

# SAP T&E; – Manager does not see submitted report

**Article ID:** KB0025371

**Created:** 2023-06-07 19:56:18

**Updated:** 2023-06-07 19:56:50

**Author:** {'link':

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Title

SAP T&E; – Manager does not see submitted report

Purpose:

Follow this procedure when a user reports Manager does not see submitted 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.

Ask the user to go to My Trips and Expenses and select All My Trips then select the report in question.

Ask the user to read what does the workflow status is displayed?

5.

If there is no workflow.

The report saved, but not saved and sent for approval. Advise the user to go back to report and save and send for approval, then if report has receipts fax or scan the receipts and attach them to report.

6.

If the workforce status is Waiting on Receipts

Advise the user the Report needs receipts attached, fax or scan the receipts and attach them to report. IF sent prior, but still needs them attached, the fax probably rejected as it could not read bar code. Try a different fax if possible, or scan to PDF and upload the file if available. Also make sure the report with bar code is the cover sheet for the fax.

7.

If the workforce status is Waiting on Manager Approval

Advise user report should be in manager's MSS queue for approval. If not maybe he/she has a manager substitution set up and it went to the substituted manger.

8.

If the workforce status is Rejected by...

Advise the user the there is some error, user will need to discuss with manager or AP auditor to determine what needs to be fixed and start process over.

9.

If the workforce status is Waiting on AP Approval

Advise user report has been approved by the manager and is pending AP approval. Once they do that the customer will be notified by email if they have an email account.

10.

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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