system will not impact that capability.
Legacy System	N/A	N/A	How much data will be brought over in conversion?...History of buses??PM data, mileages, 30 day??	The history will not be brought over. All current relevant information will be loaded into SAP. DOT plans to put the history in a database.
Master Data	Data Retrieval / Reports	DR-4	What will designate that equipment is assigned to a city LEA?	There is a Characteristic/value in the Classification section of the equipment master that designates city.
Master Data	Data Retrieval / Reports	DR-7	How do we print out a list of our equipment numbers for our buses?	In IE03, matchcode on your maintenance plant, then enter a range of Inventory Numbers (vehicle numbers) or select all vehicles. Create a variant that shows the inventory number, manufacturer, etc. and print.
Master Data	N/A	N/A	Will the county have the ability to change vehicle description fields??	No This is part of Master Data and must be changed at the state level.

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Master Data	N/A	N/A	Will the county have the ability to change school assignments for buses?	No This is part of Master Data and must be changed at the state level. You may e-mail the information any time.
Master Data	Data Retrieval / Reports	Need web document	How are DOT numbers looked up?	Use MM03 and select the drop down search from the material number field. Then select the appropriate field to search with depending on the information you have.
Master Data	N/A	N/A	How are VMRS numbers for non-inventory items looked up?	Refer to your user manual for some examples of how to search for VMRS numbers. When in transaction ZFB61 click on the drop down search button in the "material" field. Enter all or part of the material description followed by an astric and hit execute.
Master Data	Master Data	Need web document	Can the material number description be changed to be plant specific once the material has been extended?	Yes. However, please call the help desk for instructions on how to change the description for a material number in a specific plant. Only certain changes should be made and since this is master data caution and discretion should be used.
Master Data	N/A	N/A	We have purchased a new activity bus and I need to add it to our inventory. What is the process?	Email the Make,Model,Year, Vin #, to the BSIP help desk. The message will be routed to the appropriate person and the bus will be added to SAP..
Master Data	N/A	N/A	What happens to the buses that we are hoping to place on the 4 sale line as far as DP02-30 day inspections? We were not planning to actually inspect those buses. Should we continue to print the work order, write "Out of Service" on the work order, a	Send a request to the BSIP help desk. The scheduled work plans will be closed.
Master Data	Non-Stock	NS-1	I am having problems in finding the VMRS code for the material field. I am doing exactly what the handbook says but I am having trouble finding numbers.	Refer to the document on the web site for helpful hints.
Master Data	N/A	N/A	Where do you locate the capacity of the bus on the IE03 screen	The standard capacity determines the class code of the vehicle. You can also find the capacity in the description box near the top left corner of the screen in IE03. Note: For purposes of defining capacity, it is based on 3 passengers per seat assuming a fully seated bus and is less if the bus has wheelchair positions.
Master Data	N/A	N/A	What do we do if we replace an odometer?	Send the mileage information to the Help desk to have the data updated in the equipment master.
Master Data	Master Data	MD-2	What screen do I go into to put or change a storage bin for a part?	Go to the material master using ZMM02Z. Enter the material number and select the "Plant Data Storage view". The bin can be changed on this view.
Master Data	N/A	N/A	How do we get a DOT number added if there is not one in the system for the material in question?	Send request and information to BSIP help. A request form is on the web site.

Material Issue	N/A	N/A	On Goods Issues, can a description be typed in to override the DOT description?	No, the material description can not be changed when you issue materials on IW42.
Material Issue	N/A	N/A	Will the PLANT and STORAGE LOCATION default in for each county for Goods Issues.	No ... but if you highlight plant or SLOC number field and use backspace key, your last entries will "pop up" in the field requiring plant or storage location and you may click on the number and the field will be populated automatically.
Material Receipt	Goods Receipt	GR-1	Do we receive oil like fuel or parts coming into inventory?	Oil is received like parts with a purchase order.
Material Receipt	Inventory Adjustments and Transfers	IA-2	How do we reverse a goods receipt for a purchase order that is incorrect?	A material document is created when the goods receipt is entered. The material document must be reversed which in turn cancels the goods receipt and removes the item from stock. See instruction on the web site in IA-2.
Material Receipt	Master Data	MD-1 and MD-2	I am receiving errors when creating a PO after a material has been extended to our plant, what do we do?	Common problems / Not all views created - Use MM03 to compare the views for your plant to the views of plant 6000, you will need two sessions open for this. Use ZMM01Z to create missing fields. Incorrect data in views - Again use MM03 to compare the data in the fields for plant 6000 to your plant data fields. Use ZMM02Z to correct and data fields that are incorrect. Material showing marked Obsolete Look at the basic data view, if a "P2" is in the "X-Plant Matl Status" field, then look in the description for a new number to use in place of this one. If there is not a "P2" in the basic data view look in the purchasing view there should be a "P2" in the "Plant-sp Matl Status" field. Delete the "P2" and save the material, this should allow you to create a purchase order with it.
Materials	Inventory Adjustments and Transfers	ZMB21 - Need web document	When keying parts will the system show the part number, quantity and value of the parts in stock just as old system does?	The system will show the part number, quantity and value for stock parts.
Materials	N/A	N/A	Does reorder points eliminate the need to look at IVLD and calculate or estimate when you need to order parts?	No, reorder points are not being used at the moment.
Materials	N/A	N/A	Some locations have not been correcting the failed goods movements when they occur and therefore need a report listing the errors so they can correctly issue the materials to the orders. How do they generate this report?	Currently there is not a report for the error log generated for incorrect goods movements so it is imperative that each <u>plant correct the errors as they occur.</u>

