Known Issue: KI9.2-42_EX Comments Not Displaying on Expense Report Sent Back by Approver
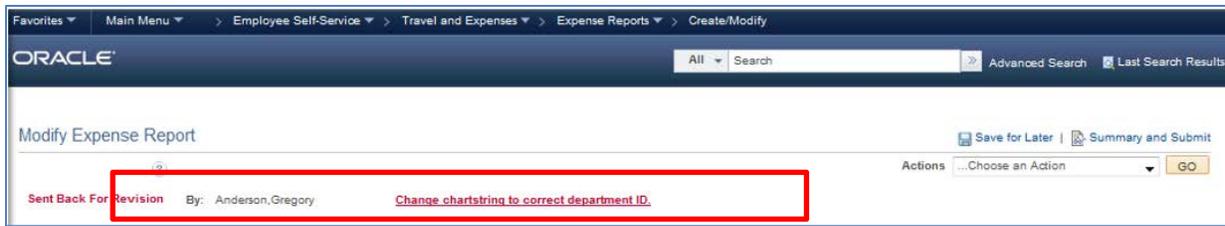
UPDATED   November 19, 2016

STATUS: RESOLVED

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

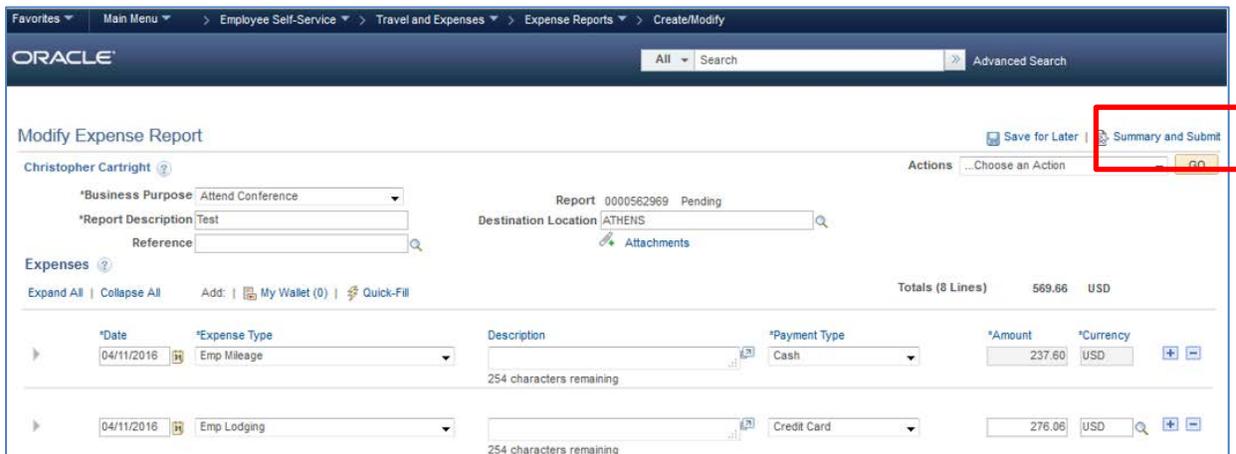**ORIGINALLY POSTED:**   May 13, 2016

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

FUNCTIONAL WORKAROUND:

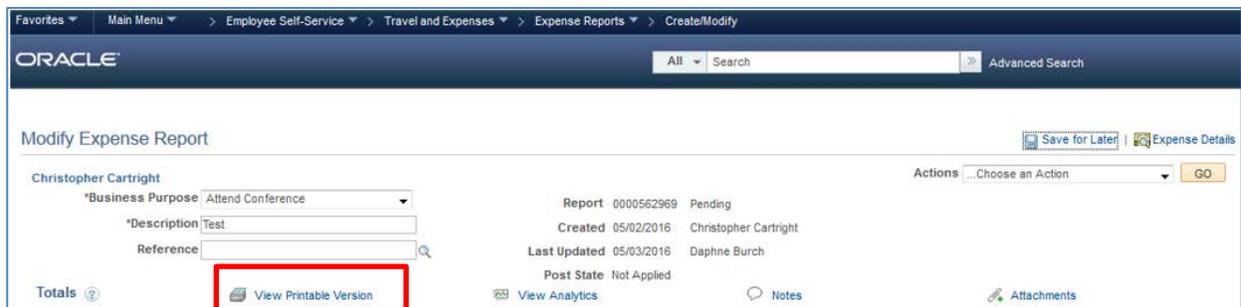Until this issue is resolved, travelers can view the Comments by following these steps:
1. Navigate to Employee Self-Service > Travel and Expenses > Expense Reports > Create/Modify.
   Select the Expense Report that was sent back.

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.

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PeopleSoft 9.2

ORACLE Expense Report

PeopleSoft Expenses EXC4500

Employee ID / Name 0301819			Report ID 0000533158	
Reference	**Report Description** PCA/ACA 2015 Conference		**Report Status** Paid	
Home/Mailing Address 807 E. 39th Street Savannah, GA, 31401			**Business Purpose** Presentation / Lecture/Speech	
			Travel Auth ID 0000426019	
			Institution Armstrong State University	

Expense Lines

Date	Expense Type		Non-Reimbursable		No Receipt	Payment Type	Amount
Description			Additional Information		Merchant		Location
Bus GL	Account	Fund	DeptID	Program	Class	Project	Dist. Amount
04/01/2015	Registration					Master Card	175.00 USD
Receipt attached.							Paid
24000	727110	10600	1001060	11100	11000		175.00
04/01/2015	Emp Lodging					Cash	440.00 USD
Split hotel cost with Jane Receipt attached.			Number of Nights: 3				Paid
24000	641140	10600	1001060	11100	11000		440.00
04/01/2015	Emp Ground Gasoline					Master Card	47.11 USD
Receipts attached.							Paid
24000	641110	10600	1001060	11100	11000		47.11
04/01/2015	Emp Lunch					Cash	13.50 USD
							Paid
24000	641130	10600	1001060	11100	11000		13.50
04/01/2015	Emp Dinner					Cash	27.00 USD
							Paid
24000	641130	10600	1001060	11100	11000		27.00
04/02/2015	Emp Lunch					Cash	18.00 USD
							Paid
24000	641130	10600	1001060	11100	11000		18.00
04/02/2015	Emp Dinner					Cash	36.00 USD
							Paid
24000	641130	10600	1001060	11100	11000		36.00
04/03/2015	Emp Lunch					Cash	18.00 USD
							Paid
24000	641130	10600	1001060	11100	11000		18.00
04/03/2015	Emp Dinner					Cash	36.00 USD
							Paid
24000	641130	10600	1001060	11100	11000		36.00

Approvals

Approver Profile	Name	Action	Action Dttm	Comments
Employee	Cartright,	Submitted	04/28/2015 01:35:26 PM	
DEPT_MANAGER1	Howells,Helen	Sent Back For Revision	04/29/2015 06:54:50 AM	The other two expense reports request $90 and $150 of registration. This requests an addition

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.