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*Please note that this document does not contain 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 “Travel Cost Recovery”, which allows the user to generate a report on Travel Requests, Expense Reports and Shipment Requests processed by respective processing entities as of current refresh date.

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 underneath the report title.

* * * * *

Objectives

This Job Aid will provide the step-by-step procedure on how to generate the report on cost recovery based on a user-defined set of parameters using the Umoja BI Web Intelligence application. The objective of the report is to provide a tool for compiling information required to recover service costs incurred by a travel/claims/shipment processing office due to processing transactions for another entity. Based on the recommendation of the Working Group on the Travel Process convened in 2016 by the Office of Central Support Services as Process Owner for Travel, a service fee has been established for each Travel Request, Expense Report, and Shipment Request processed. This service fee will apply to transactions that are considered “additional” as a result of Umoja: for example, for a travel being arranged in a location different from where it would be done by default due to the ticket cost advantage. This fee will be applied only as a one-time charge, so any amendment to requests will not incur additional fees. As of the second quarter of 2017, the service fee is set at USD 40.00 per transaction. Due to system limitations, the report does not include an indicator for trips subject to cost recovery. Once the indicator is available, the report and, consequently, this job aid are going to be updated accordingly.

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.

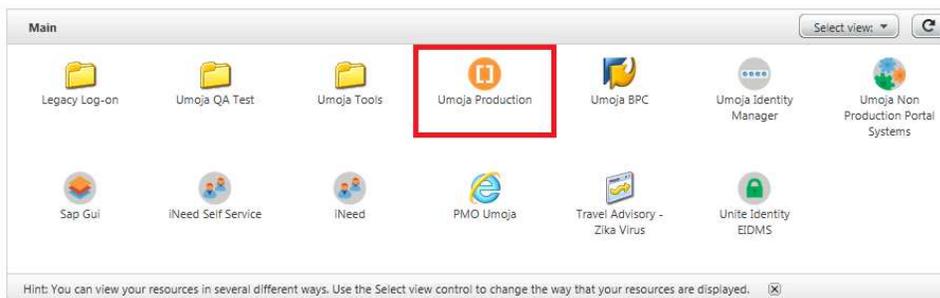
Enterprise Roles

BI Travel Basic User (BI.35)
BI Travel Analytical User (BI.34)
BI Power User (BI.33)

