

SAP T&E; – Reports are Locked

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Title

SAP T&E; – Reports are Locked

Purpose:

Follow this procedure when a user reports their report is locked in SAP T&E.;

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Detailed Description of the issue. Screen shot of the Error

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported.

2.

Please document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident

4.

Advise the user this may occur when sessions are closed without logging out of T&E; properly. This can be due to a brief connection issue or a computer issue.

5.

Ask the user to go to the Employee Self Service page and select Unlock Personal Number

6.

Make sure the user sees their employee id then select the unlock button.

7.

If the unlock doesn't work – they should try again the next morning, there is an automatic unlock overnight.

8.

Follow the resolution process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Enterprise & Financial Applications

Service

SAP T&E;

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved Remotely (Permanent

Resolution Category

Software & Applications

Resolution Subcategory

Enterprise & Financial Applications

Resolution Service

Should generally be identical to Service

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

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