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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 “Trip History Report”, which allows the user to generate an up to date chronological listing of all workflow statuses for each trip.

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 workflow history of each trip for a user-defined set of parameters using the Umoja BI Web Intelligence application. The objective of the report is to provide a tool for offices and departments to track the history of each trip by showing all workflow actions associated with a processing agent. It also contains a useful indicator for whether the trips are pending or not.

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.

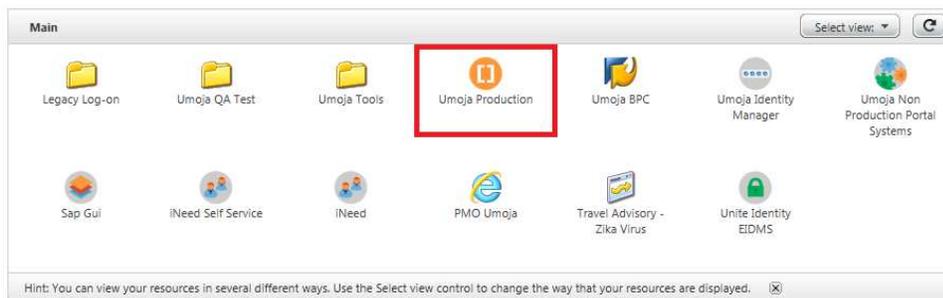
## Enterprise Roles

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

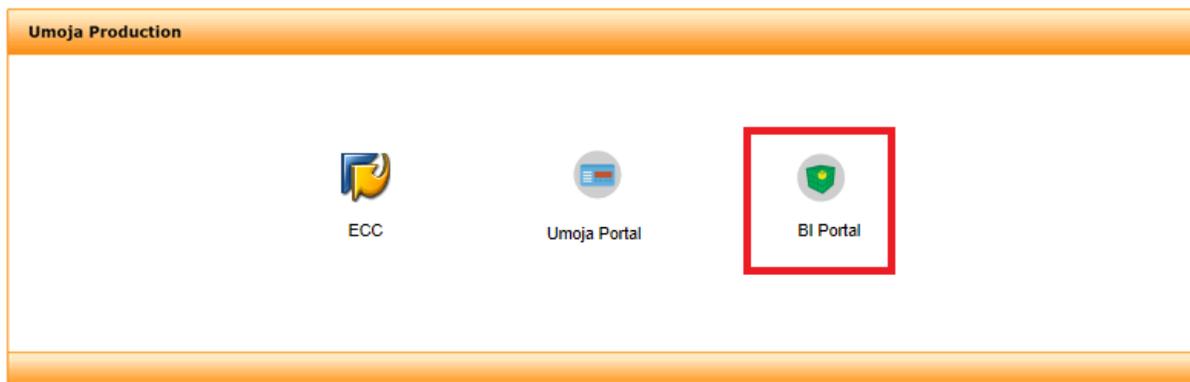
## Procedure

### A. Navigation

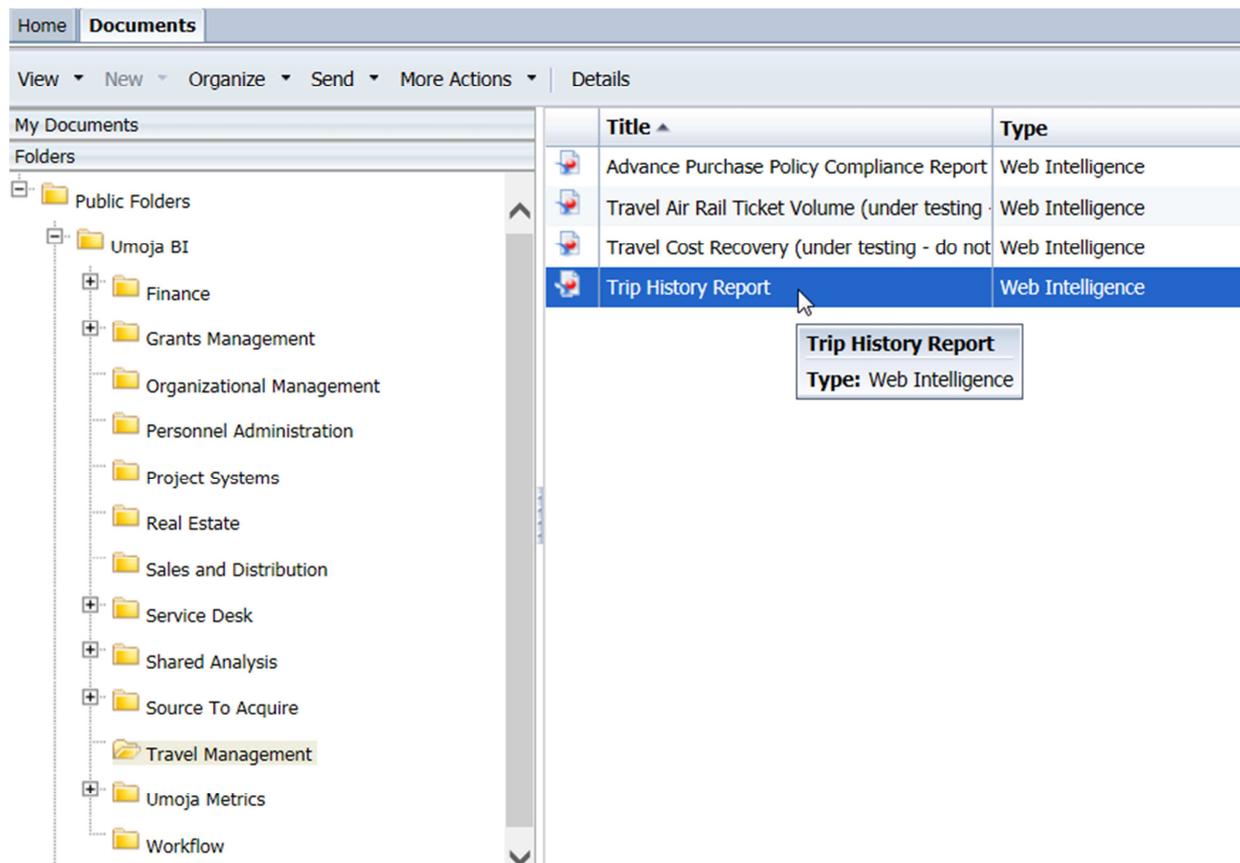
1. Log in to Citrix: <https://login.umoja.un.org/Citrix/SAPVA/site/default.aspx>
2. Go to the icon called "Umoja Production".



