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I. Discovering a Problem

A. Make a Screen Copy

In most instances when encountering a problem, a screen shot would be helpful, even if it is just an error message that displays when trying to run a report.

The Print Screen key will send a copy of the screen to the Windows clipboard. Open a new email message and paste (CTRL + V) the clipboard image into your email. Alternatively, you can paste the image into Word and send it as an attachment to an email. Please be sure not to send confidential data!

B. Document What you Were Doing

It will very likely help if you can document the steps you performed just prior to the error. Include such information as the report and the prompt selections such as school/department, date ranges, etc. on which you were working.

For example, “I was trying to run the Budget Summary report for departments xxxx and zzzz and I was using the Period selection Options of Fiscal Month: March and Fiscal Year: 2008. I also wanted to filter the report by fund # 12345T.”

Alternatively, if the report ran to completion, it would be most helpful to attach a screen shot of the Appendix Page to the Response Form as well.

In general, the more specific information you can provide, the better equipped we are to solve the problem quickly. To that end, we have developed an electronic form to make it easier for you to report the necessary information.
II. Reporting a Problem

A. Response Form

The following form is available on the RAPS Website on the Support tab. Please be sure to look for the Financial Reporting area. It is an Excel 2002 document.

Note: Problem reports and resolutions, as appropriate, will be added to the FAQ tab and the Support tab of the RAPS Website – https://raps.wustl.edu.

You can download the document, enter your information (including screen shot(s) as available), save it, and then send an email message to raps@wustl.edu and attach the form. Please be sure not to send confidential data!
B. Email
The preferred method of reporting a problem is to send an email message to raps@wustl.edu using the above form. However, any email message containing all of the information on the form is acceptable. Be sure to enclose a screen shot and any notes that you think would be helpful, including contact information, if possible.

C. Phone
Sometimes, a phone call is appropriate. You can call the RAPS personnel at 935-3890. Generally, hours of operation are 8:30 AM to 5:00 PM, Monday through Friday. However, you can leave a message at any time.

III. What to Expect
A. Communication
The RAPS personnel will triage your message to determine how serious the problem is and whether the issue has been brought up before. The appropriate development/programming personnel will be contacted as necessary.

Please understand that all problems are prioritized. Problems of a global nature that severely impact production will have first priority.

B. Workarounds
In some situations, a quick solution may not be possible. However, if a workaround is feasible, you will be notified.

C. Solution
You will be notified as soon as a solution is developed and tested. We would appreciate an acknowledgement that the solution worked to your satisfaction.

Note: Problem reports and resolutions, as appropriate, will be added to the FAQ tab and the Support tab of the RAPS Website – https://raps.wustl.edu.