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\*Please note that this is not an exhaustive list of possible error messages a user may encounter when running the report. Therefore, please ensure you have the latest version of the job aid as we will continually update content and document errors and performance issues. Users are also encouraged to check the Umoja status page to learn of any scheduled or developing BI system outages or other changes that may impact report performance and/or availability.

## Overview

This job aid documents how to access and run the Business Intelligence (BI) report entitled “Advance Purchase Policy Compliance Report” (APP Report), which allows the user to generate a report for any specified time period to monitor the compliance of approved travel requests to the advance purchase policy, sorted by the Umoja business area which funded the trip. Note that the term “approved travel requests” includes trips that have already been completed, as well as those that may be in progress. In addition, this report only measures the compliance of those trips that contain at least one commercial air segment.

The advance purchase policy was implemented by the Department of Management effective 1 June 2011 and mandates that all requests for official travel be finalized (i.e. processed and ticketed) at least 16 calendar days prior to the requested start date of the travel. This policy is in line with the Secretary-General’s mandate to improve efficiency and reduce costs. Following in-depth analyses of air travel bookings at UNHQ, it was noted that a large number of travel requests were being finalized/ticketed less than 14 days from departure. Industry best practices and data analysis have established that significant savings can be achieved by purchasing airline tickets in advance of planned departures as airfares can rise dramatically when tickets are purchased less than 2 weeks prior to departure. The advance purchase policy has been included in the revised travel policy introduced in 2013 (ST/AI/2013/3). It is to be noted that with the implementation of Umoja, the threshold for submission of travel requests for processing was established at 21 days in advance of the commencement of travel in order to allow 5 calendar days for processing time to meet the required 16 day target for finalization.

BI users can run pre-formatted standard reports in BI. The user can run those reports, export and save them in Excel, PDF, CSV or text formats and print them. When the user runs the report, the system generates the report from the latest available data set loaded in to SAP HANA from the Umoja transactional system. Data is refreshed in BI every 24 hours from ECC. Reports will display a time stamp indicating the date and time the data was last refreshed.

\* \* \* \* \*

## Objectives

This Job Aid will provide the step-by-step procedure on how to generate the compliance report for a particular date period using the Umoja BI Web Intelligence application. The objective of the report is to provide a tool for offices/departments to monitor their compliance with the advance purchase policy and identify opportunities for compliance improvement, and thereby resource efficiency.

Please note that standard BI report functionalities, such as meaning of the icons in the tool bar, saving reports in Excel or PDF, printing reports, etc. are described in detail in the BI training courses and are therefore not fully reflected in this job aid. The job aid focuses on providing guidance to users on how to access the report and set the filters.

### *Enterprise Roles*

BI Travel Basic User (BI.35)

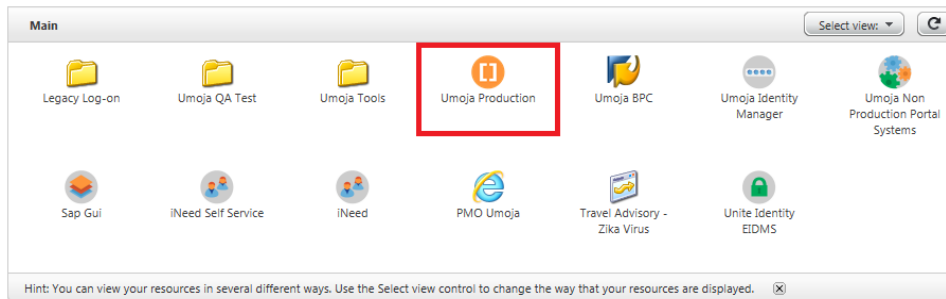
BI Travel Analytical User (BI.34)

BI Power User (BI.33)