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 “Trip History Report”. 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 fourteen optional prompts, which are listed below. *In addition to the “Trip Type”, it is strongly 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.*

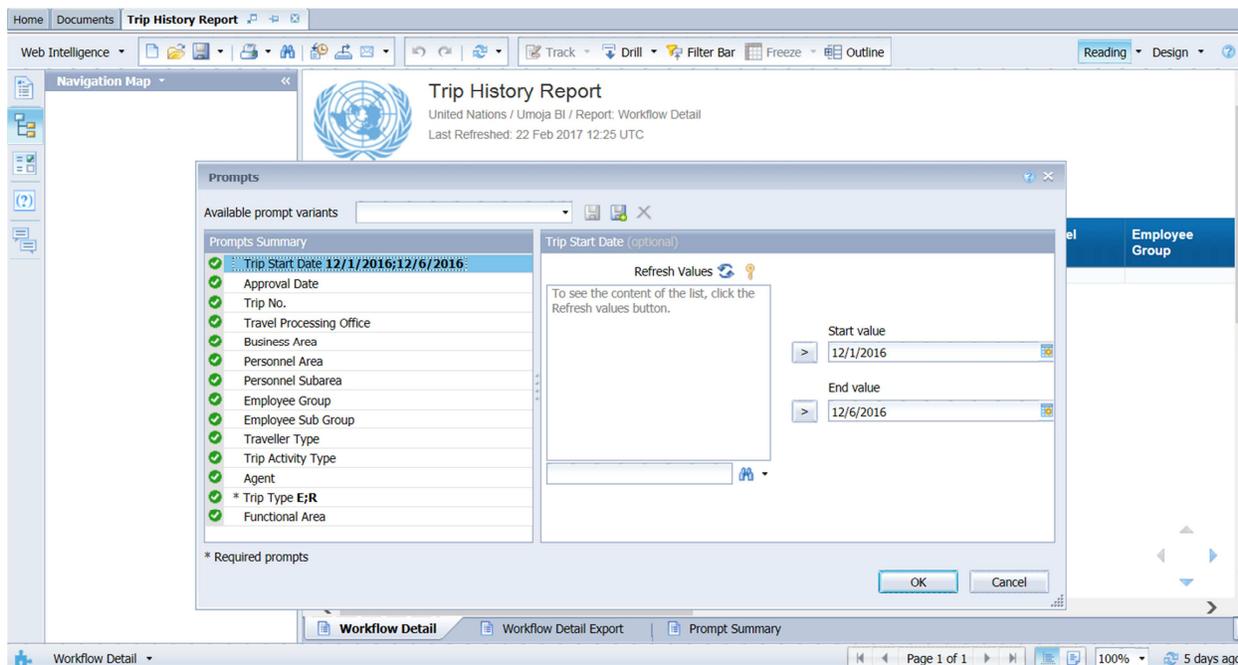
### **REQUIRED:**

- Trip Type (R – Travel Request; E – Expense Report)

