

SAP T&E; – How to attach a receipt to a report

Article ID: KB0025396

Created: 2023-06-07 20:49:54

Updated: 2023-06-07 20:50:21

Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/234709da6fb2464070404a950d3ee44b',

'value': '234709da6fb2464070404a950d3ee44b'}

Category: {'link':

'https://fmcnadev.service-now.com/api/now/table/kb_category/00361eb8475f2dd0c4bfdd3f136d43e0',

'value': '00361eb8475f2dd0c4bfdd3f136d43e0'}

Title

SAP T&E; – How to attach a receipt to a report

Purpose:

Follow this procedure when a user needs assistance to attach a receipt to a report.

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.

Please ensure the user is using the following.

Microsoft Edge Browser Trip type is Trip with receipts. Receipts are in PDF format.

5.

Log in to T&E; portal and select Travel and Expense Documents (Receipts or Logs)

6.

The user will see a list of trips created and which are of the type – Trip with Receipts

7.

Double click on the trip for which you want to add the receipts. Then it will be highlighted.

8.

Then click on the Create a new node element button which is present at the top.

9.

This will take you to this page.

10.

Select on the Browse button to get the following popup window which will help locate the receipt file on your PC.

11.

Once you selected the file, then click on the Upload button to attach this receipt to the trip.

12.

You will be able to see the PDF attached to the trip.

13.

Follow the resolution process.

14.

If assistance is still needed follow the escalation 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

DTI-EACOE-SAP TravelAndExpense - L3

Published by

DTI-EACOE-SAP TravelAndExpense - L3