Materials	Non-Stock	NS-3	How can a non-inventory item assigned to an order be looked up in the system?	Go to transaction FB03 and enter the document number created when processing the ZFB61 transaction and execute. If the document number is not known you can click on the list button for search option. Example to search by: Posting date, Entry date, Reference number etc.
Materials	Non-Stock	NS-2	How can a non-inventory item be reversed?	Go to transaction ZFB65 and enter the exact information that was entered during the ZFB61 transaction for the non-inventory purchase.
Mechanic Assignment	Data Retrieval / Reports	DR-7	Where will the mechanic assigned to the vehicle be displayed? Can it show in Display Equipment List?	Yes- on IH08, you may use Sort Field under Location Data to select on mechanic name.
MI/PM	N/A	N/A	Will the inventory number be shown on the PM list?	The inventory number is the very first part of the "maintenance item description" field. The report can be sorted by this field and it will be in order by inventory number.
MI/PM	N/A	N/A	Will there be a place on the printed form for a 2nd mechanic to record time?	The mechanic number and time will have to fit in the area under "TIME". If two mechanics, perhaps one could go above the short line and one below.
MI/PM	Order Processing	OP-1	Is there a priority rating for various PMs? Will we still operate on an 900 mile window before the bus rolls over 6000 miles?	Yes, work orders for PMs will be generated approximately 900 miles prior to the mileage increment on the report in ZIP24.
MI/PM	Order Processing	OP-1	What if a 6000 mile PM is late by 1000 mile - When would the next PM be due?	The next PM will be due in 5000 miles. They are do every 6000 miles no matter when they are done.
Mileage Readings	Fuel Issue Receipt	FI-3, FI-4	Who can change mileage or correct mileage?	Each county may perform maintenance on odometer readings through Measurement Documents.
Mileage Readings	Fuel Issue Receipt	FI-4	Will it be possible to enter mileages in batch without entering fuel or parts?	No, there is no "batch" capabilities in SAP. You will have to do individually using IK22 Create Measurement Document.
Monthly Inspections	Order Processing	OP-1	How will MI work orders be generated?	The system will generate work orders based on a thirty day schedule for MI's . The order numbers will show up on ZIP24 ten days before the equipment reaches the thirty day limit.
Monthly Inspections	Order Processing	OP-2	Will MI's be printed out from ZIP24?	You select the MI work order number from ZIP24, then print "shop papers" from IW32. See OP-2 Instructions.
Monthly Inspections	Order Processing	OP-1	Will MI's show up on the DP02 system generated work order list? Do we print shop papers for the MI??	Yes - there is a variant of the ZIP24 report that will show all MI's due and there is a variant that will show all PM's due.
Monthly Inspections	Order Processing	OP-1	Will a report be generated to let us know when MI's are due?	Yes - MI's will show up on ZIP24. A variant was created to use with ZIP24 which will display all MI's due.

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Non-Stock Part	Non-Stock	NS-1	Clarify ZFB61. How do we include sales tax and/or shipping for individual parts on the invoice?	Sales tax and shipping should be prorated for each item and entered as the net price. If for example you have ten items at a dollar each you enter a quantity of ten and a total invoice price of ten dollars plus tax and shipping.
Printing	User Profile / System Setup	UP-1	What is the default print setting supposed to be in SAP?	The setting in your user defaults screen in SAP should be DPI_PRINTER. Make sure the box "print immediately" is checked.
Purchase Orders	Goods Receipt	ME2N Need web document	How do we search for a purchase order number?	ME2N can be used to look up purchase order numbers. Enter the plant number and the approximate date range of when the po was created.
Refurbishment	N/A	N/A	How do you get costs for parts to know how much money to put on an item on inventory for refurbishments?	Before you start the refurbishment proces, you must place whatever value you think is appropriate for the "core" you are rebuilding. For instance, this value may be whatever the vendor would apply if you were exchanging for a refurbished item.
Reporting	N/A	N/A	Will monthly reports still be mailed to the LEAs?	No. All reporting can be done in a more timely manner locally.
Reporting	User Profile / System Setup	UP-4	How are orders found not showing on IW40.	Sometimes orders do not show up when searching in IW40. When this happens check all three status boxes; created, released, and completed. Then delete the date range that defaults in the period field. By following these steps all limitations on the search are turned off and the order should be displayed. If the order is not displayed after following these steps call the Help desk.
Reporting	Data Retrieval / Reports	MB5B Need web document	How can I look back in the bsip system and find out how much fuel, diesel or gas, was entered on one particular day?	MB5B will give you totals for materials used for a certain time frame just enter the material number, plant number and date range.
Reporting	N/A	N/A	How do we delete variants no longer needed? How do we set default variants to automatically run without having to select them each time.	Contact the BSIP Help desk to have variants deleted. User defaults for variants can be set using Setting, Variants, Administration.
Security	N/A	N/A	On Passwords: Can a Director or other person be assigned a password that will allow only Inquiry, no editing or input actions??	The security profiles can be set up for display only, which will allow a user to look but not change anything.
Security	N/A	N/A	I am locked out of the system because of my password. What do I need to do? (phone call)	Call BSIP help desk.
User Specific	N/A	N/A	Can transaction codes be pre-populated in the favorites so every user doesn't have to enter them?	No. each user must create their own favorites menu.