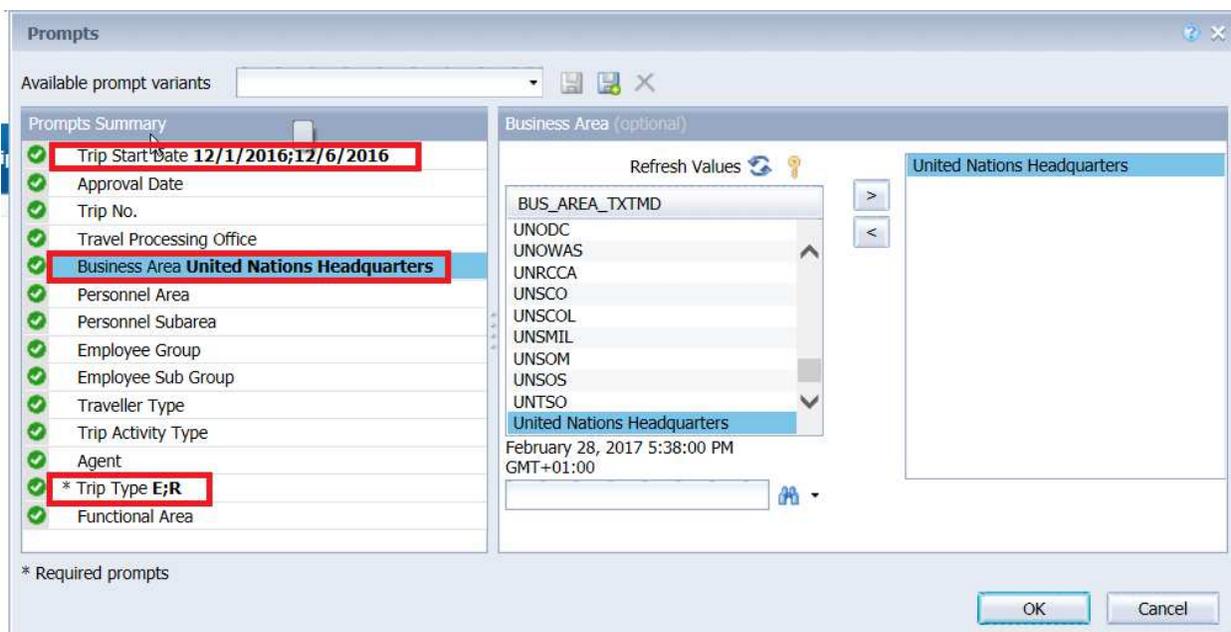
### **OPTIONAL:**

- Trip Start Date (enter date range to change the default values)
- Approval Date
- Trip No.
- Travel Processing Office
- Business Area\*
- Personnel Area
- Personnel Subarea
- Employee Group
- Employee Subgroup
- Traveller Type
- Trip Activity Type
- Agent
- Trip Type
- Functional Area\*

\*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 has been generated to view the workflow history for both Travel Requests and Expense Reports with trip costs assigned to Business Area, “United Nations Headquarters” and with Trip Start Date between 01-Dec-2016 through 06-Dec-2016.



## C. Report Layout and Input Controls

1. The resulting report is comprised of three tabs in order: “Workflow Detail”, followed by “Workflow Detail Export” and “Prompt Summary” 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.

**Trip History Report**  
 United Nations / Umija BI / Report: Workflow Detail  
 Last Refreshed: 27 Feb 2017 22:16 UTC

Trip No.	Trip Type	Index No.	Person Last Name	Person First Name	Traveller Type	Personnel Area	Employee Group	Employee Organization	Org. Unit	Employee Subgroup	Trip Start Date	Trip End Date	Mode of Travel
0000149766	Travel Request	00233268	STOECKL	WILHELM WOLFGANG	Non staff	United States of America	Special Staff	20002670	ICSC	ICSC Chair/Vice	2016-12-03	2016-12-10	Commercial /
	Expense Report	00233268	STOECKL	WILHELM WOLFGANG	Non staff	United States of America	Special Staff	20002670	ICSC	ICSC Chair/Vice	2016-12-03	2016-12-10	Commercial /
0000151364	Travel Request	00370735	EL HADDAD	FADIA	Family Members Only	United States of America	International Staff	20000402	DGACM DD ATS	Professional & Above	2016-12-01	2016-12-11	Commercial /

Navigation tabs: **Workflow Detail** | Workflow Detail Export | Prompt Summary

Page 1 of 1+ | 75% | 4 minutes ago

2. The tab entitled “Workflow Details” is a sheet that gives a chronological list of all workflow statuses for each trip number and details related to the action performed by a processing agent, whether it is the Traveler, Travel Administrator, HR Partner, Travel and Shipment Approver (Certifying Officer), Travel Processing Officer or the Travel Claims Unit. The “Trip Type” column identifies whether the trip document type is a Travel Request or an Expense Report.

Trip History Report  
United Nations / Umoja BI - Report: Workflow Detail  
Last Refreshed: 27 Feb 2017 22:16 UTC

Trip No.	Trip Type	Index No.	Person Last Name	Person First Name	Traveler Type	Personnel Area	Employee Group	Employee Organization	Org. Unit	Employee Subgroup	Trip Start Date	Trip End Date	Mode of Travel	Seq. No.	WF Status	WF Status Desc.	Agent	Approved Date	Pending
0000149796	Travel Request	00233288	STOECKL	WILHELM WOLFGANG	Non staff	United States of America	Special Staff	20002670	ICSC	ICSC Chair/Moe	2016-12-03	2017-01-01	Commercial Air	1	DFT	Draft & Saved	S. HAUGHTON	2016-06-24	N
														2	SUB	Submitted	S. HAUGHTON	2016-06-24	N
														3	CAP	CO Approved	E. PHILLIP	2016-06-27	N
														4	TAP	TO Approved	C. HUNT	2016-12-02	N
	Expense Report	00233288	STOECKL	WILHELM WOLFGANG	Non staff	United States of America	Special Staff	20002670	ICSC	ICSC Chair/Moe	2016-12-03	2017-01-01	Commercial Air	1	DFT	Draft & Saved	S. HAUGHTON	2016-12-27	Y
														2	SUB	Submitted	S. HAUGHTON	2016-12-27	Y
														3	CAP	CO Approved	E. PHILLIP	2017-01-04	Y
														4	TRT	TO Returned	K. TAI	2017-01-04	Y
0000151364	Travel Request	00370735	EL HADDAD	FADIA	Family Members Only	United States of America	International Staff	20000402	DGACM DD ATS	Professional & Above	2016-12-05	2017-06-07	Commercial Air	2	SUB	Submitted	F. EL HADDAD	2016-06-29	N
														3	HRT	HR Returned	C. BURY	2016-06-29	N
														4	DFT	Draft & Saved	F. EL HADDAD	2016-06-29	N
														5	RSU	Resubmitted	F. EL HADDAD	2016-06-29	N
														6	HAP	HR Approved	C. BURY	2016-06-30	N
														7	TPS	TO Submitted Lump Sum	J. ARMESTO	2016-07-12	N
														8	RES	Requestor Submitted - Lumpsum	F. EL HADDAD	2016-07-12	N
	Expense Report	00370735	EL HADDAD	FADIA	Family Members Only	United States of America	International Staff	20000402	DGACM DD ATS	Professional & Above	2016-12-05	2017-06-07	Commercial Air	1	DFT	Draft & Saved	M. FAIZ	2016-07-12	N
														2	SUB	Submitted	F. EL HADDAD	2017-02-16	Y
0000172058	Travel Request	00774816	SASSO	MATTEO	Staff	United States of America	International Staff	20010578	DESA CDO HRM JRPC	Professional & Above	2016-12-02	2017-01-01	Commercial Air	2	SUB	Submitted	M. SASSO	2016-11-01	N
														3	CRT	CO Returned	N. TSE	2016-11-02	N