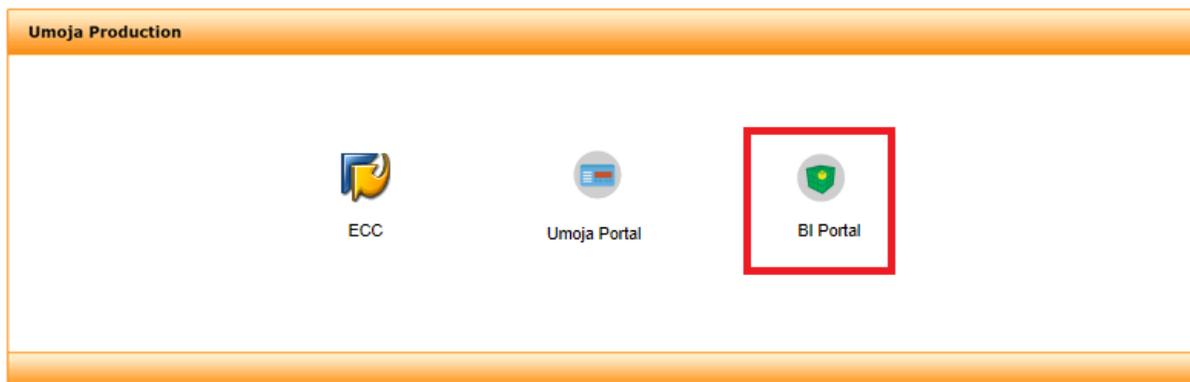
Procedure

A. Navigation

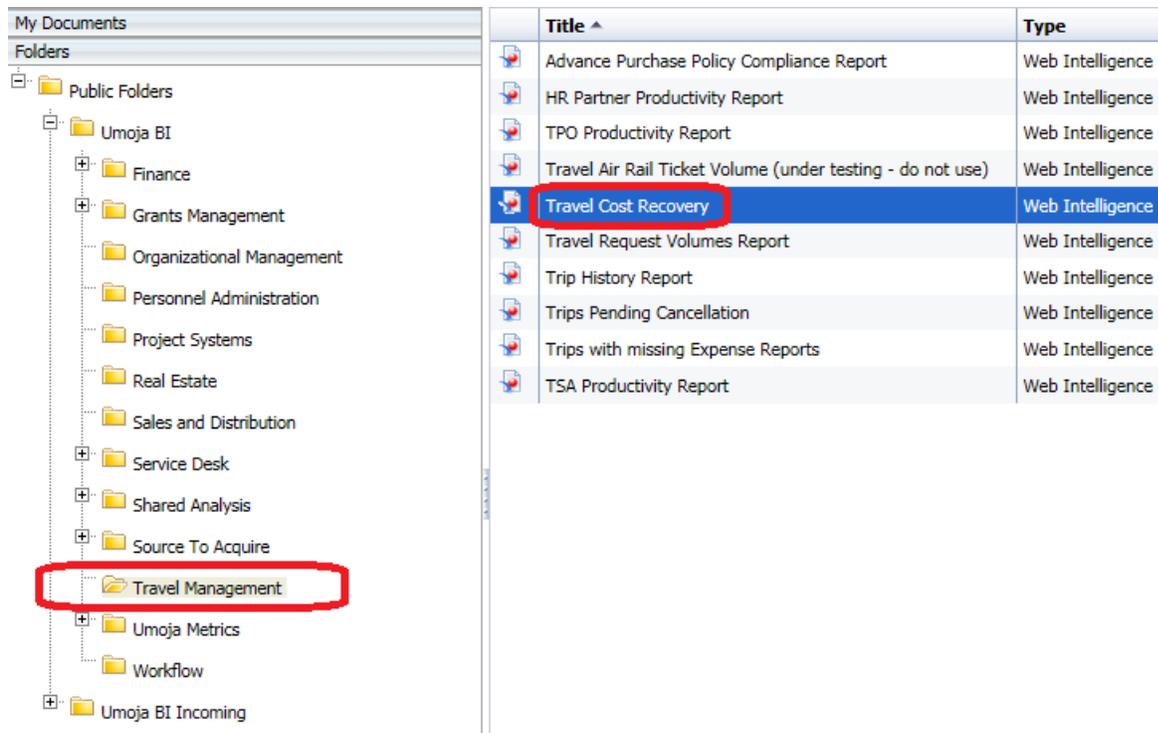
1. Log in to Citrix: <https://login.umoja.un.org/Citrix/SAPVA/site/default.aspx>
2. Go to the icon called "Umoja Production".



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 “Travel Cost Recovery”. Double-click to open it.



The screenshot shows a file explorer window with two panes. The left pane displays a folder tree under 'My Documents' with 'Public Folders' expanded to show 'Umoja BI'. Under 'Umoja BI', the 'Travel Management' folder is highlighted with a red rectangle. The right pane shows a list of reports with columns 'Title' and 'Type'. The 'Travel Cost Recovery' report is highlighted with a blue selection bar and a red rectangle around its title.

Title ^	Type
Advance Purchase Policy Compliance Report	Web Intelligence
HR Partner Productivity Report	Web Intelligence
TPO Productivity Report	Web Intelligence
Travel Air Rail Ticket Volume (under testing - do not use)	Web Intelligence
Travel Cost Recovery	Web Intelligence
Travel Request Volumes Report	Web Intelligence
Trip History Report	Web Intelligence
Trips Pending Cancellation	Web Intelligence
Trips with missing Expense Reports	Web Intelligence
TSA Productivity Report	Web Intelligence

B. Report Prompts

1. Upon opening the report, the “Prompts” window will display. For this report, the “Departure Date Range From/To” is required while the other ten prompts are optional as listed below. *In addition to the required prompts, it is strongly recommended that the user select one or more elements to filter the report such as the “Processing Office” and “Trip Type” in order to ensure optimal report processing.*

REQUIRED:

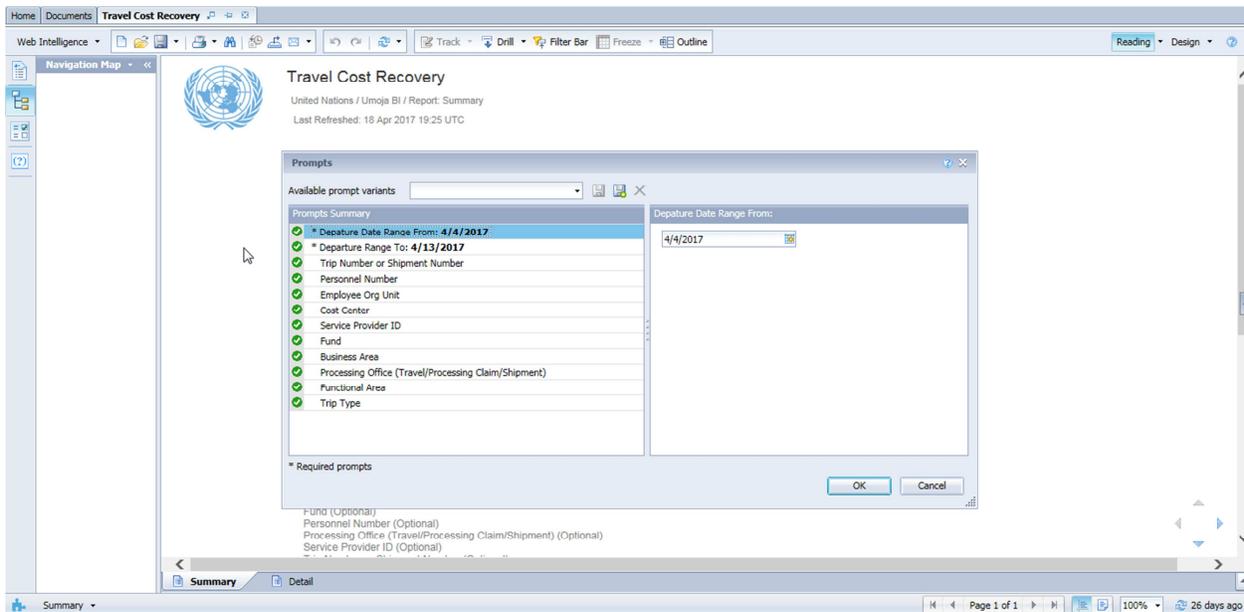
- Departure Date Range From
- Departure Date Range To

OPTIONAL:

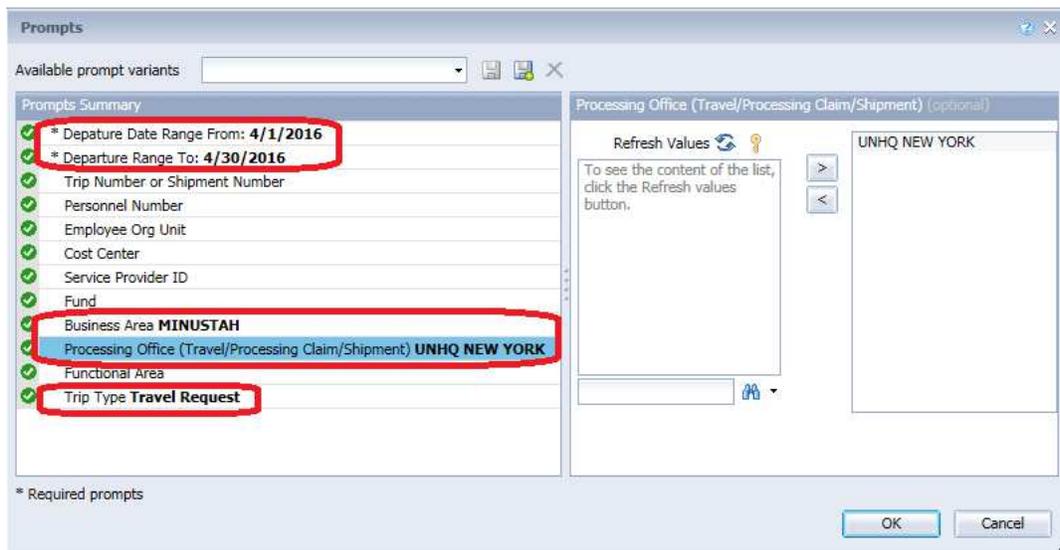
- Trip Number or Shipment Number
- Personnel Number
- Employee Org Unit
- Cost Center*
- Service Provider ID
- Fund*

- Business Area*
- Processing Office (Travel/Processing Claim/Shipment)
- Functional Area*
- Trip Type

*Note that fields with asterisk 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, data was extracted to view Travel Requests processed by Processing Office, “UNHQ New York” for Business Area, “MINUSTAH” and with Departure Date Range from 1 April 2016 to 30 April 2016.



C. Report Layout

1. The resulting report is comprised of two tabs called, "Summary", followed by "Detail" as shown in the screen shot below. You may navigate through the report and zoom in or out using the controls at the bottom right of the report screen.

The screenshot shows the 'Detail' view of the 'Travel Cost Recovery' report. The report title is 'Travel Cost Recovery' with the subtitle 'United Nations / Umija BI / Report: Detail'. It was last refreshed on 15 May 2017 at 18:53 UTC. The main data is presented in a table with the following columns: Trip Type, Processing Org Unit (Travel/Travel Claims/Shipment), Processing Org Unit Description, Trip Number or Shipment Number, Departure Date/ Shipment Start Date, Last Name, First Name, Trip Activity Type, Traveler Type, and E M C. The table contains 19 rows of data for 'Travel Request' trips from UNHQ NEW YORK, with various trip numbers and traveler names.

