Known Issue: KI9.2-42_EX Comments Not Displaying on Expense Report Sent Back by Approver

UPDATED: November 19, 2016

STATUS: RESOLVED

IMPACT: As of Release 5.20, dated November 19, 2016, comments will now display on expense reports sent back by approvers.

ORIGINALLY POSTED: May 13, 2016

When an approver sends back an Expense Report, the comments entered by the approver are not displaying for the traveler to review.

FUNCTIONAL WORKAROUND:

Until this issue is resolved, travelers can view the Comments by following these steps:

1. Navigate to Employee Self-Service > Travel and Expenses > Expense Reports > Create/Modify.
2. Select the Expense Report that was sent back.

Choose chabtains to correct department ID.
2. Click Summary and Submit.

3. Click View Printable Version.

4. Click Print Expense Report.

5. A new window will display with the printed version of the Expense Report. The Comments will display on this version.
Estimated Resolution:
A service request has been initiated with Oracle, and they are in the process of investigating the cause of this issue.

MORE INFORMATION AND SUPPORT: For business impact emergency issues, contact the ITS Helpdesk immediately at 706-583-2001 or 1-888-875-3697 (toll free within Georgia). For non-urgent issues, contact the ITS Helpdesk via the self-service support website at http://www.usg.edu/customer_services. (This service requires a user ID and password. E-mail helpdesk@usg.edu to obtain self-service login credentials.)

ADDITIONAL RESOURCES: For information about ITS maintenance schedules or Service Level Guidelines, please visit http://www.usg.edu/customer_services/service_level_guidelines. For USG services status, please visit http://status.usg.edu.