

# Known Issue: KI9.2-19 EX Name on Expense Report Summary Disappears

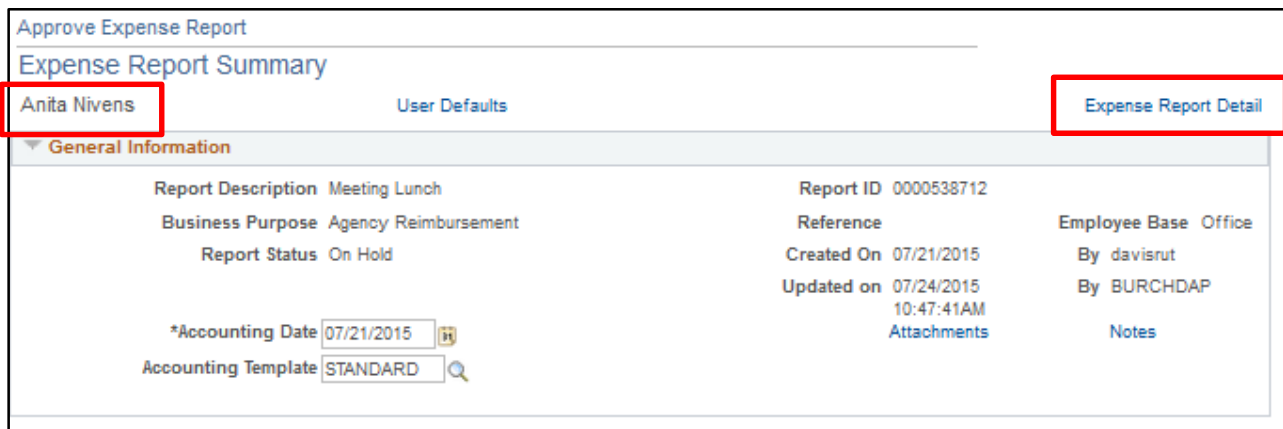
**POSTED:** November 14, 2015

**STATUS:** Active

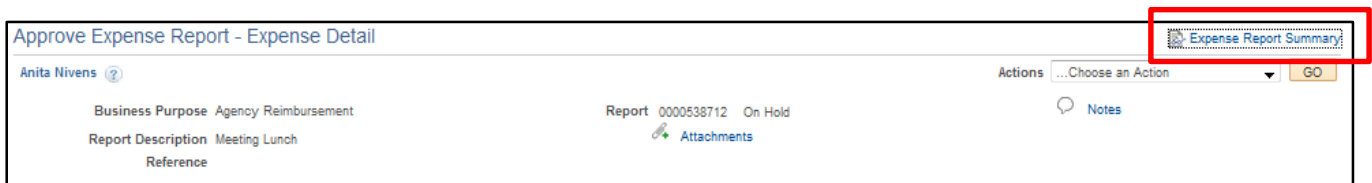
In version 9.2, when an approver is viewing an Expense Report that is in their Worklist, the name disappears from the Expense Report Summary when they toggle between the Expense Report Detail and Expense Report Summary pages.

Below is an example:

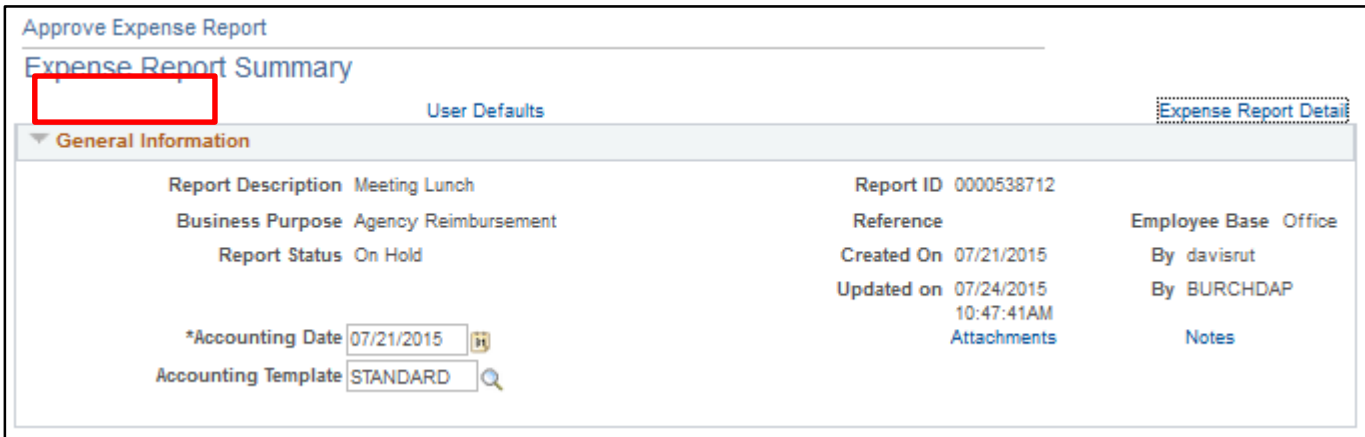
- Approver selects an Expense Report from the Worklist.
  - The Expense Report Summary page is displayed automatically and the name is shown.
  - The approver can click the Expense Report Detail link to view the report details.



- The Expense Report Detail page is displayed.
  - Note that the name still appears. After the approver has viewed the details, they can click the Expense Report Summary link to return to the Summary page.



- When the Summary page is displayed, the name is missing from the Expense Report.



Approve Expense Report

Expense Report Summary

User Defaults [Expense Report Detail](#)

General Information

Report Description	Meeting Lunch	Report ID	0000538712
Business Purpose	Agency Reimbursement	Reference	Employee Base Office
Report Status	On Hold	Created On	07/21/2015
		Updated on	07/24/2015 10:47:41AM
*Accounting Date	<input type="text" value="07/21/2015"/>	Attachments	By davisrut
Accounting Template	<input type="text" value="STANDARD"/>		By BURCHDAP
			Notes

**Functional Workaround:**

If the Approver needs to confirm who the Expense Report is for, they can click the Expense Report Detail link again and the name will display on the Detail page.

**Estimated Resolution:**

This was a known Oracle bug and a fix was provided in Image 13. However, the issue still existed during system testing for Release 5.00 of this fix, so it is not yet resolved. ITS is researching further and will submit a case with Oracle if needed. Once a resolution is identified, it will be included in a future release.

**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](http://www.usg.edu/customer_services). (This service requires a user ID and password. E-mail [helpdesk@usg.edu](mailto: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](http://www.usg.edu/customer_services/service_level_guidelines). For USG services status, please visit <http://status.usg.edu>.