**Please complete as much information as possible**

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| **Zen Desk Ticket Number or URL:** |  |
| **Date Raised:** | **25.10.2024** |
| **Customer(s), or your Department:** | **Duston Education Trust** |
| **PBI Number :**  ( Will be assigned on acceptance) |  |

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| **Type of Software Defect** | | |
| **Bug :** |  |  |
| **Enhancement :** |  | **Remove nominals and accounts from view once no access is applied, they stay showing in a shade of grey** |
| **Unknown :** |  |  |

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| **Priority – Do you consider this item to be…** | | |
| **Priority 1** |  | **Needs to be addressed at earliest opportunity ; affects multiple customers** |
| **Priority 2** |  |  |

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| **Software Module** | | |
| **Software Module :** |  | **Reporting Suite** |
| **Version :** |  | **V7** |
| **Build Number :** |  |  |

**Please outline/detail your request below so QA can efficiently respond to your query.**

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| **Single line Overview Description** |
| Remove nominals and accounts from view once no access is applied, they stay showing in a shade of grey |
| **Detailed Description** |
|  |
| **Replication Steps** |
| If reporting a Bug please provide, with any screen shots  Steps to Reproduce:  Expected Result:  Actual Result: |
| **Specification details** |
| A lot of the customers would like to be able not to see the nominal that they apply no access view, instead of just greying out. |
| **Supplementary Comments** |
| Please provide any other supporting comments to assist with this request |

**Software Modules**

PS Accounting

PS Online Framework

PS Purchasing

PS Budgeting

PS Expenses

E-Procurement

Data Transformation Tool Document Imaging

Accruals Credit Control

Direct Debit Manager and Dispute Handler Document Changer

Email Watcher VAT Returns (MTD)

Media Exporter MyInterfaces

PS Selector Reporting Services Browser

Sentinel Workflow

Year End PS Distribution

Income Management System Bespoke Software

Emailing Suite (Document, Remittance, Statement) V7

Solution 7 (Smartview )

Education Standard Model Education Reporting Pack

Commercial and Charity Model (ME, SE) Commercial Reporting Suite

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| **QA Use** | | |  |
| **PBI Number :** | **Added to Project :** | **Added on :** | **By:** |
|  |  |  |  |