Enterprise Management HR Case Logging Form

In order for our Support team to effectively troubleshoot your query, **we require all the below fields to be filled in**. Only once we have received a **completed** Case Logging Form will the issue be investigated. Email the form to [x3.support@sage.com](mailto:x3.support@sage.com)

|  |  |
| --- | --- |
| *Customer:* |  |
| *Date First Logged* |  |
| *Product:* | *Sage Enterprise Management HR* |
| *Severity Level (See matrix below to identify Severity applicable)* | Minor |
| *Linked Consultant or Business Partner* |  |
| *Environment / Folder Name* |  |
| *Login details to environment*  *Website link*  *Username and Password* |  |
| *Product Version Eg: V12* |  |
| *Product Patch Level: Eg: V12.0.9*  *(Development>Patches>Patch Integration Screenshot )* |  |
| *Module in which problem occurs:*  *Eg: Payroll, Administration* |  |
| *Short Description of Query:* |  |
| *Internet Browser Used & Version:* |  |
| *Integration with Sage Enterprise Management (Account Software)* | **YES NO** Product:  Version: |
| *List Any Customizations, Development Done:* |  |
| *More Detail of query:*  *Provide detail under the headings*  *Where possible provide screenshots* | * *Current Result* * Expected Result * Experienced by one or all users |
| *Provide Steps to Replicate the Issue: (Detail how you got to this error, which folder, company, employee was the issue experienced on)*  *Steps to function or Menu*  *Steps to recreate issue*  *E.g:*   * *Employee number tested* * *Report name* |  |
| *Solutions Attempted So Far (In Detail):* |  |