

SAP T&E; - I see Receipts Attached but not in Managers queue

Article ID: KB0025341

Created: 2023-06-05 20:21:59

Updated: 2023-06-05 20:24:11

Author: {'link':

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Title

SAP T&E; - I see Receipts Attached but not in Managers queue

Purpose:

Follow this procedure when a user reports that I see Receipts Attached but not in Managers queue in SAP T&E.;

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed 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 click on My Trips and Expenses then select All My Trips then select the report in question.

5.

Ask the user what does the workflow status say?

6.

If it says:

Waiting on Receipts

The system looks for a receipt update anytime an update is made to the report. Advise the user to reattach the receipts to the report.

Re-attaching receipts or a new receipt will trigger the workflow to your manager.

7.

Follow the resolution process.

8.

If there is an error and additional assistance is 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

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