Trip Type	Processing Org Unit (Travel/Travel Claims/Shipment)	Processing Org Unit Description	Trip Number or Shipment Number	Departure Date/ Shipment Start Date	Last Name	First Name	Trip Activity Type	Traveler Type	E M C
Travel Request	000000004	UNHQ NEW YORK	0000051593	2016-04-14	ACOSTA	EDGARDO ARIEL	GT-2. UN Polic	Non staff	
	000000004	UNHQ NEW YORK	0000069701	2016-04-14	RIOS LINAREZ	JOSE GILDARDO	GT-2. UN Polic	Non staff	H
	000000004	UNHQ NEW YORK	0000070184	2016-04-14	RAMIREZ BASTIDAS	JORGE ARMANDO	GT-2. UN Polic	Non staff	H
	000000004	UNHQ NEW YORK	0000072541	2016-04-19	IRAOLA RODRIGUEZ	VICTOR ALEJANDRO	GT-2. UN Polic	Non staff	H
	000000004	UNHQ NEW YORK	0000079936	2016-04-06	DIARRA	LASSINA	GT-5. Gvnt Prv	Non staff	
	000000004	UNHQ NEW YORK	0000082302	2016-04-02	DABO	JULIE	OT-02. Training	Staff	H
	000000004	UNHQ NEW YORK	0000089063	2016-04-07	AGUILAR	PETER WILLIAM	GT-2. UN Polic	Non staff	H
	000000004	UNHQ NEW YORK	0000089151	2016-04-15	OUMAR	AHMAT NENE	GT-2. UN Polic	Non staff	H
	000000004	UNHQ NEW YORK	0000089203	2016-04-03	KAMATARI	BAUDOUINE	OT-01. Official	Staff	H
	000000004	UNHQ NEW YORK	0000089758	2016-04-14	RAMIANDRISOA	STEPHAN	GT-2. UN Polic	Non staff	H
	000000004	UNHQ NEW YORK	0000089806	2016-04-13	SHADY	YASSER ABDALLAH NASF	GT-2. UN Polic	Non staff	H
	000000004	UNHQ NEW YORK	0000090133	2016-04-16	KOLLEADE	LEKAN	GT-2. UN Polic	Non staff	H
	000000004	UNHQ NEW YORK	0000090652	2016-04-28	MORALES MARTINEZ	ASTROEL	GT-3. MI Stff/Cr	Non staff	
	000000004	UNHQ NEW YORK	0000090655	2016-04-29	SOTAO CALDERARO	REINALDO	GT-3. MI Stff/Cr	Non staff	
	000000004	UNHQ NEW YORK	0000090660	2016-04-24	LEITE FERREIRA	MARCO ANDRE	GT-3. MI Stff/Cr	Non staff	

2. The first tab, "Summary", is a sheet that provides an overall volume of the transactions that may be subject to cost recovery and the total charges due based on the set service name fee. *It is very important for users to cross-check with their own records or files on the actual number of transactions that are subject to cost recovery.* Due to system limitations, the report does not include an indicator for trips subject to cost recovery. Once the indicator is available, the report and, consequently, this job aid are going to be updated accordingly.

The screenshot shows the 'Summary' view of the 'Travel Cost Recovery' report. The report title is 'Travel Cost Recovery' with the subtitle 'United Nations / Umija BI / Report: Summary'. It was last refreshed on 15 May 2017 at 18:53 UTC. The main data is presented in a summary table with the following columns: Trip Type, Count of Cost Recovery Transaction, and Cost Recovery Charge in USD. The table shows 193 transactions for 'Travel Request' with a total charge of 7,720 USD.

Trip Type	Count of Cost Recovery Transaction	Cost Recovery Charge in USD
Travel Request	193	7,720
Sum:	193	7,720

Below the summary table, there is a section for query parameters:

*** Query Name: Common_Connection ***

Cost Center (Optional)

Employee Org Unit (Optional)

Functional Area (Optional)

Fund (Optional)

Personnel Number (Optional)

Service Provider ID (Optional)

Trip Number or Shipment Number (Optional)

Departure Date Range From: 4/1/2016 12:00:00 AM

- The second tab, "Details", contains the details for each Travel Request, Expense Report, and Shipment Request including cost assignment elements. *It is very important for users to cross-check with their own records or files on the actual transactions that are subject to cost recovery.* As of current date, the report will include all approved transactions. Due to system limitations, the report does not include an indicator for trips subject to cost recovery. Once the indicator is available, the report and, consequently, this job aid are going to be updated accordingly.