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Users	N/A	N/A	How are new users added to the SAP system?	You must email the BSIP help desk with the appropriate information for a new user to be added to the database: full first/middle/last name, birth month/day, email address, and work title.
Work Orders	Other County Vehicles	Need web document	How should we charge parts to vehicles from other counties?	Work Order: Use IW31 as normal but there are some defaulted fields that need to be changed - Planner Group, Main Work Center and Control Key.
Work Orders	N/A	N/A	Is there a check to see if a work order was TECO'd without entering mileage?	Mileage will not be entered on orders. Mileage should be added to the end of the description for historical purposes.
Work Orders	Order Processing	OP-2	How do we look up VMRS codes for mechanics? We currently use EQVI.	The complete list is available in the matchcode for VMRS field.
Work Orders	N/A	N/A	Can you hit the "SAVE" button at any time during the process of entering a work order without messing up the process?	If you have not completed all the required fields, R/3 will direct you to go to change mode to continue, which is transaction IW32.
Work Orders	User Profile / System Setup	UP-4	At the end of the month, where do we check to see if we have closed out all orders like EQS3?	IW33 or IW40 will allow you to view work orders in process for any period of time - for instance starting the first day of the month through the current date.
Work Orders	N/A	N/A	Are there work source codes in this system?	Not as such. The different types of work are accounted for in the PM Activity Types and Reason Codes. Work on local vehicles will be tracked through the vehicle packages, classes and room number.
Work Orders	N/A	N/A	What if a VMRS code does not exist on the drop down list?	There are some VMRS codes set up that are very general in their description that can be used to cover things without a specific VMRS code.
Work Orders	N/A	N/A	Is there any place a VMRS code can be entered for operations other than the enhancement tab?	No, the enhancement tab is the only place.
Work Orders	N/A	N/A	Where do we see labor cost on the work order?	On the cost tab after it has been entered in transaction IW42.
Work Orders	Inventory Adjustments and Transfers	IA-2	How do we reverse an incorrect goods movement of material issued to an order?	Go to MIGO and select Goods Issue / Other / Movement type 262, and then enter required information and save. Another solution is to cancel the materials document for the incorrect goods issue. See IA-2 on the web page.
Work Orders	Time Entry / Cancellation	TE-1	Is a TD 18 required to add an additional line for and additional help when completing a TD-18?	No, You can add the additional time for the second tech when you enter time for the first using transaction IW41.
Work Orders	N/A	N/A	How do we handle a PM order that is due today but was placed in the system earlier with a different "62" number?	Send a message to the BSIP help desk and the order will be completed and a new one generated.

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Work Orders	Time Entry / Cancellation	TE-3	I have noticed that when I do not TECO a PM it does not get removed from IP24.	First IP24 has been replaced by ZIP24. Second all orders that are in a status of created or released will show on ZIP24. Orders must be technically completed to come off this report.
Work Orders	N/A	N/A	How do we un-technically complete an order.	Go to IW32 enter the order number and hit green check. Select the work Order from the menu, then Functions, then complete, then cancel technical completions and save.
Work Orders	N/A	N/A	When entering some TD-18's we are getting the error that says posting date is earlier than release date of the order. Is there any way I can enter these?	This is just a caution message, green check through the error messages and it will post.
Work Orders	Order Processing	Need web document	I am in the process of keying PM's. On the old system we would record a reading for transmission shift points, crankshaft end play, brake readings etc. Do we still need to record this information. If so where? I tried going to IW32 in the operations	The operations tab in orders has a field on the operations lines titled "LT", which stands for long text. Anytime there is a symbol that looks like a piece of paper in the "LT" field on any operation line item it can be selected. Just click on the paper symbol and key the data needed such as shift points.
Work Orders	N/A	N/A	On IW 39 what is the difference between orders that are "Outstanding", orders that are "In Process" and orders that are "Technically Completed"?	The status of "Outstanding" means the order is created but not released or printed. The status of "In Process" means the order has been printed and released so it can now have parts and time entered against it. The status of "Technically Completed" means it is completed and closed on SAP.
Work Orders	N/A	N/A	How can a PM order be reprinted.	In IW32 select Order in the menu bar then select print. Select Print/FAX icon.
Work Orders	N/A	N/A	On PM sheets which have the VMRS code already printed on them, do these codes have to be manually put in again on IW32?	No need to put in VMRS codes in IW32 for PM's. They will be automatically entered as part of the work order.