# SAP T&E; – Released report not sent to manager

Title

SAP T&E; – Released report not sent to manager

Purpose:

Follow this procedure when a user reports a released report not sent to manager.

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 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 the workforce status is Waiting on Receipts

Reasons for faxes not going through.

Expense report was not the cover sheetSystem could not read bar code.Expense report was saved but not sent for approval.Expense report was printed before saving and the bar code on the fax (had employee id) but report number was all 00000000000's... so couldn't attach itself to the correct report

6.

Verify and document the process used.

7.

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

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