Travel Cost Recovery
United Nations / Umoja BI / Report: Detail
Last Refreshed: 15 May 2017 17:49 UTC

Trip Type	Processing Org Unit (Travel/Travel Claims/Shipment)	Processing Org Unit Description	Trip Number or Shipment Number	Departure Date/ Shipment Start Date	Last Name	First Name	Trip Activity Type	Traveler Type	
Travel Request	000000004	UNHQ NEW YORK	0000051593	2016-04-14	ACOSTA	EDGARDO ARIEL	GT-2. UN Polic	Non staff	
	000000004	UNHQ NEW YORK	0000069701	2016-04-14	RIOS LINAREZ	JOSE GILDARDO	GT-2. UN Polic	Non staff	H
	000000004	UNHQ NEW YORK	0000070184	2016-04-14	RAMIREZ BASTIDAS	JORGE ARMANDO	GT-2. UN Polic	Non staff	H
	000000004	UNHQ NEW YORK	0000072541	2016-04-19	IRAOLA RODRIGUEZ	VICTOR ALEJANDRO	GT-2. UN Polic	Non staff	H
	000000004	UNHQ NEW YORK	0000079936	2016-04-06	DIARRA	LASSINA	GT-5. Gvnt Prv	Non staff	
	000000004	UNHQ NEW YORK	0000082302	2016-04-02	DABO	JULIE	OT-02. Training	Staff	H
	000000004	UNHQ NEW YORK	0000089063	2016-04-07	AGUILAR	PETER WILLIAM	GT-2. UN Polic	Non staff	H
	000000004	UNHQ NEW YORK	0000089151	2016-04-15	OUMAR	AHMAT NENE	GT-2. UN Polic	Non staff	H
	000000004	UNHQ NEW YORK	0000089203	2016-04-03	KAMATARI	BAUDOINE	OT-01. Official	Staff	H
	000000004	UNHQ NEW YORK	0000089758	2016-04-14	RAMIANDRISOA	STEPHAN	GT-2. UN Polic	Non staff	H
	000000004	UNHQ NEW YORK	0000089808	2016-04-13	SHADY	YASSER ABDALLAH NASF	GT-2. UN Polic	Non staff	H
	000000004	UNHQ NEW YORK	0000090133	2016-04-16	KOLLEADE	LEKAN	GT-2. UN Polic	Non staff	H
	000000004	UNHQ NEW YORK	0000090652	2016-04-28	MORALES MARTINEZ	ASTROEL	GT-3. MI Stt/Cr	Non staff	
	000000004	UNHQ NEW YORK	0000090655	2016-04-29	SOTAO CALDERARO	REINALDO	GT-3. MI Stt/Cr	Non staff	
	000000004	UNHQ NEW YORK	0000090680	2016-04-24	LEITE FERREIRA	MARCO ANDRE	GT-3. MI Stt/Cr	Non staff	

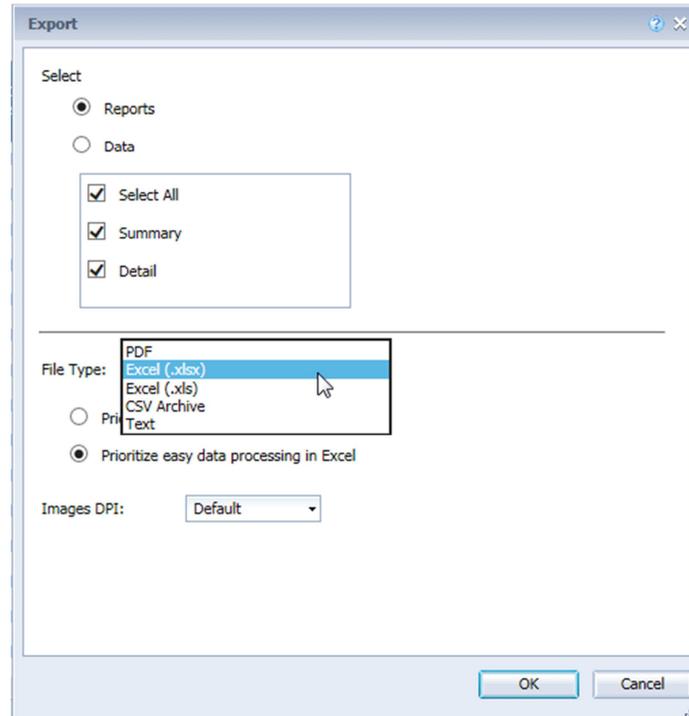
D. Export to Excel and Analysis Example

- Users might be interested to work with raw data in Excel. With the help of a pivot, users can drill down even further, for example, to see details by "Trip Activity Type" or cost assignment. To begin the export process, click on the export icon as seen in the screen shot below.