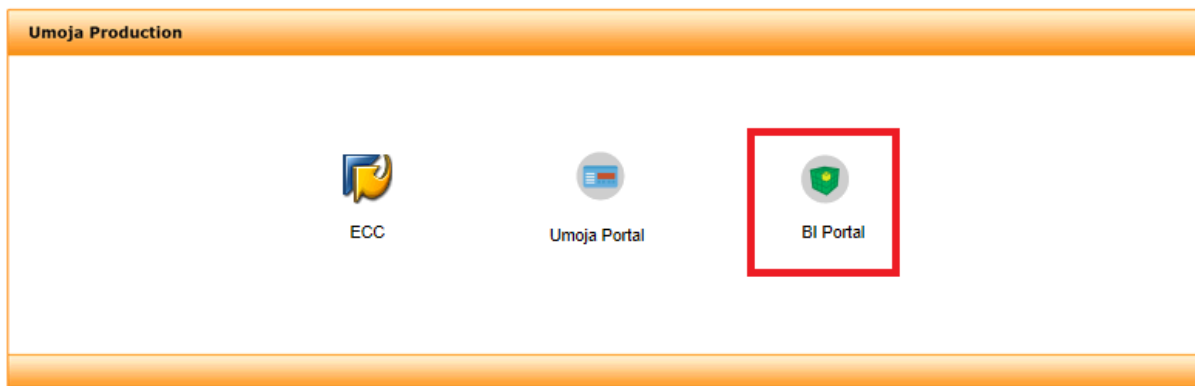
## Procedure

### A. Navigation

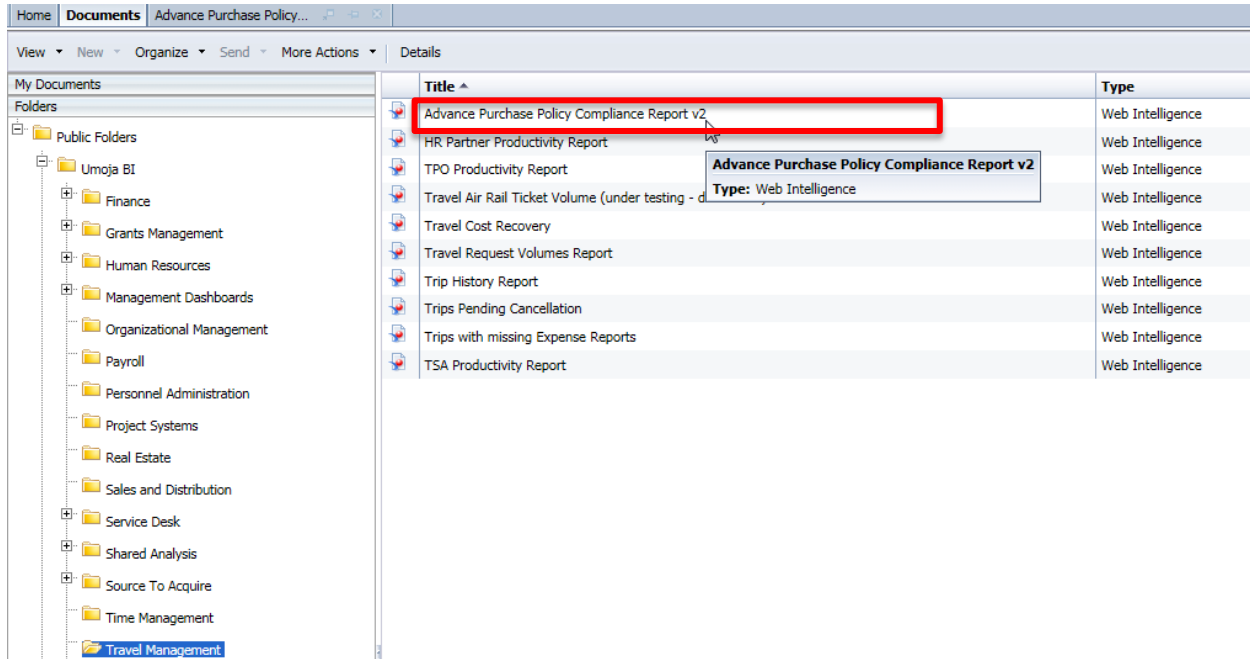
1. Log in to Citrix: <https://login.umoja.un.org/Citrix/SAPVA/site/default.aspx>
2. Go to the icon called "Umoja Production".



3. Click on the BI Portal.



4. Navigate to the “Travel Management” folder located within Public Folders/Umoja BI and double click to open the folder. On the right-hand side, you can access the “Advance Purchase Policy Compliance Report v2”. Double-click to open it.



## B. Report Prompts

1. Upon opening the report, the “Prompts” window will display. For this report, there is one required prompt and eleven optional prompts, which are listed below. *In addition to a date range for “Trip Start Date” it is recommended that the user select one or more organizational elements to filter the report such as the “Travel Processing Office”, “Business Area” and/or “Functional Area” in order to ensure optimal report processing.*

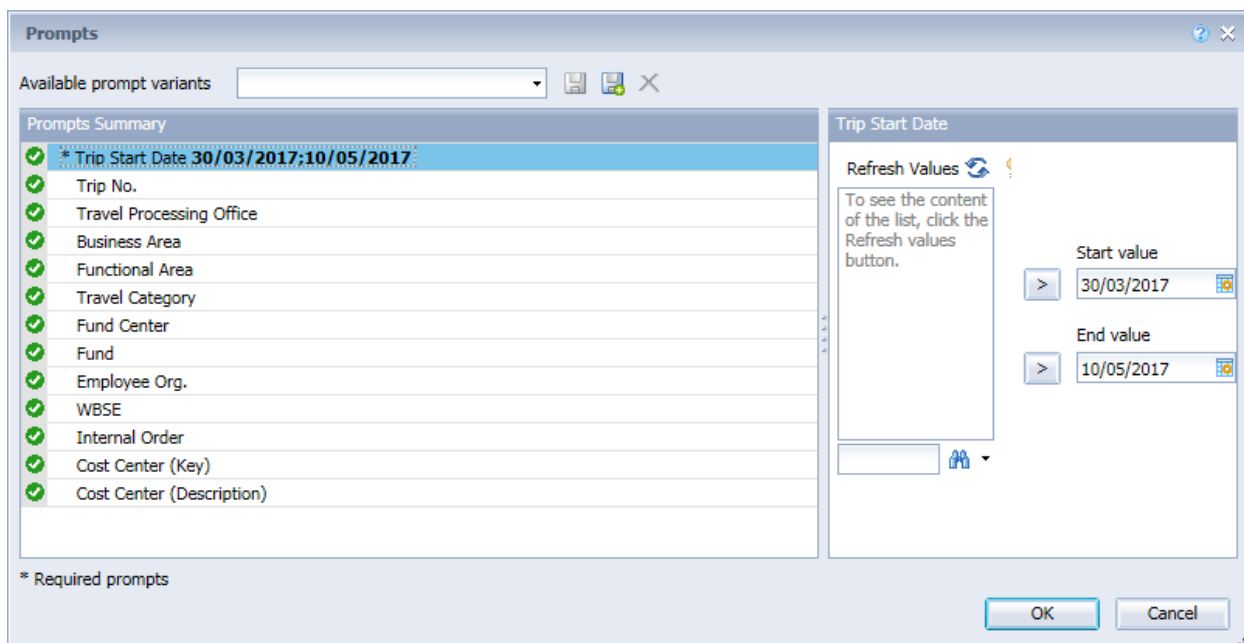
### REQUIRED:

- Trip Start Date (enter a start and end value)