Workflow Detail | Workflow Detail Export | Prompt Summary

Workflow Detail | Page 1 of 1+ | 50% | 16 m

3. The next sheet, “Workflow Detail Export” may be used to drill down on each trip number by using the Filter function once exported to Excel. This sheet contains the same data as the first sheet but contains repeated rows of trip details for each workflow status.

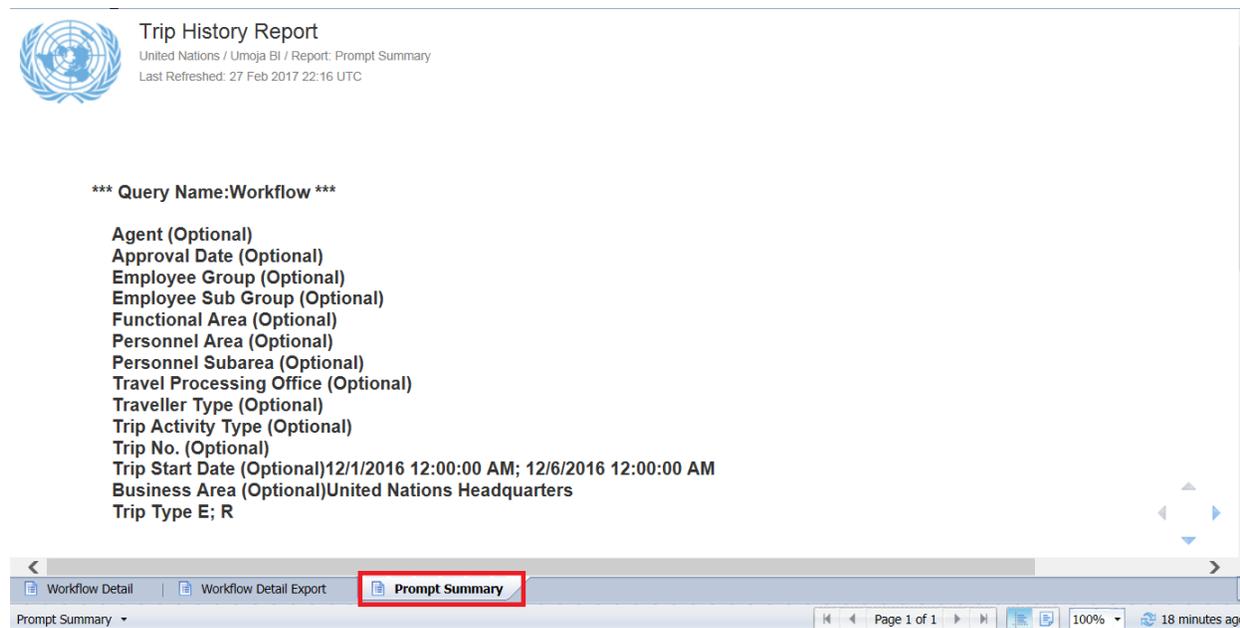
Trip History Report  
United Nations / Umoja BI - Report: Workflow Detail Export  
Last Refreshed: 27 Feb 2017 22:16 UTC

