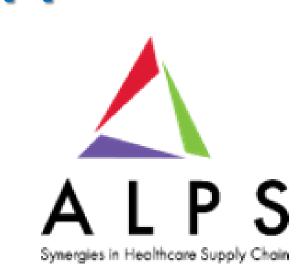
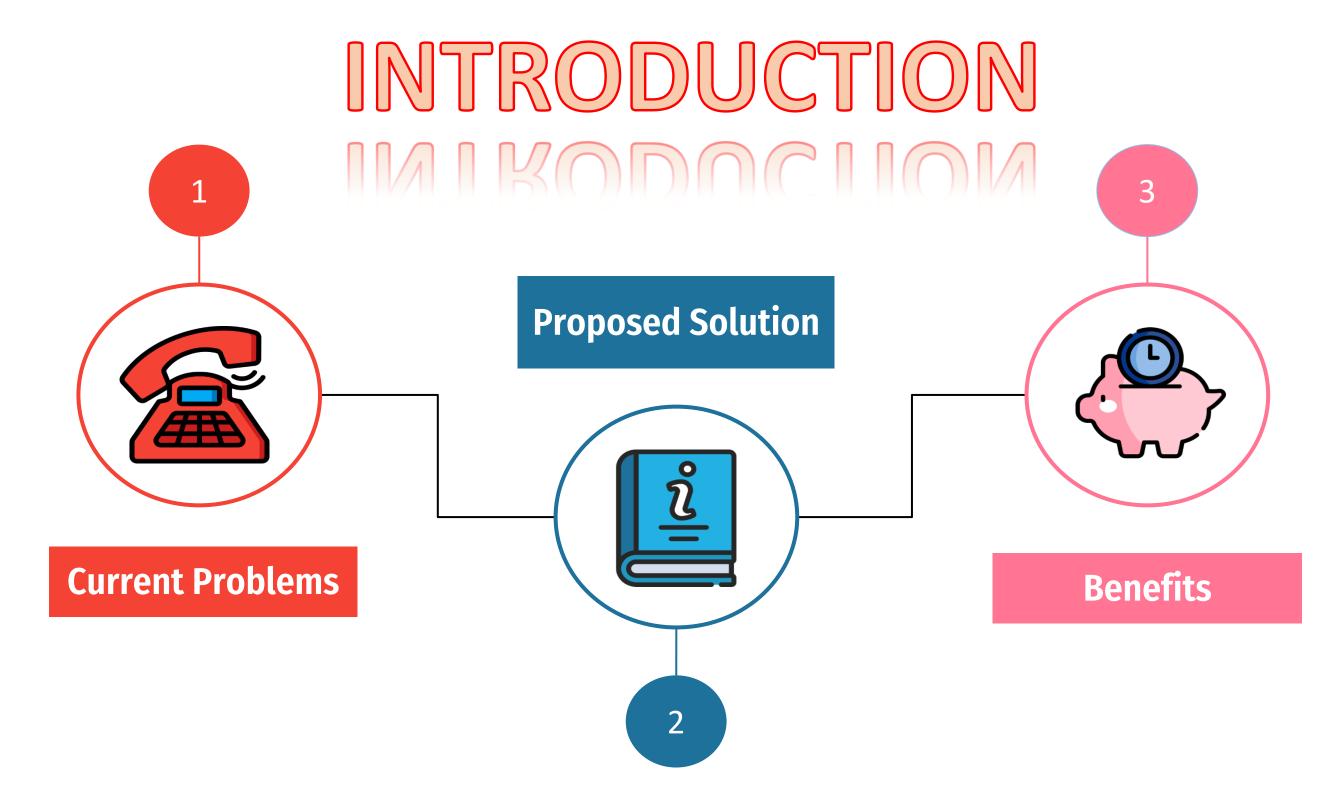




Luwen Wong, ALPS @ NHG Polyclinics Roslinda Bte Arsat, ALPS @ NHG Polyclinics Chew Shee Kai, ALPS @ NHG Polyclinics





## PROBLEM STATEMENT

- Time spent by MMD to attend to repeat user queries when guide and resources are available in Intranet.
- Users prefer to call MMD for immediate answer instead of browsing through the Guides.
- Repeat queries from user who do not refer to past record for reference.
- User has to re-work on PR if wrong selection is made (resulting in delay in ePR processing).
- New user unfamiliar with set up of their PR page layout.

## METHODOLOGY METHODOLOGY

- Create a user-friendly FAQ for commonly asked questions by users.
- Include link to Guide should user require additional information.
- Post the FAQ in Intranet for easy access.
- Send a copy of the FAQ to current users who frequently need assistance.

## RESULTS

- FAQ allows the user to self-help to the common question raise for ease of raising ePR.
  - ✓ Shorter time spend by users to check with MMD.
  - ✓ Lesser incidents of rejected PRs due to wrong selection of account assignment, material group, GL, IO information.
  - ✓ Shorten PR processing time.
  - ✓ Reduce PR to PO conversion time.
- Improved Purchasing Process -> Reduce non-value-added job. Eg, Repetitive explanation, emails & calls to users.
- MMD able to prioritize and be more focus on critical or urgent job.
- Guide for new hires who need to raise / process PRs.

	Frequently Asked Questions (FAQ)
	This page is created with hyperlink please click on the icon for the answer.
1	How to reset SAP password? Please contact the ITD Help Desk for password reset. ITD contact number: 1800 - ITDHELP (1800-4834357)
2	I unable to save my ePR due to the error prompt NO G/L Account. Why is this so? The G/L account is tag with the material group. Do not leave the material group field blank. Click <a href="here">here</a> for illustration.
3	There are no routing approval after ePR is save.  Please ensure you have keyed in the cost center field so that the system able to identify the correct HOD for approval routing.  Material Data Quantities/Dates Valuation Account Assignment
	AccAssCat Consumable Non-s Distribution  Unloading Point Recipient  G/L Account  CO Area NHG  Cost Center P2010441
4	How to set up my personal setting as NHGP?  Follow the Step by Step o set up your personal setting

## CONCLUSION

- •FAQ / Guide with short cut links for quick access to address Users' queries and guide to process PR.
- •The FAQ was well received by users.