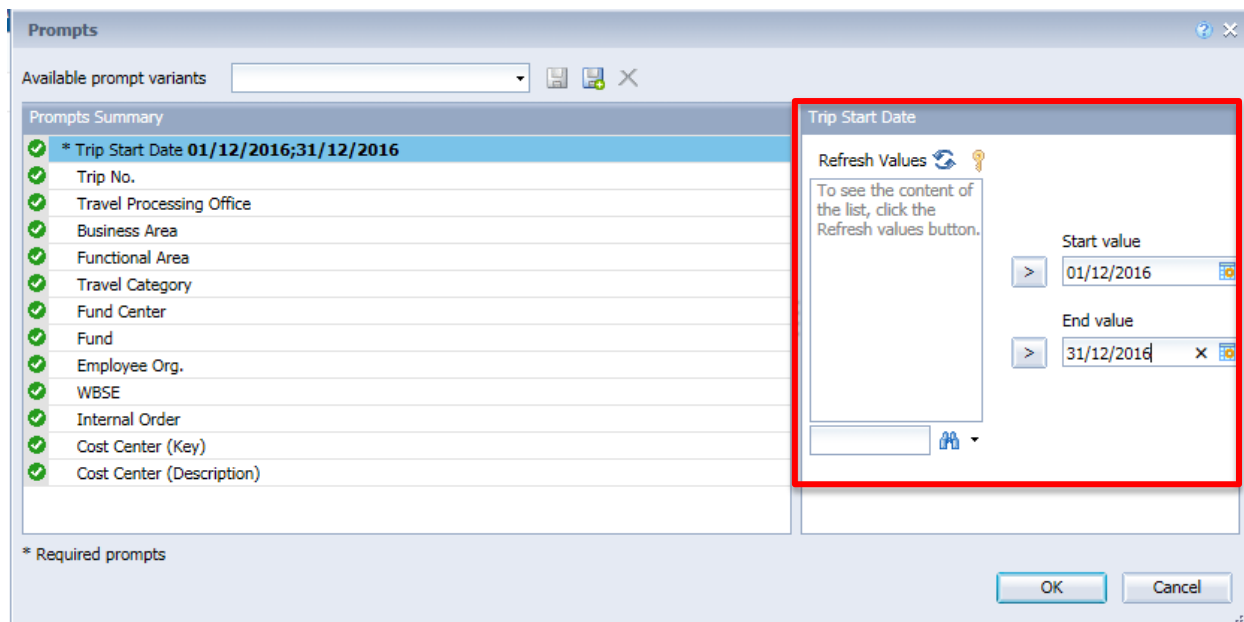
### OPTIONAL:

- Trip No.
- Travel Processing Office
- Business Area\*
- Functional Area\*
- Travel Category
- Cost Center\*
- Fund Center\*
- Fund\*
- Employee Org.

\*Note that these fields pertain to the cost assignment of the trip(s).



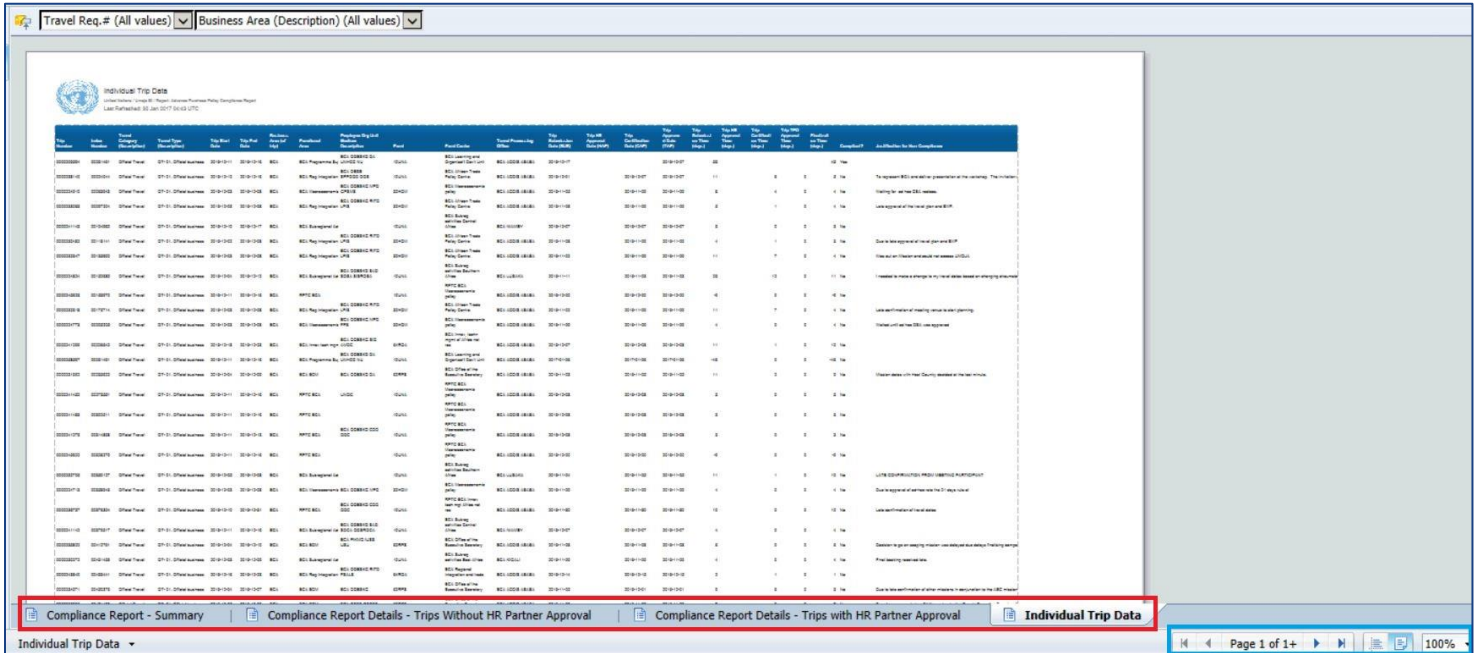
2. After entering values for any or all of the prompts, click “OK” and the report will run. Depending on the extent of report filtering selected in the Prompts and Umoja system performance, the report may take some time to compile. In this example, a report is generated to measure compliance of all trips that began during the month of December 2016 (“Trip Start Date” between 01-Dec-2016 through 31-Dec-2016).



Note that data is refreshed in BI every 24 hours from ECC. This report displays a time stamp indicating the date and time data was last refreshed just underneath the title.

## C. Report Layout and Input Controls

1. The resulting report is comprised of four tabs in order: “Compliance Report - Summary”, followed by “Compliance Report Details – Trips Without HR Partner Approval”, “Compliance Report Details – Trips with HR Partner Approval” and “Individual Trip Details” as highlighted by the red rectangle in the screen shot below. You may navigate through the report and zoom in or out using the controls highlighted within the blue rectangle on the bottom right of the report screen. A brief summary of each tab follows.



The screenshot displays the 'Individual Trip Data' report. At the top, there are dropdown menus for 'Travel Req. # (All values)' and 'Business Area (Description) (All values)'. The main content is a table with the following columns: Trip Number, Travel Agency, Trip Dates, Business Area, and various cost and status metrics. The table contains multiple rows of trip data. At the bottom of the screen, there are four tabs: 'Compliance Report - Summary', 'Compliance Report Details - Trips Without HR Partner Approval', 'Compliance Report Details - Trips with HR Partner Approval', and 'Individual Trip Data'. The 'Individual Trip Data' tab is highlighted with a red border. In the bottom right corner, there is a blue navigation bar with 'Page 1 of 1+', a magnifying glass icon, and '100%' zoom level.