Trip No.	Trip Type	Index No.	Person Last Name	Person First Name	Traveler Type	Personnel Area	Employee Group	Employee Organization	Org. Unit	Employee Subgroup	Trip Start Date	Trip End Date	Mode of Travel	Seq. No.	WF Status	WF Status Desc.	Agent	Approved Date	Pending
0000149796	Travel Request	00233288	STOECKL	WILHELM WOLFGANG	Non staff	United States of America	Special Staff	20002670	ICSC	ICSC Chair/Moe	2016-12-03	2017-01-01	Commercial Air	1	DFT	Draft & Saved	S. HAUGHTON	2016-06-24	N
0000149796	Travel Request	00233288	STOECKL	WILHELM WOLFGANG	Non staff	United States of America	Special Staff	20002670	ICSC	ICSC Chair/Moe	2016-12-03	2017-01-01	Commercial Air	2	SUB	Submitted	S. HAUGHTON	2016-06-24	N
0000149796	Travel Request	00233288	STOECKL	WILHELM WOLFGANG	Non staff	United States of America	Special Staff	20002670	ICSC	ICSC Chair/Moe	2016-12-03	2017-01-01	Commercial Air	3	CAP	CO Approved	E. PHILLIP	2016-06-27	N
0000149796	Travel Request	00233288	STOECKL	WILHELM WOLFGANG	Non staff	United States of America	Special Staff	20002670	ICSC	ICSC Chair/Moe	2016-12-03	2017-01-01	Commercial Air	4	TAP	TO Approved	C. HUNT	2016-12-02	N
0000149796	Expense Report	00233288	STOECKL	WILHELM WOLFGANG	Non staff	United States of America	Special Staff	20002670	ICSC	ICSC Chair/Moe	2016-12-03	2017-01-01	Commercial Air	1	DFT	Draft & Saved	S. HAUGHTON	2016-12-27	Y
0000149796	Expense Report	00233288	STOECKL	WILHELM WOLFGANG	Non staff	United States of America	Special Staff	20002670	ICSC	ICSC Chair/Moe	2016-12-03	2017-01-01	Commercial Air	2	SUB	Submitted	S. HAUGHTON	2016-12-27	Y
0000149796	Expense Report	00233288	STOECKL	WILHELM WOLFGANG	Non staff	United States of America	Special Staff	20002670	ICSC	ICSC Chair/Moe	2016-12-03	2017-01-01	Commercial Air	3	CAP	CO Approved	E. PHILLIP	2017-01-04	Y
0000149796	Expense Report	00233288	STOECKL	WILHELM WOLFGANG	Non staff	United States of America	Special Staff	20002670	ICSC	ICSC Chair/Moe	2016-12-03	2017-01-01	Commercial Air	4	TRT	TO Returned	K. TAI	2017-01-04	Y
0000151364	Travel Request	00370735	EL HADDAD	FADIA	Family Members Only	United States of America	International Staff	20000402	DGACM DD ATS	Professional & Above	2016-12-05	2017-06-07	Commercial Air	2	SUB	Submitted	F. EL HADDAD	2016-06-29	N
0000151364	Travel Request	00370735	EL HADDAD	FADIA	Family Members Only	United States of America	International Staff	20000402	DGACM DD ATS	Professional & Above	2016-12-05	2017-06-07	Commercial Air	3	HRT	HR Returned	C. BURY	2016-06-29	N
0000151364	Travel Request	00370735	EL HADDAD	FADIA	Family Members Only	United States of America	International Staff	20000402	DGACM DD ATS	Professional & Above	2016-12-05	2017-06-07	Commercial Air	4	DFT	Draft & Saved	F. EL HADDAD	2016-06-29	N
0000151364	Travel Request	00370735	EL HADDAD	FADIA	Family Members Only	United States of America	International Staff	20000402	DGACM DD ATS	Professional & Above	2016-12-05	2017-06-07	Commercial Air	5	RSU	Resubmitted	F. EL HADDAD	2016-06-29	N
0000151364	Travel Request	00370735	EL HADDAD	FADIA	Family Members Only	United States of America	International Staff	20000402	DGACM DD ATS	Professional & Above	2016-12-05	2017-06-07	Commercial Air	6	HAP	HR Approved	C. BURY	2016-06-30	N
0000151364	Travel Request	00370735	EL HADDAD	FADIA	Family Members Only	United States of America	International Staff	20000402	DGACM DD ATS	Professional & Above	2016-12-05	2017-06-07	Commercial Air	7	TPS	TO Submitted Lump Sum	J. ARMESTO	2016-07-12	N
0000151364	Travel Request	00370735	EL HADDAD	FADIA	Family Members Only	United States of America	International Staff	20000402	DGACM DD ATS	Professional & Above	2016-12-05	2017-06-07	Commercial Air	8	RES	Requestor Submitted - Lumpsum	F. EL HADDAD	2016-07-12	N
0000151364	Expense Report	00370735	EL HADDAD	FADIA	Family Members Only	United States of America	International Staff	20000402	DGACM DD ATS	Professional & Above	2016-12-05	2017-06-07	Commercial Air	9	CAP	CO Approved	M. FAIZ	2016-07-12	N
0000151364	Expense Report	00370735	EL HADDAD	FADIA	Family Members Only	United States of America	International Staff	20000402	DGACM DD ATS	Professional & Above	2016-12-05	2017-06-07	Commercial Air	1	DFT	Draft & Saved	F. EL HADDAD	2017-02-16	Y
0000172058	Travel Request	00774816	SASSO	MATTEO	Staff	United States of America	International Staff	20010578	DESA CDO HRM JRPC	Professional & Above	2016-12-02	2017-01-01	Commercial Air	2	SUB	Submitted	M. SASSO	2016-11-01	N
0000172058	Travel Request	00774816	SASSO	MATTEO	Staff	United States of America	International Staff	20010578	DESA CDO HRM JRPC	Professional & Above	2016-12-02	2017-01-01	Commercial Air	3	CRT	CO Returned	N. TSE	2016-11-02	N

Workflow Detail | Workflow Detail Export | Prompt Summary

Workflow Detail Export | Page 1 of 1+ | 50% | 17 minutes ago

4. The final tab entitled “Prompts Summary” is a sheet that gives a summary of all values for each of the prompt selected to filter the report upon.



