

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

RESOLVED

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

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.
Select the Expense Report that was sent back.



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>.