2. The tab entitled “Compliance Report – Summary” is a sheet that gives an overview of overall volume and compliance for all types of travel, as well as "actuals vs targets" data on a) overall compliance (vs target: 16 days), b) traveler submission time (vs target: 21 days), and c) overall approval time (vs target: 5 days). In case a department/entity has low compliance, these process step breakdowns can assist in determining where delays in the processing of travel requests are occurring (e.g. are the travelers not submitting their requests in a timely fashion?, or is the approval process taking too long?, or is it a combination of both steps).

Note that in this tab, and the immediate two following tabs that also display compliance statistics at a summary level, the determination as to “department/office” is based upon the business area of the cost assignment of the trip. Using the filter bar at the top, you may select one specific business area at a time to examine (highlighted by the green box in screen shot below).

Business Area (Description) (All values)

**Compliance Report - Summary**  
 United Nations / Umoja BI / Report: Advance Purchase Policy Compliance Report  
 Last Refreshed: 31 Jan 2017 04:40 UTC

Business Area (of trip)	Trip Start Date (Quarter)	Compliant Trips (number)	Non-Compliant Trips (number)	Total Trips (number)	Advance Purchase Policy Compliance (%)	COMPLIANCE			SUBMISSION			END TO END PROCESS		
						Average Finalizati on Time (days)	Target (days)	Potential (days)	Average Submissi on Time (days)	Target (days)	Potential (days)	Average Approval Time (days)	Target (days)	Potential (days)
CNMC	2016-Q4	3	8	11	27.3%	10.2	16	5.8	15.3	21	5.7	5.1	5	0.1
	<b>Total:</b>	<b>3</b>	<b>8</b>	<b>11</b>	<b>27.3%</b>	<b>10.2</b>	<b>16</b>	<b>5.8</b>	<b>15.3</b>	<b>21</b>	<b>5.7</b>	<b>5.1</b>	<b>5</b>	<b>0.1</b>
ECA	2016-Q4	48	417	465	10.3%	5.2	16	10.8	10.2	21	10.8	5.0	5	0.0
	<b>Total:</b>	<b>48</b>	<b>417</b>	<b>465</b>	<b>10.3%</b>	<b>5.2</b>	<b>16</b>	<b>10.8</b>	<b>10.2</b>	<b>21</b>	<b>10.8</b>	<b>5.0</b>	<b>5</b>	<b>0.0</b>
ECE	2016-Q4	104	51	155	67.1%	22.0	16	0.0	24.3	21	0.0	2.3	5	0.0
	<b>Total:</b>	<b>104</b>	<b>51</b>	<b>155</b>	<b>67.1%</b>	<b>22.0</b>	<b>16</b>	<b>0.0</b>	<b>24.3</b>	<b>21</b>	<b>0.0</b>	<b>2.3</b>	<b>5</b>	<b>0.0</b>
ECLAC	2016-Q4	31	62	93	33.3%	12.2	16	3.8	14.8	21	6.3	2.6	5	0.0

Compliance Report - Summary | Compliance Report Details - Trips Without HR Partner Approval | Compliance Report Details - Trips with HR Partner Approval | Individual Trip Data

# BI Travel Report: Advance Purchase Policy Compliance Report

3. The next two sheets, “Compliance Report Details – Trips Without HR Partner Approval” and “Compliance Details – Trips With HR Partner Approval” may be used to drill down into more details pertaining to the type of travel (Official / Group travel is without HR Partner Approval, and HR/Entitlement travel is with HR Partner Approval). These sheets are to enable identification, based on the type of travel, of exactly where delays in the travel request process is occurring (e.g. with the traveler submission of requests, HR Partner approvals, TSA approvals or TPO approvals), and use that knowledge to address bottlenecks in the process with the aim of improving compliance.

In these sheets as well, the filter bar can be utilized to select one specific business area at a time to examine (highlighted by the green box in screen shots below).

Business Area (Description) (All values)

### Compliance Report Details - Trips Without HR Partner Approval

United Nations / Umoja BI / Report: Advance Purchase Policy Compliance Report  
Last Refreshed: 31 Jan 2017 04:40 UTC

Business Area (of trip)	Trip Start Date (Quarter)	Total Trips (number)	Advance Purchase Policy Compliance (%)	COMPLIANCE			SUBMISSION			TRAVEL & SHIPMENT APPROVER			TRAVEL PROCESSING OFFICE		
				Average Finalization on Time (days)	Target (days)	Potential (days)	Average Submission on Time (days)	Target (days)	Potential (days)	Average Approval Time (days)	Target (days)	Potential (days)	Average Approval Time (days)	Target (days)	Potential (days)
CNMC	2016-Q4	11	27.3%	10.2	16	5.8	15.3	21	5.7	3.2	2	1.2	1.9	3	0.0
Total:		11	27.3%	10.2	16	5.8	15.3	21	5.7	3.2	2	1.2	1.9	3	0.0
ECA	2016-Q4	446	9.6%	4.9	16	11.1	9.4	21	11.7	1.6	2	0.0	2.8	3	0.0
Total:		446	9.6%	4.9	16	11.1	9.4	21	11.7	1.6	2	0.0	2.8	3	0.0
ECE	2016-Q4	152	67.1%	21.9	16	0.0	24.0	21	0.0	2.0	2	0.0	0.1	3	0.0
Total:		152	67.1%	21.9	16	0.0	24.0	21	0.0	2.0	2	0.0	0.1	3	0.0
ECLAC	2016-Q4	85	31.8%	11.7	16	4.3	13.3	21	7.7	0.9	2	0.0	0.7	3	0.0

Compliance Report - Summary | **Compliance Report Details - Trips Without HR Partner Approval** | Compliance Report Details - Trips with HR Partner Approval | Individual Trip Data

Business Area (Description) (All values)

### Compliance Report Details - Trips with HR Partner Approval

United Nations / Umoja BI / Report: Advance Purchase Policy Compliance Report  
Last Refreshed: 31 Jan 2017 05:44 UTC