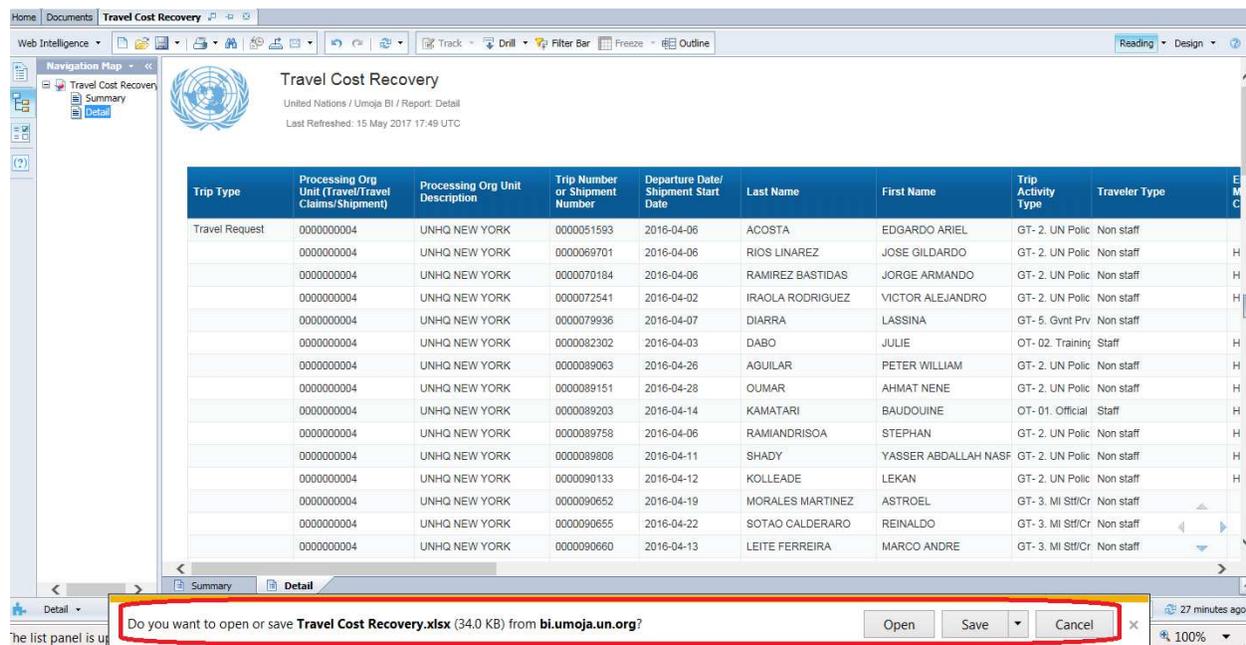
Export
Export to my computer in PDF, Excel or CSV format
Report: Detail
Last Refreshed: 15 May 2017 17:49 UTC

Trip Type	Processing Org Unit (Travel/Travel Claims/Shipment)	Processing Org Unit Description	Trip Number or Shipment Number	Departure Date/ Shipment Start Date	Last Name	First Name	Trip Activity Type	Traveler Type	
Travel Request	000000004	UNHQ NEW YORK	0000051593	2016-04-06	ACOSTA	EDGARDO ARIEL	GT-2. UN Polic	Non staff	
	000000004	UNHQ NEW YORK	0000069701	2016-04-06	RIOS LINAREZ	JOSE GILDARDO	GT-2. UN Polic	Non staff	H
	000000004	UNHQ NEW YORK	0000070184	2016-04-06	RAMIREZ BASTIDAS	JORGE ARMANDO	GT-2. UN Polic	Non staff	H
	000000004	UNHQ NEW YORK	0000072541	2016-04-02	IRAOLA RODRIGUEZ	VICTOR ALEJANDRO	GT-2. UN Polic	Non staff	H
	000000004	UNHQ NEW YORK	0000079936	2016-04-07	DIARRA	LASSINA	GT-5. Gvnt Prv	Non staff	
	000000004	UNHQ NEW YORK	0000082302	2016-04-03	DABO	JULIE	OT-02. Training	Staff	H
	000000004	UNHQ NEW YORK	0000089063	2016-04-26	AGUILAR	PETER WILLIAM	GT-2. UN Polic	Non staff	H
	000000004	UNHQ NEW YORK	0000089151	2016-04-28	OUMAR	AHMAT NENE	GT-2. UN Polic	Non staff	H
	000000004	UNHQ NEW YORK	0000089203	2016-04-14	KAMATARI	BAUDOINE	OT-01. Official	Staff	H
	000000004	UNHQ NEW YORK	0000089758	2016-04-06	RAMIANDRISOA	STEPHAN	GT-2. UN Polic	Non staff	H
	000000004	UNHQ NEW YORK	0000089808	2016-04-11	SHADY	YASSER ABDALLAH NASF	GT-2. UN Polic	Non staff	H
	000000004	UNHQ NEW YORK	0000090133	2016-04-12	KOLLEADE	LEKAN	GT-2. UN Polic	Non staff	H
	000000004	UNHQ NEW YORK	0000090652	2016-04-19	MORALES MARTINEZ	ASTROEL	GT-3. MI Stt/Cr	Non staff	
	000000004	UNHQ NEW YORK	0000090655	2016-04-22	SOTAO CALDERARO	REINALDO	GT-3. MI Stt/Cr	Non staff	
	000000004	UNHQ NEW YORK	0000090680	2016-04-13	LEITE FERREIRA	MARCO ANDRE	GT-3. MI Stt/Cr	Non staff	

