X3 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 HRM.Support@sage.com.

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| --- | --- |
| *Customer:* |   |
| *Date First Logged* |  |
| *Product:* | *Sage X3 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 X3 (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):* |  |