Business Area (of trip)	Trip Start Date (Quarter)	Total Trips (number)	Advance Purchase Policy Compliance (%)	COMPLIANCE			SUBMISSION			HR PARTNER (HR & Entitlement Travel Only)			Average Approval Time (days)
				Average Finalization on Time (days)	Target (days)	Potential (days)	Average Submission on Time (days)	Target (days)	Potential (days)	Average Approval Time (days)	Target (days)	Potential (days)	
ECA	2016-Q4	19	26.3%	12.2	16	3.8	30.0	21	0.0	6.7	1	5.7	
Total:		19	26.3%	12.2	16	3.8	30.0	21	0.0	6.7	1	5.7	
ECE	2016-Q4	3	66.7%	28.0	16	0.0	37.3	21	0.0	8.0	1	7.0	
Total:		3	66.7%	28.0	16	0.0	37.3	21	0.0	8.0	1	7.0	
ECLAC	2016-Q4	8	50.0%	17.0	16	0.0	29.8	21	0.0	11.1	1	10.1	
Total:		8	50.0%	17.0	16	0.0	29.8	21	0.0	11.1	1	10.1	

Compliance Report - Summary | Compliance Report Details - Trips Without HR Partner Approval | **Compliance Report Details - Trips with HR Partner Approval** | Individual Trip Data

# BI Travel Report: Advance Purchase Policy Compliance Report

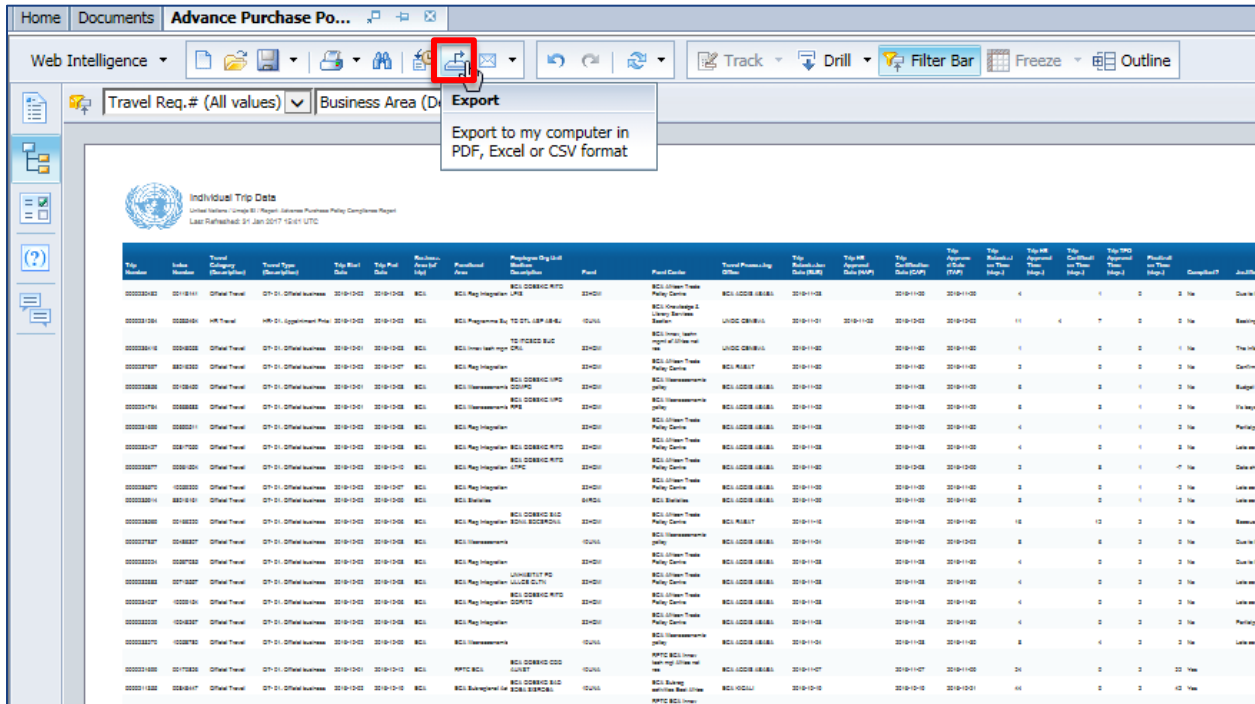
4. The final tab entitled “Individual Trip Data” is a sheet that gives the full details per travel request, including the justification for non-compliance as entered by traveler into Umoja (a mandatory field that must be filled out when a travel request submitted less than 21 days prior to the start date of the travel).

Note that in this sheet, the filter bar can be utilized to select one specific business area at a time, or one specific trip number (“Travel Req.#”) at a time to examine (highlighted by the green box in screen shots below).

