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

POSTED: November 14, 2015

STATUS: Active

NAVIGATION: N/A

ISSUE: 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.
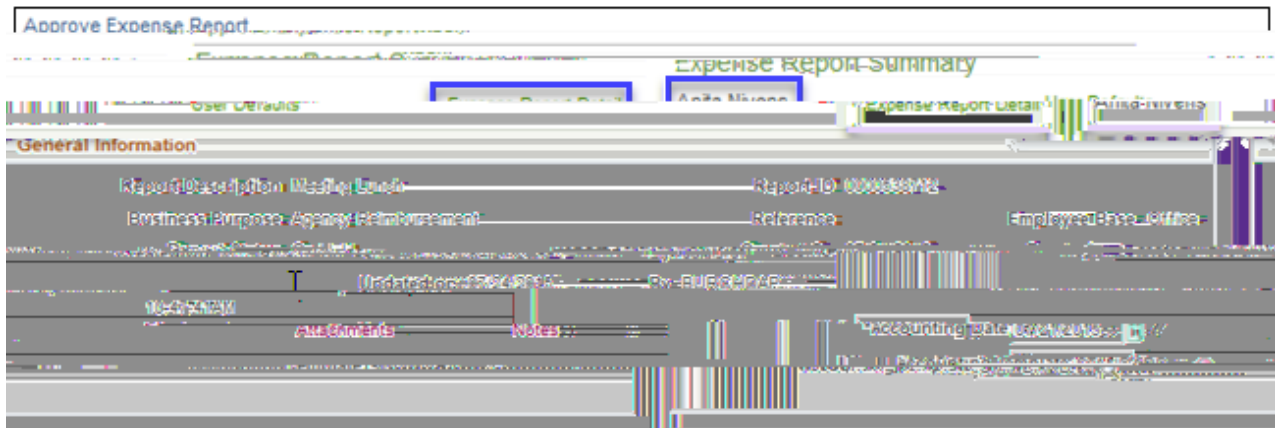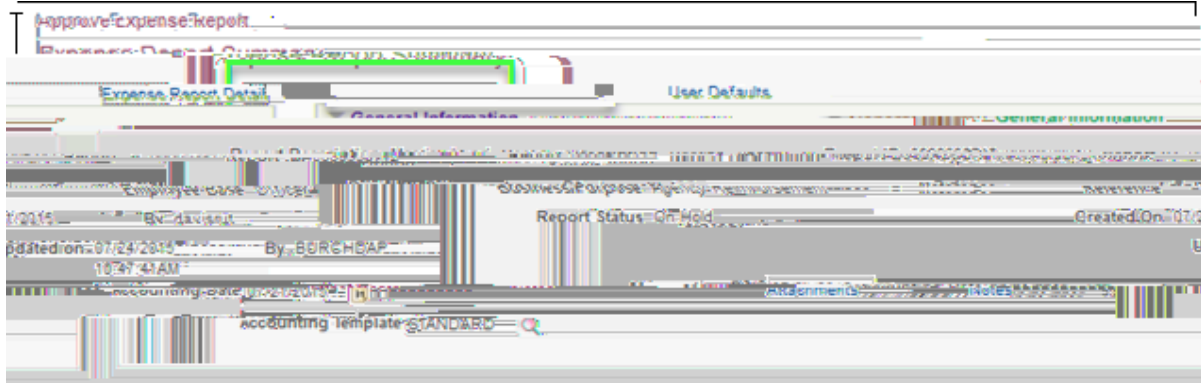

- The Expense Report Detail page is displayed.
  - Note that the name still appears. After the approver has viewed the details, they can click the Expense Report Summary link to return to the Summary page.

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

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 issues, contact the ITS Helpdesk at helpdesk@usg.edu or via the ITS Customer Services website.