The screenshot displays a web-based BI report interface. At the top left is the United Nations logo. The report title is "Trip History Report" with the path "United Nations / Umoja BI / Report: Prompt Summary" and a refresh timestamp "Last Refreshed: 27 Feb 2017 22:16 UTC".

The main content area shows a list of filter prompts under the heading "\*\*\* Query Name:Workflow \*\*\*":

- Agent (Optional)
- Approval Date (Optional)
- Employee Group (Optional)
- Employee Sub Group (Optional)
- Functional Area (Optional)
- Personnel Area (Optional)
- Personnel Subarea (Optional)
- Travel Processing Office (Optional)
- Traveller Type (Optional)
- Trip Activity Type (Optional)
- Trip No. (Optional)
- Trip Start Date (Optional) 12/1/2016 12:00:00 AM; 12/6/2016 12:00:00 AM
- Business Area (Optional) United Nations Headquarters
- Trip Type E; R

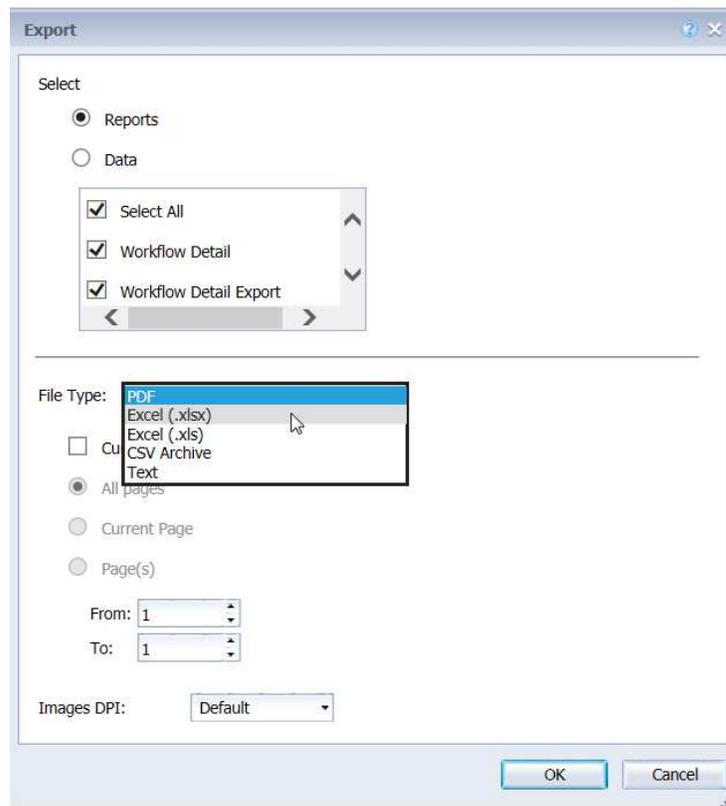
The bottom of the interface features a tabbed navigation bar with three tabs: "Workflow Detail", "Workflow Detail Export", and "Prompt Summary". The "Prompt Summary" tab is currently selected and highlighted with a red border. Below the tabs, the page status shows "Page 1 of 1", "100%", and "18 minutes ago".

## D. Export Report

1. Users might be interested to work with raw data in Excel using the sheet, “Workflow Detail”. With the help of a pivot, users can drill down even further, for example, to see details by Traveller Type and Employee Subgroup. To begin the export process, click on the export icon as seen in the screen shot below.