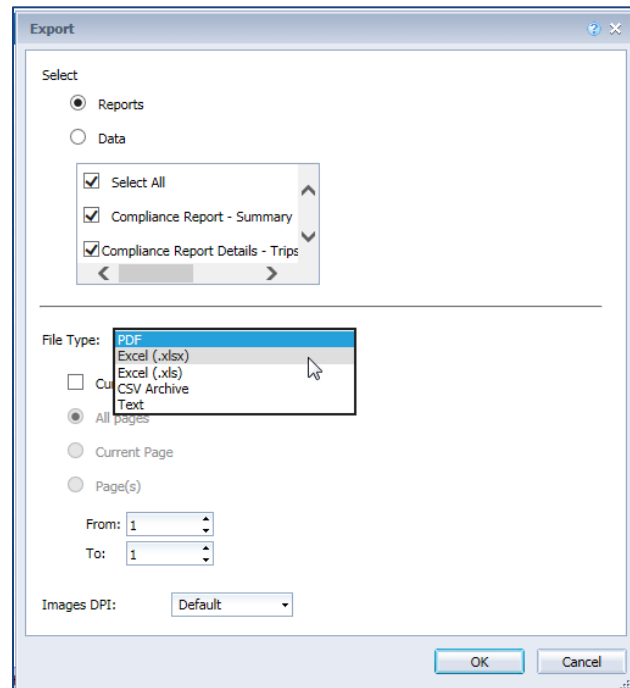
Trip Number	Index Number	Travel Category (Description)	Travel Type (Description)	Trip Start Date	Trip End Date	Business Area (of trip)	Functional Area	Employee Org Unit Medium Description	Fund	Fund Center	Travel Processing Office	Trip Submission Date (SUB)	Trip Approval Date
0000229971	00342015	Official Travel	OT-01: Official business	2016-12-12	2016-12-18	CNMC	CNMC	CNMC SS	10UNA	CNMC Human Resources	LINOVIA DAKAR	2016-11-17	
0000227226	00342015	Official Travel	OT-01: Official business	2016-12-04	2016-12-11	CNMC	CNMC	CNMC SS	10UNA	CNMC Human Resources	LINOVIA DAKAR	2016-11-14	
0000235227	00528288	Official Travel	OT-01: Official business	2016-12-12	2016-12-18	CNMC	CNMC	CNMC CS	10UNA	CNMC Human Resources	LINOVIA DAKAR	2016-11-25	
0000241349	00587759	Official Travel	OT-01: Official business	2016-12-12	2016-12-18	CNMC	CNMC	CNMC SS	10UNA	CNMC Human Resources	LINOVIA DAKAR	2016-12-07	
0000235039	00672935	Official Travel	OT-01: Official business	2016-12-12	2016-12-18	CNMC	CNMC	CNMC SS	10UNA	CNMC Human Resources	LINOVIA DAKAR	2016-11-25	
0000236411	00698219	Official Travel	OT-01: Official business	2016-12-03	2016-12-10	CNMC	CNMC	LINOVIA OCMS AU	10UNA	CNMC Human Resources	LINOVIA DAKAR	2016-11-28	
0000245316	00698219	Official Travel	OT-01: Official business	2016-12-22	2016-12-30	CNMC	LINOVAS	LINOVIA OCMS AU	10UNA	CNMC Political Affairs	LINOVIA DAKAR	2016-12-19	
0000227151	00794578	Official Travel	OT-01: Official business	2016-12-03	2016-12-10	CNMC	CNMC	CNMC CS	10UNA	CNMC Human Resources	LINOVIA DAKAR	2016-11-17	
0000231772	00912023	Official Travel	OT-01: Official business	2016-12-12	2016-12-18	CNMC	CNMC	CNMC CS	10UNA	CNMC General Administration	LINOVIA DAKAR	2016-11-21	
0000230603	00794578	Official Travel	OT-01: Official business	2016-12-12	2016-12-17	CNMC	CNMC	CNMC CS	10UNA	CNMC Human Resources	LINOVIA DAKAR	2016-11-18	
0000230672	00925929	Official Travel	OT-01: Official business	2016-12-03	2016-12-10	CNMC	CNMC	CNMC SS	10UNA	CNMC Human Resources	LINOVIA DAKAR	2016-11-18	

## D. Export Report

1. Users might be interested in exporting the “Individual Trip Data” sheet in particular in order to work with this raw data in Excel. With help of a pivot, users can drill down even further, for example, to see the detailed submission and approval times at a fund center, OrgUnit or TPO level, if desired. To begin the export process, click on the export icon as seen in the screen shot below.



2. In the Export dialog box that opens, make sure the “Reports” radio button is selected and then choose the desired File Type format. Note that as this report contains four tabs, all will be exported as separate worksheets within one workbook. If you do not need to export all sheets you may uncheck it. For exporting to Excel (.xlsx or .xls formats) the default is to prioritize data processing in Excel. You can also select image resolution from the drop-down for “Images-DPI”.



# BI Travel Report: Advance Purchase Policy Compliance Report

3. After pressing OK, click Open or Save to your computer from the bottom dialog pop-up window.

The screenshot displays a web-based report titled "Individual Trip Data" with a table containing numerous rows of trip information. The table includes columns for Trip Number, Date, Type, Status, and various compliance metrics. At the bottom of the page, a red-bordered dialog box is visible, asking: "Do you want to open or save Advance Purchase Policy Compliance Report.pdf (388 KB) from bi.umoja.un.org?". The dialog box has three buttons: "Open", "Save", and "Cancel".

# BI Travel Report: Advance Purchase Policy Compliance Report

4. Example: export to Excel (.xlsx) of the report for the month of December 2016.

Trip Number	Index Number	Travel Category (Description)	Travel Type (Description)	Trip Start Date	Trip End Date	Business Area (of trip)	Functional Area	Employee Org Unit Medium Description
0000230482	00118141	Official Travel	OT- 01. Official business	2016-12-01	2016-12-26	ECA	ECA Reg Integratio	ECA ODESKG RIT LPIS
0000231264	00535464	HR Travel	HR- 01. Appointment Fnt	2016-12-01	2017-01-16	ECA	ECA Programme S	TD DTL ASP AB-B
0000236416	00948053	Official Travel	OT- 01. Official business	2016-12-02	2017-06-02	ECA	ECA Innov tech mg	TD ITGSCD SUC
0000237697	88016262	Official Travel	OT- 01. Official business	2016-12-01	2016-12-27	ECA	ECA Reg Integration	Trade
0000225856	00108450	Official Travel	OT- 01. Official business	2016-12-02	2016-12-26	ECA	ECA Macroeconom	ECA ODESKG MP ODMPD
0000224764	00668683	Official Travel	OT- 01. Official business	2016-12-02	2016-12-26	ECA	ECA Macroeconom	ECA ODESKG MP RPS
0000231699	00690511	Official Travel	OT- 01. Official business	2016-12-01	2016-12-26	ECA	ECA Reg Integration	Trade
0000232427	00817050	Official Travel	OT- 01. Official business	2016-12-01	2016-12-26	ECA	ECA Reg Integratio	ECA ODESKG RIT
0000229377	00961504	Official Travel	OT- 01. Official business	2016-12-01	2016-12-23	ECA	ECA Reg Integratio	ECA ODESKG RIT ATPC
0000236570	10059200	Official Travel	OT- 01. Official business	2016-12-01	2016-12-27	ECA	ECA Reg Integration	Trade

5. Following export as an Excel (.xlsx or .xls) file, you can utilize the “Individual Trip Data” tab in particular to conduct any analysis through the use of pivot tables and charts in Excel. As an example, create a pivot to view the average TPO processing time TPO:

TPO	Average of Trip TPO Approval Time (days)
UNTSO JERUSALEM	7.7
UNSOS NAIROBI	1.0
UNSCOL BEIRUT	0.0
UNSCO JERUSALEM	0.1
UNOWA DAKAR	2.2
UNOV VIENNA	0.7
UNON NAIROBI	1.9
UNOG GENEVA	0.3
UNODC TASHKENT	0.6

6. As a second example, include the fund to see average TSA approval time by Fund:

Fund	Average of Trip Certification Time (days)
10JFA	9.0
10RCR	3.3
10UNA	2.8
20BLA	6.5
20CAX	4.1
20CCA	7.7
20CUA	16.0
20HSA	2.1
20KVA	5.3
20LBB	2.0
20MAL	2.0
20NUA	2.5
20OFA	4.0
20OLA	2.1
20QSA	1.9



## E. Key Terms

1. The APP Report aims to give users a more holistic view of travel request submission and approver processing times in order to better assess areas where delays are occurring, on which basis steps can be taken to improve compliance. To better interpret the report, please refer to the following list of terms used in the report.

- Submission (average submission time): submission refers to the measurement of the total number of days prior to the start date of travel that the travel request was submitted in Umoja. The 'average submission time' is computed for each entity/office as a simple average. The target is 21 or more days in advance of the actual departure date. In this connection, if the average submission time is less than 21 days, then the 'potential' column gives a computation of the number of days that the entity's travellers as a whole are falling short of the target by. If the average is already 21 or more days, then no improvement is necessary. If the average is seen to be a negative number, then this indicates that the entity's travellers, on average, were submitting travel requests after the start date of travel ("after the fact"). Therefore, the improvement would need to take into account the number of overage days plus 21 days to achieve at least the baseline.
- Compliance (average finalization time): compliance refers to the measurement of the total number of days elapsed between the first approval of the travel request by the Travel Processing Office and the start date of the trip. The 'average finalization time' is computed for each entity/office as a simple average. The target is, as prescribed by the policy, that all travel is finalized (i.e. processed and ticketed) 16 or more days in advance of the planned departure date. In this connection, if the average finalization time is less than 16 days, then the 'potential' column gives a computation of the number of days that the entity is falling short of the target by. If the average is already 16 or more days, then no improvement is necessary. If the average is seen to be a negative number, then this indicates that the entity, on average, was approving travel requests after the start date of travel ("after the fact"). Therefore, the improvement would need to take into account the number of overage days plus 16 days to achieve at least the baseline.
- End to End Process (average approval time): the 'end to end process' refers to the measurement of the total number of days elapsed between the submission date of the travel request in the system to its first approval by the Travel Processing Office. The 'average approval time' is computed for each entity/office as a simple average. The target is an internally-established benchmark of a total of 5 days for the request to be approved by two or three processors depending on the type of travel. For requests of type HR or Entitlement travel, three processors, the HR Partner, TSA and TPO are involved, while for all

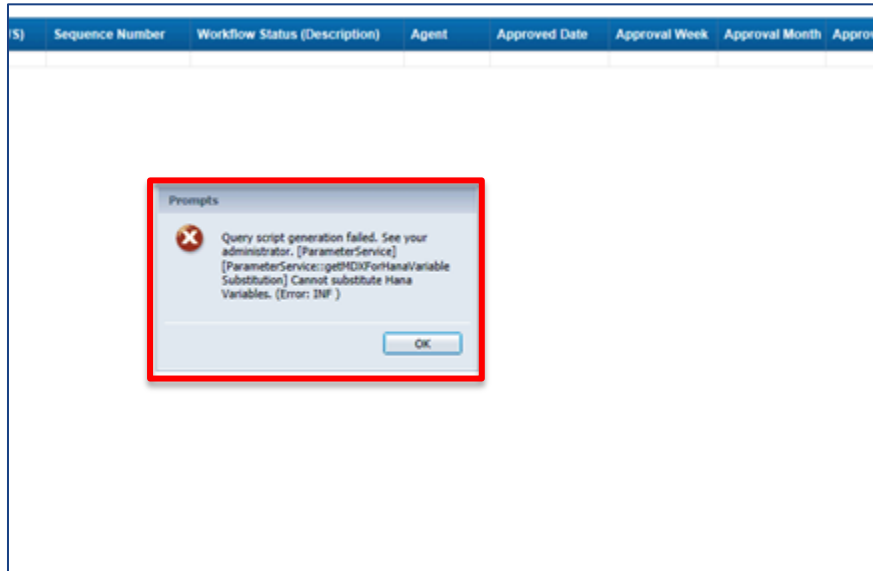
other travel types the TSA and TPO only are involved. In this connection, the 'potential' column gives a computation of the number of days that the processors for each entity need to improve their performance by if over five days. The breakdown of targets for each processor is given by the below three measurements.

- HR Partner (average approval time): the HR Partner is only responsible for approving HR and Entitlement (EN) travel-related travel requests. Therefore, this 'average approval time' refers to the measurement of the total number of days between the submission of the travel request and approval by the HR Partner, and computed as a simple average for each entity/office. The target for HR Partners is to approve travel requests queued to their inbox within 1 day. If the average approval time is greater than 1 day, then the 'potential' column gives the computation of the number of additional days that HR Partners for that entity are taking to approve requests, and therefore need to reduce by in order to meet the target. If the average approval time is already below 1 day, then HR Partners for the entity are meeting the established benchmark for this step of the travel approval process, hence aiding with achievement of advance purchase policy compliance by the entity.
- Travel & Shipment Approver (TSA) (average approval time): the TSA certifies the travel request, effectively committing a budget for the trip. For those travel requests that do not undergo HR Partner approval, this 'average approval time' refers to the measurement of the total number of days between the submission of the travel request and approval by the TSA. For those travel requests that do undergo HR Partner approval, this 'average approval time' refers to the measurement of the total number of days between HR Partner approval and TSA approval which then follows. In both cases a simple average for each entity/office is computed and presented. The target for TSA is to certify travel requests queued to their inbox within 2 days (1 day for HR / EN Travel). In this connection, if the average approval time is greater than 1 day for HR/EN travel requests or 2 days for all other travel requests, then the 'potential' column gives the computation of the number of additional days that TSAs for that entity are taking to approve requests, and therefore need to reduce by in order to meet the target. If the average approval time is already below 1 or 2 days for the respective travel categories, then TSAs for the entity are meeting the established benchmark for this step of the travel approval process, hence aiding with achievement of advance purchase policy compliance by the entity.
- Travel Processing Office (TPO) (average approval time): the TPO approves the travel request, thereby routing it to the travel agency for immediate ticketing. This 'average approval time' refers to the measurement of the total number of days between TSA approval and TPO approval, and a simple average for each entity/office is computed and presented. The target for the TPO is to approve travel requests queued to their inbox within 3 days. In this connection, if the average approval time is greater than 3 days, then the

