WE ANSWER YOUR QUESTIONS

I have an S/4 problem. Should I contact the Help Desk directly?

There is a support system in place to assist you:
1. First, check out the Go-Live 2024 site, to find the resources you need to resolve your issue. If you can't find an answer there on the site …
2. Contact your Super User (you can find their name on this dashboard). If they are not available …
3. Contact your Local Support Center for assistance.

I'm having an access issue with S/4. How should I handle it?
1. Contact your Super User. If they are not available …
2. Contact your Local Support Center.

The Super Users and Support Centers can help diagnose the problem and expedite a solution.

Where can I find Job Aids and other documentation?

Head over to our myTraining page, click into your language of choice, then click into the Training Documentation link for your workstream. Each of those pages is chock full of the documentation you're looking for.

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OFFICE HOURS

Each function is providing additional support to their end users and/or Change Network via Office Hours. This time with your team can be used to ask questions, have your concerns addressed, discuss relevant hot topics, and provide your candid feedback. Keep an eye out for invitations to the Office Hours most appropriate for your work.

	Finance	Order to Cash	Supply Chain
Internal	**Owner:** Super User "Leads" **Audience:** End users	**Owner:** Change Ambassadors **Support:** Super Users **Audience:** End users	**Owner:** Product Owners **Support:** Business Analysts ***Audience:** Change Ambassadors & Site Leads; Super Users as needed
Reporting	Reporting Leads/Champion to own and facilitate regionally.	Reporting Leads/ Champions to own and facilitate. Reporting End Users will attend sessions.	Reporting Leads will be the main support point of contact. *Office Hours to be determined with Project Team*

*Due to the high quantity and location variability of Supply Chain end users, please direct all questions and feedback to your Change Ambassadors and/or Super Users. They will then take your inputs to Office Hours for review.

SAP Production Link
(System on the cloud; URL will change when you arrive at the system)

GL24 Program Site

Find Your Super User

Organize Apps in Fiori

LOCAL SUPPORT CENTERS

If your Super User is unavailable, you can visit or contact your Local Support Center. You can find them in the following locations from Go-Live (April 4) through May 31, unless otherwise noted:

List of locations on next page.

The Local Support Center locations will be available during business hours, Monday through Friday, unless otherwise specified. Overnight and weekend support for Supply Chain will be addressed by Super Users.

LOCAL SUPPORT CENTER LOCATIONS

Site	Location
US-PA-██████-19E: Central	CR 1120
US-PA-██████-19E: OTC	CR 1701/1702
US-PA-██████-19E: FIN	CR 2330 (4/4); CR 1703 (4/8-5/31)
US-PA-██████-19E: FIN Month End Close	CR 2330 (w/o 4/29)
US-PA-██████-19E: TPM/DME	CR 3223 (4/4 - 4/14); CR 3221 (w/o 4/29; w/o 5/27))
US-PA-██████-19E: SCM	CR 1110-B
US-PA-██████-19E: Data	CR 1703 (4/4)
US-PA-██████-19E: Advanced Intercompany	CR 1704
US-PA-██████-West ████ Plant	Training Room
US-PA-██████████ Plant	SD Manuf. #1 Conference Room
US-PA-████████ Plant	Room 107
US-PA-████████ Plant	████ Conference Room
US-VA-████████████ Plant	MFG Conference Room
US-IL-████████ Plant	Training Room (4/4 - 4/28); TBD (4/29 - 5/19)
US-TN-████████ Plant	Memphis Training Room
CA-QC-████████ Plant	S/4 Desk
CA-QC-████████ Plant	Réal-Lafleur
PH-████████████████	████ Conference Room (4/4 - 4/14, w/o 4/29); ████ Meeting Room (4/15 - 4/28); ████ Meeting Room (5/6-5/26)
MX-NL-████████ Plant	Sala ████████ Room
MX-JA-████████-████	Cacao Room (4/4-4/14); TBD (4/15 - 5/31)
MY-JHR-████████ Plant	████ Conference Room