Trip No.	Trip Type	Index No.	Person Last Name	Person First Name	Traveller Type	Personnel Area	Employee Group	Employee Organization	Org. Unit	Employee Subgroup	Trip Start Date	Trip End Date	Mode of Travel	Seq. No.	WF Status	WF Status Desc	Agent	Approved Date	Pending
0000149796	Travel Request	00233269	STOECHL	WILHELM WOLFGANG	Non staff	United States of America	Special Staff	20002670	ICSC	ICSC Chair/Vice	2016-12-03	2016-12-10	Commercial Air	1	DPT	Draft & Saved	S. HAUGHTON	2016-06-24	N
0000149796	Travel Request	00233269	STOECHL	WILHELM WOLFGANG	Non staff	United States of America	Special Staff	20002670	ICSC	ICSC Chair/Vice	2016-12-03	2016-12-10	Commercial Air	2	SUB	Submitted	E. PHILLIP	2016-06-24	N
0000149796	Travel Request	00233269	STOECHL	WILHELM WOLFGANG	Non staff	United States of America	Special Staff	20002670	ICSC	ICSC Chair/Vice	2016-12-03	2016-12-10	Commercial Air	3	CAP	CO Approved	C. HUNT	2016-12-02	N
0000149796	Expense Report	00233269	STOECHL	WILHELM WOLFGANG	Non staff	United States of America	Special Staff	20002670	ICSC	ICSC Chair/Vice	2016-12-03	2016-12-10	Commercial Air	4	TAP	TO Approved	S. HAUGHTON	2016-12-27	Y
0000149796	Expense Report	00233269	STOECHL	WILHELM WOLFGANG	Non staff	United States of America	Special Staff	20002670	ICSC	ICSC Chair/Vice	2016-12-03	2016-12-10	Commercial Air	2	SUB	Submitted	S. HAUGHTON	2016-12-27	Y
0000149796	Expense Report	00233269	STOECHL	WILHELM WOLFGANG	Non staff	United States of America	Special Staff	20002670	ICSC	ICSC Chair/Vice	2016-12-03	2016-12-10	Commercial Air	3	CAP	CO Approved	E. PHILLIP	2017-01-04	Y
0000149796	Expense Report	00233269	STOECHL	WILHELM WOLFGANG	Non staff	United States of America	Special Staff	20002670	ICSC	ICSC Chair/Vice	2016-12-03	2016-12-10	Commercial Air	4	TRF	TO Returned	K. TAI	2017-01-04	Y
0000151364	Travel Request	00370735	EL HADAD	FADIA	Family Members Only	United States of America	International Staff	20000402	DGACM CO ATS	Professional & Above	2016-12-01	2016-12-11	Commercial Air	2	SUB	Submitted	F. EL HADAD	2016-06-28	N
0000151364	Travel Request	00370735	EL HADAD	FADIA	Family Members Only	United States of America	International Staff	20000402	DGACM CO ATS	Professional & Above	2016-12-01	2016-12-11	Commercial Air	3	HRT	HR Returned	C. BURY	2016-06-29	N
0000151364	Travel Request	00370735	EL HADAD	FADIA	Family Members Only	United States of America	International Staff	20000402	DGACM CO ATS	Professional & Above	2016-12-01	2016-12-11	Commercial Air	4	DPT	Draft & Saved	F. EL HADAD	2016-06-29	N
0000151364	Travel Request	00370735	EL HADAD	FADIA	Family Members Only	United States of America	International Staff	20000402	DGACM CO ATS	Professional & Above	2016-12-01	2016-12-11	Commercial Air	5	RSJ	Resubmitted	F. EL HADAD	2016-06-29	N
0000151364	Travel Request	00370735	EL HADAD	FADIA	Family Members Only	United States of America	International Staff	20000402	DGACM CO ATS	Professional & Above	2016-12-01	2016-12-11	Commercial Air	6	HAP	HR Approved	C. BURY	2016-06-30	N
0000151364	Travel Request	00370735	EL HADAD	FADIA	Family Members Only	United States of America	International Staff	20000402	DGACM CO ATS	Professional & Above	2016-12-01	2016-12-11	Commercial Air	7	TRF	TO Submitted Lump Sum	J. ARMESTO	2016-07-12	N
0000151364	Travel Request	00370735	EL HADAD	FADIA	Family Members Only	United States of America	International Staff	20000402	DGACM CO ATS	Professional & Above	2016-12-01	2016-12-11	Commercial Air	8	MES	Requestor Submitted Lumpsum	F. EL HADAD	2016-07-12	N
0000151364	Travel Request	00370735	EL HADAD	FADIA	Family Members Only	United States of America	International Staff	20000402	DGACM CO ATS	Professional & Above	2016-12-01	2016-12-11	Commercial Air	9	CAP	CO Approved	M. FAIZ	2016-07-12	N

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 Trip History Report.

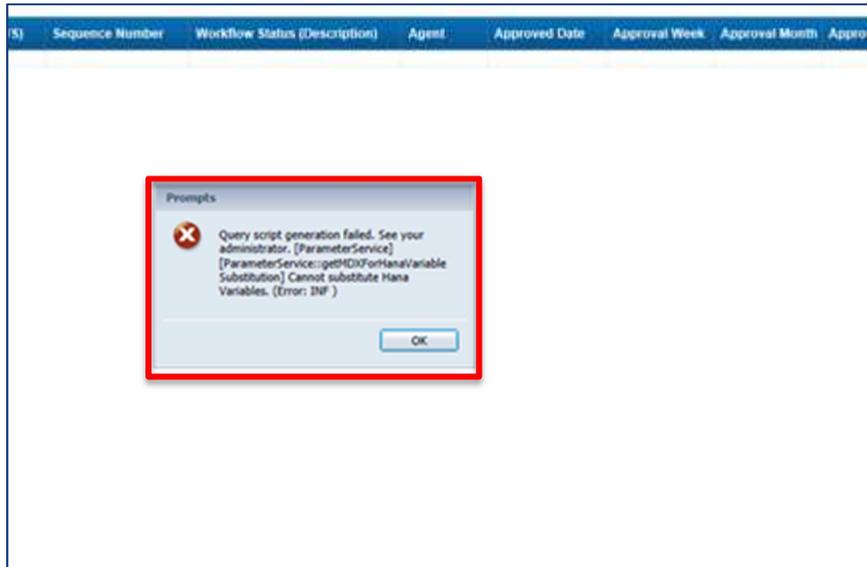
Trip No.	Trip Type	Index No.	Person Last Name	Person First Name	Traveller Type	Personnel Area	Employee Group	Employee Organization	Org. Unit	Employee
0000149766	Travel Request	00233268	STOECKL	WILHELM WOLFGANG	Non staff	United States of America	Special Staff	20002670	ICSC	ICSC C
0000149766	Travel Request	00233268	STOECKL	WILHELM WOLFGANG	Non staff	United States of America	Special Staff	20002670	ICSC	ICSC C
0000149766	Travel Request	00233268	STOECKL	WILHELM WOLFGANG	Non staff	United States of America	Special Staff	20002670	ICSC	ICSC C
0000149766	Travel Request	00233268	STOECKL	WILHELM WOLFGANG	Non staff	United States of America	Special Staff	20002670	ICSC	ICSC C
0000149766	Expense Report	00233268	STOECKL	WILHELM WOLFGANG	Non staff	United States of America	Special Staff	20002670	ICSC	ICSC C
0000149766	Expense Report	00233268	STOECKL	WILHELM WOLFGANG	Non staff	United States of America	Special Staff	20002670	ICSC	ICSC C
0000149766	Expense Report	00233268	STOECKL	WILHELM WOLFGANG	Non staff	United States of America	Special Staff	20002670	ICSC	ICSC C
0000149766	Expense Report	00233268	STOECKL	WILHELM WOLFGANG	Non staff	United States of America	Special Staff	20002670	ICSC	ICSC C
0000151364	Travel Request	00370735	EL HADDAD	FADIA	Family Members Only	United States of America	International Staff	20000402	DGACM DD ATS	Profess
0000151364	Travel Request	00370735	EL HADDAD	FADIA	Family Members Only	United States of America	International Staff	20000402	DGACM DD ATS	Profess
0000151364	Travel Request	00370735	EL HADDAD	FADIA	Family Members Only	United States of America	International Staff	20000402	DGACM DD ATS	Profess
0000151364	Travel Request	00370735	EL HADDAD	FADIA	Family Members Only	United States of America	International Staff	20000402	DGACM DD ATS	Profess