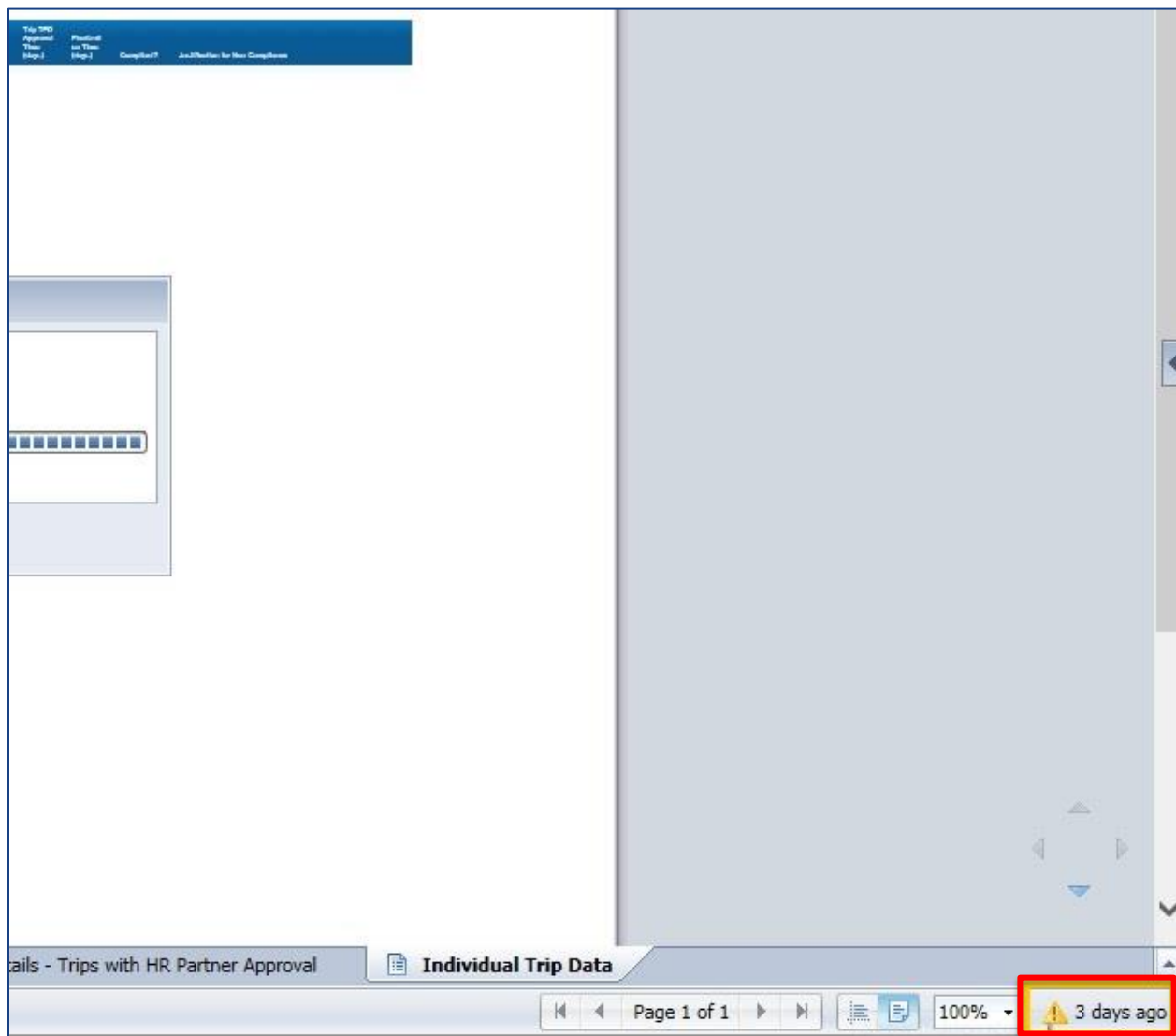
'potential' column gives the computation of the number of additional days that TPOs for that entity are taking to approve requests, and therefore need to reduce by in order to meet the target. If the average approval time is already below 3 days, then TPOs for the entity are meeting the established benchmark for this step of the travel approval process, hence aiding with achievement of advance purchase policy compliance by the entity.

## ***F. Error Messages and Performance Issues***

1. When running the report, users may sometimes receive a “Query script generation failed” error as seen in the screen shot below. This error can usually be resolved by closing the report, and reopening it to run again. In case the error persists, please try running the report at a later time.



2. When running the report, if a large set of data is selected to be processed (e.g. all trips during an entire quarter, with no organizational unit filter such as a 'Business Area' or 'Functional Area' selected), the system may not be able to compile the entire data set. Please always pay attention to the bottom right hand corner of the report screen and ensure that it does not display a yellow-triangle warning sign. This sign indicates a "Partial Result" error, which means that the system has not loaded the entire data set into the current report. The error is not a "hard stop" error as such but any report generated under this condition may have either missing records or missing data for individual fields. To avoid this error, please re-run the report and apply one or more filters – for example, choose no more than one to three business or functional areas in the prompts, and narrow the date range of the trip start date for which you are running the report.



3. While entering a value for Trip No. in the prompts screen, users may also experience the “Partial Result” error due to the large volume of data. The values are divided into “chunks” and if the Trip No. you are interested in is not within that range, the report will not generate data. Please be aware of this reporting tool limitation when using the Trip No. filter. To ensure that data will be generated, please include as many filters as you can. For example, if you know the exact Trip Start Date and Business Area for that specific Trip No., you should set the values for those fields as well.