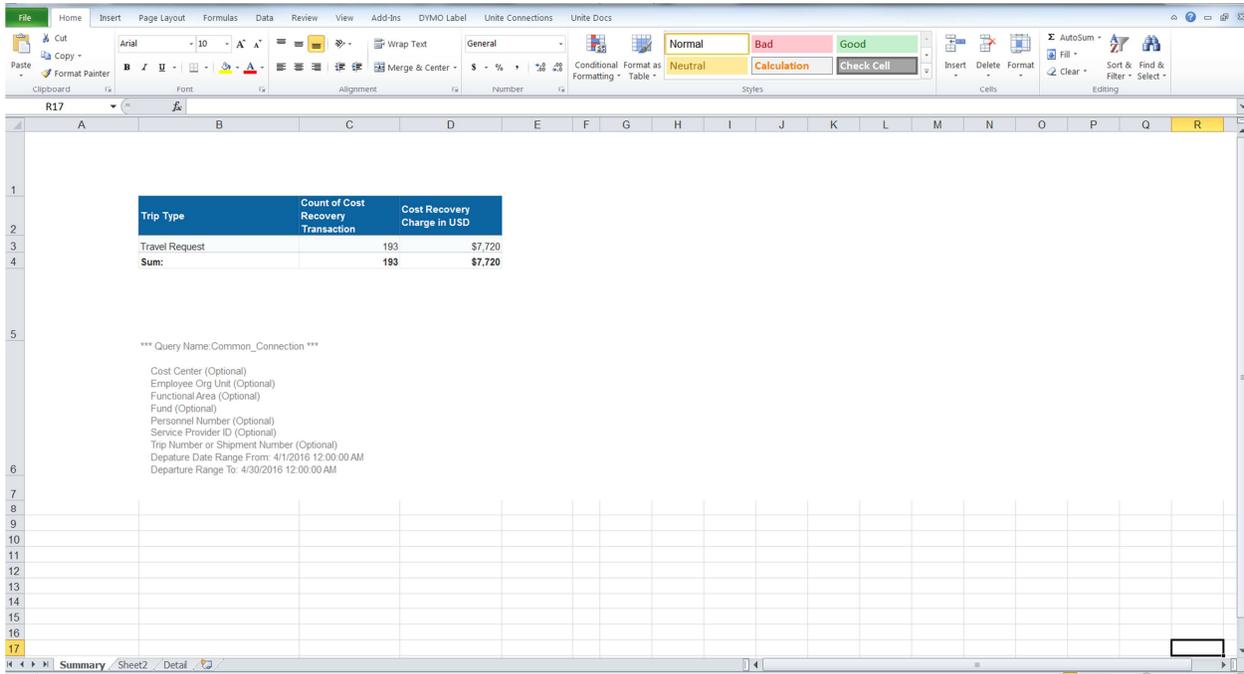
2. In the Export dialog box that opens, make sure the “Reports” radio button is selected and then choose the desired File Type format. Note that as this report contains three tabs, all will be exported as separate worksheets within one workbook. If you do not need to export all sheets you may uncheck 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”.



