

# Troubleshooting: Invoice Attachments Missing From an E2 Trip

This document explains how to troubleshoot when a user discovers the invoice for a PNR is not attached to the trip in E2.

**NOTE:** Most of this troubleshooting can be managed within Oracle and Sabre, and more than likely resolved with the first call. If after following these steps, however, the invoice is still not attached, please create a TD to determine why.

## Search

Complete the following steps to search for the traveler and PNR associated with the missing invoice.

1. Ask the user for the traveler's record locator number.
2. Search for the traveler name and PNR in Oracle.
  - a. Select the **Incidents [7 days]** report.

**TIP:** Please contact Marissa Gonzales if you do not have access to this report.

- b. Click **Search**.
- c. Select the **PACC-Invoices** check box in the **PACC** group box.
- d. Select the following check boxes in the **Queue** group box.
  - 8 E2 Invoices-New
  - 8 E2 Invoices-Closed
  - 8 E2 Invoices-Pending
  - 8 E2 Invoices-Review
- e. Click the **(Select All)** check box in the **Status** group box.
- f. Enter the following string in the **Subject** field: `%Record Locator%`
- g. Click **Search**.

## Incident With Record Locator

If you find an incident with the traveler's record locator, look at the Queue column to confirm the queue in which the incident is located.

- **E2 Invoices New** — Oracle has received the invoice and no action is required. Please allow a minimum of 30 minutes for Oracle to process the invoice attachment.
- **Invoices Closed** — Oracle successfully attached the invoice to the PNR in E2; the invoice should be attached.
- **Invoice Pending** or **Invoice Review** — Oracle had an issue finding the PNR in E2. Confirm the PNR exists in E2, either in the traveler's Held Reservations list or tied to a trip. The invoice did not attach if the PNR is not in E2 (i.e., the traveler has not retrieved it). Have the user retrieve the PNR, and then wait 60 minutes to allow the invoice to be attached.

## PNR Not in Oracle

If the PNR is not in Oracle, confirm whether the traveler received the eticket invoice via email.

- If yes, ask the user for the date and time the email was received.
- If no, confirm the email address within the PNR is valid.
  - If the email address is valid, AQUA may not have sent the invoice, which means Oracle did not receive or attach it.

- i. Verify the PNR was emailed (Queue 304) via Sabre using \*QH or \*QH/A.
  - ii. Look for H6IC 0304/211. H6IC is AQUA, so the queue is H6IC0304/H6IC211. (The DOJ queue is the only one that is different – Q62F307.)
- o Re-send (or re-queue) as needed using H6IC0304/H6IC211 or Q62F307/Q62F211 (for DOJ). Give the invoice about 60 minutes to attach itself to the PNR within E2.

**TIP:** If necessary, ask your co-worker for help to re-queue.

## Revision History

Date	Description	Author
12/2019	Document creation	Melyssa Dehart