5. To see a distinct count of travel requests only, for example, you can insert a pivot table in a new worksheet within the same Excel file utilizing the “Workflow Details” sheet. The “Workflow Detail Export” sheet will not provide the distinct count due to the repeated rows unless you have the 2013 or higher version of Excel. Below shows a sample pivot table to distinguish travel requests processed per Traveller Type for each Employee Subgroup based on previously selected filters in the Prompts window.

Traveller Type	Count of Trip No.
<b>Family Members Only</b>	<b>4</b>
Professional & Above	4
<b>Non staff</b>	<b>255</b>
Consultants	54
Fellow	1
ICSC Chair/Vice	1
Indiv. Contractor	2
Int UNCS Staff	1
Leg. Comm. Member	22
Meeting Participant	163
Non-staff in UNCS	1
Professional & Above	9
Staff in UNCS	1
<b>Staff</b>	<b>252</b>
Field Service	5
General Service	15
Interpreter	1
JPO/Associate Expert	14
National Officer	1
Professional & Above	202
Security Service	13
Trades & Craft	1
<b>Staff and Family</b>	<b>10</b>
Professional & Above	9
Secretary General	1
<b>Grand Total</b>	<b>521</b>

## 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 Results" 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.

The screenshot shows a web application interface for a 'Trip History Report'. The main area contains a table with columns for Trip No., Trip Type, Index No., Person Last Name, Person First Name, Traveler Type, Personnel Area, Employee Group, Employee Organization, Org. Unit, Employee Subgroup, Trip Start Date, Trip End Date, Mode of Travel, Req. No., WF Status, WF Status Desc., Agent, Approved Date, and Pending. The table lists several travel requests, including those for Robert Ruz, Juliette, and Tamer. In the bottom right corner, a yellow warning triangle is visible with the text 'Refresh the data (Ctrl+R)' and 'Partial Results' in a red box. Below this, it says 'Last refresh on: February 28, 2017 7:41:05 PM GMT+01:00' and '5 minutes ago'.

Trip No.	Trip Type	Index No.	Person Last Name	Person First Name	Traveler Type	Personnel Area	Employee Group	Employee Organization	Org. Unit	Employee Subgroup	Trip Start Date	Trip End Date	Mode of Travel	Req. No.	WF Status	WF Status Desc.	Agent	Approved Date	Pending
0000022275	Travel Request	00795143	RUZ	ROBERT	Staff	Thailand	International Staff	20001105	ESCAP OCEANO CCSB EU	Professional & Above	2016-12-02	2016-12-11	Commercial Air	2	SUB	Submitted	R. CHITTHON GRAN	2016-10-20	N
														6	CRT	CO Returned	K. WONG	2016-10-21	N
														7	CFT	Chart & Saved	R. RUIZ	2016-10-21	N
														8	RSU	Resubmitted	R. CHITTHON GRAN	2016-10-21	N
														9	CAP	CO Approved	K. WONG	2016-10-21	N
														11	RAM	Amendment Requested	K. WONG	2016-11-24	N
														12	TAP	TO Approved	N. STRANON DHA	2016-11-25	N
0000020263	Travel Request	00372355	JULIETTE	JULIETTE	Family Members Only	Kenya	International Staff	20002754	UNEP OCEAN RICA	Professional & Above	2016-12-17	2016-12-25	Commercial Air	1	SUB	Submitted	J. BAO NGUENHOU HPO	2015-12-24	N
														2	HRT	HR Returned	E. MARIKALI	2015-12-24	N
														3	RSU	Resubmitted	J. BAO NGUENHOU HPO	2015-12-24	N
														4	HAP	HR Approved	E. MARIKALI	2015-12-24	N
														5	CAP	CO Approved	S. NDIETI	2015-12-24	N
														7	RAM	Amendment Requested	S. BHAMBRA	2015-12-29	N
														8	TAP	TO Approved	M. ABULLAHI	2015-12-29	N
000001212	Travel Request	00434452	QASIM	TAMER	Staff	Rwanda	International Staff	20007145	TO OTL ASP AP-RVY	Professional & Above	2016-12-14	2016-12-15	Commercial Air	2	SUB	Submitted	A. GENOUJ	2016-01-06	N
														4	CRT	CO Returned	C. BOI		

3. While entering a value for Trip No., 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.

