

Approver Buttons are Gone


Scenario:

An approver is trying to approve an expense report and the approve button is missing. This is most likely because the user choose the 'Expense Details' from the upper right corner.



The screenshot shows the 'Expenses WorkCenter' interface. The title bar reads 'Expenses WorkCenter' and includes navigation icons. The main content area is titled 'Approve Expense Report - Expense Summary'. Below the title, the user name 'SHARON SCHWARTZ' is displayed. The 'Actions' dropdown menu is open, showing 'Choose an Action' and a 'GO' button. A red arrow points to the 'Expense Details' option in the dropdown menu. The form fields include: Business Purpose (Conference), Report (0000577113), Approvals in Process, Created (07/02/2018), SHARON SCHWARTZ, Description (approver change fields), Last Updated (07/02/2018), EXMRG10 - Alternate Approver, and Reference (OUTSTATE).

The user should change the value to 'Summary and Approve' and then the approve button and others will be visible.



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