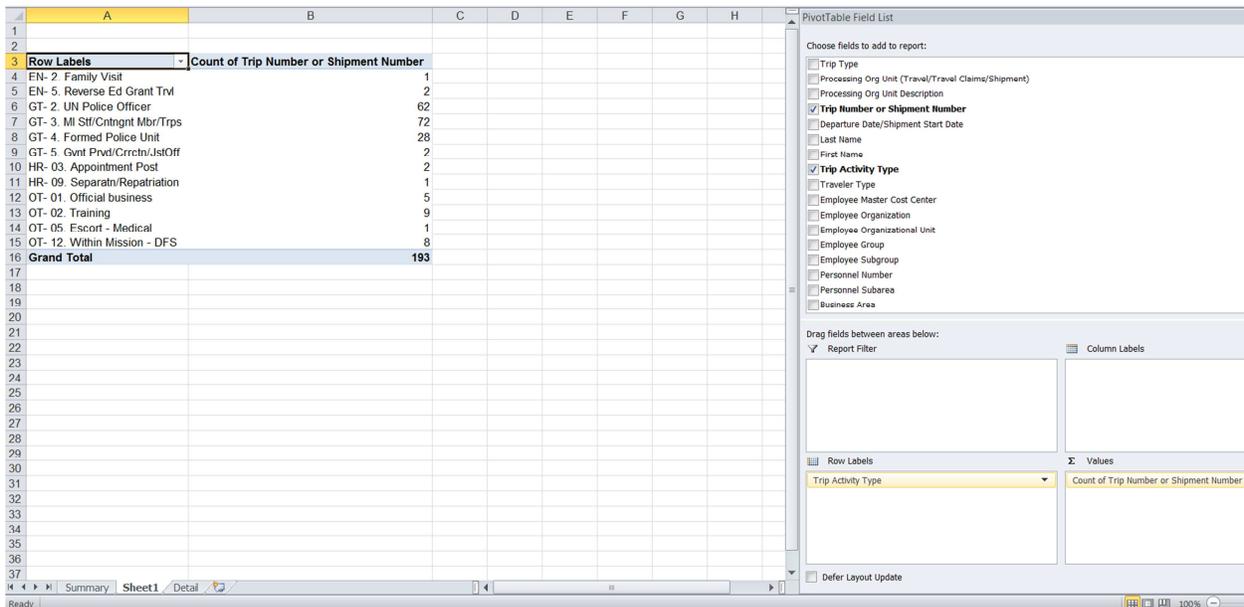
3. After pressing OK, click Open or Save to your computer from the bottom dialog pop-up window.



4. See example of export to Excel (.xlsx) of the Travel Cost Recovery.

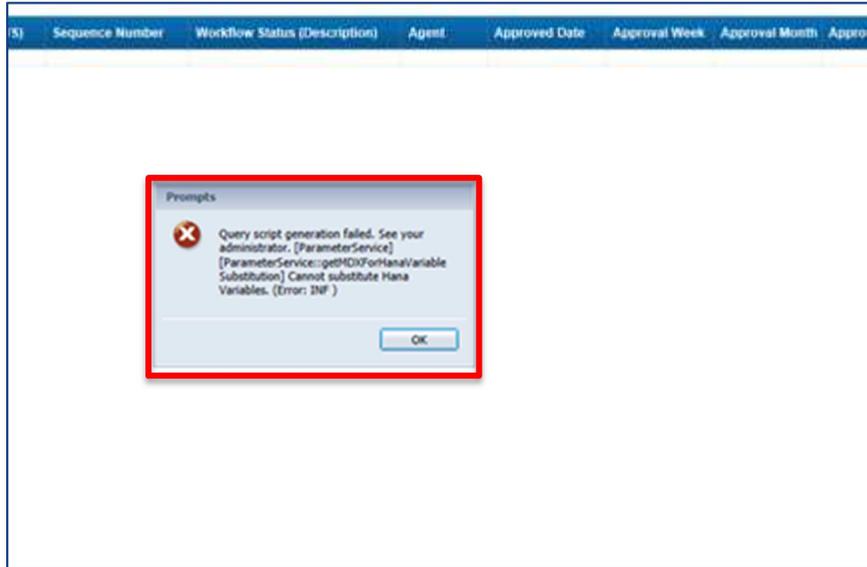


5. In sample pivot table below, users can assess the number of trips per Trip Activity Type. Double-clicking on the particular number of trips will allow users to see the details of only those trips narrowing the focus of their analysis.



F. Error Messages

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. Users may also encounter the error, “No data to retrieve in Common_Connection.” In this case, please click “OK” and then click on the “Refresh” icon at the bottom right of the page as shown below. When the prompts window comes up, click “OK”. If available, data should be displayed when the report is ran for a second time.

