Missing P-Card Receipts Report in ServiceNow:

1. Log onto https://usu.service-now.com/usu/
2. Under the ‘Quick Links’ section, click on ‘P-Card’

3. Click the ‘Search’ icon at the top of the Dashboard:

4. Click “Find P-Card Transactions”
5. Under ‘Card Details’, type “DP----” in the ‘Card Department’ field
6. Expand the ‘Transaction Information’ section and select ‘Pending Approvals/Tasks Only’ from the drop-down menu under ‘Workflow Stage’

7. Click “Submit” in lower right corner
8. Make sure that there is a header entitled “Assigned to” at the top of the ServiceNow report.
   a. If there is, you’re all good to proceed.
   b. If not, click the blue gear at the left of the header column
      i. Click “Assigned to” in the ‘Available’ list and then the ‘>’ button to move it to the ‘Selected’ list
      ii. You can customize which fields the reports returns to you to suit your needs

9. Right click on any header ➔ export ➔ Excel
10. The report will now open into an Excel report so that you may filter and sort the data as you like
11. Under the ‘Assigned to’ column:
a. ‘<Blank>‘: Means it is above your level for approvals; you may delete these lines
b. ‘<Your Name>‘: Means it is your queue for approval
c. ‘<Cardholder’s name>‘: It is in the cardholder’s queue for approval
d. ‘<Name of Level 10>‘: Means that the receipt is either missing (or it is waiting to be assigned an index number by Director).
i. It is also possible that receipts could have been uploaded to the wrong cardholder folder in Box