

iForms At-A-Glance: Assigning a Primary Approver in SAP

Faculty* and Staff who receive an '**Unknown Supervisor ...' warning message** when attempting to submit an ETAP application do not have a primary approver identified in our SAP HR system.

The departmental payroll representative generally has access to update an employee's primary approver within their area. Detailed instructions on how to create/update a primary approver are listed below.

- Log into Duke@Work.
- Click the iForms tab.
- Click Positions, then select "Approver Search" from the dropdown list.
- Search for the name or DUID of the person who should be assigned as the supervisor. When you see her/him in the list, click the "Maintain" link in the last column of the table.
- A form will open listing the supervisor's current employees (if any). To add an employee under this "supervisor," click the "Insert Row" button in the bottom table labeled "Employees."
- A new line will appear. In the Unique ID field type the employee's DUID, then click the ENTER key.
- You may see a warning message at the bottom about Backup Approvers not found, but ignore that and click the "SAVE (effect xxxxxx)" button.

Note: Creating or editing the supervisor/employee relationship connection will also update approvers for timecards (not API), travel expenses and the manager dashboard in the Learning Management System (LMS). However, the **Time & Attendance** (API) system approvers will not be changed.

**Faculty who receive this message should contact Duke Benefits at 919-684-5600 for assistance.*