

Known Issue: KI9.2-72_EX Incorrect Chartstrings on Fluid Expense Report When Accounting Defaults Changed

UPDATED: December 1, 2018

STATUS: RESOLVED

IMPACT: As of Release 5.40, dated December 1, 2018, an Oracle fix has been applied which resolved this issue. When creating a Fluid Expense Report and changes are made to the Chartstring using Accounting Defaults, the Chartstring will now update on every expense line.

ORIGINALLY

POSTED: December 1, 2017

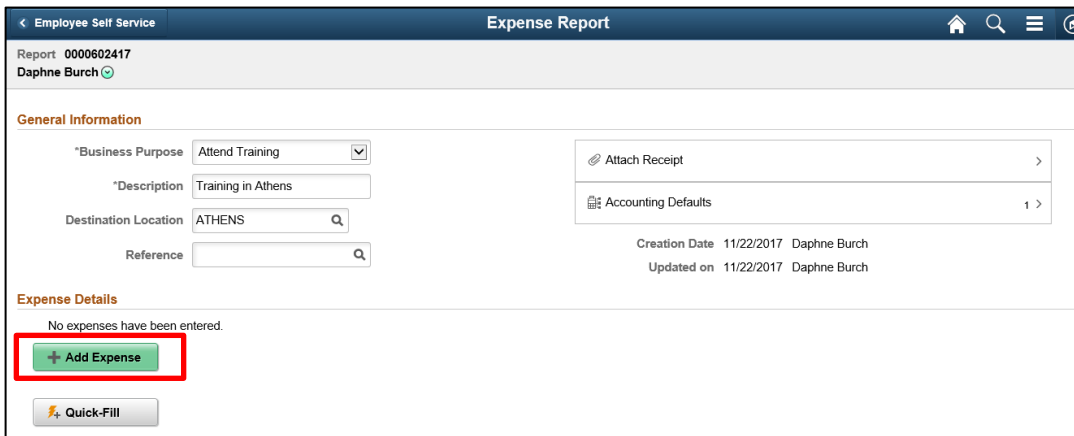
When an Expense Report is created, the Accounting Details on all expense lines are populated with the Default ChartField Values listed on the traveler's Expense Profile. When a user creates a Fluid Expense Report, adds expense lines, then attempts to change the Chartstring using Accounting Defaults, the Chartstring is not updated on every expense line.

The steps that cause this issue to occur are outlined below:

Navigation: Click the Create Expense Report tile from the Fluid Employee Self Service homepage.



A new Expense Report will display. Click Add Expense to add expense lines.



Employee Self Service Expense Report
 Report 0000602417
 Daphne Burch

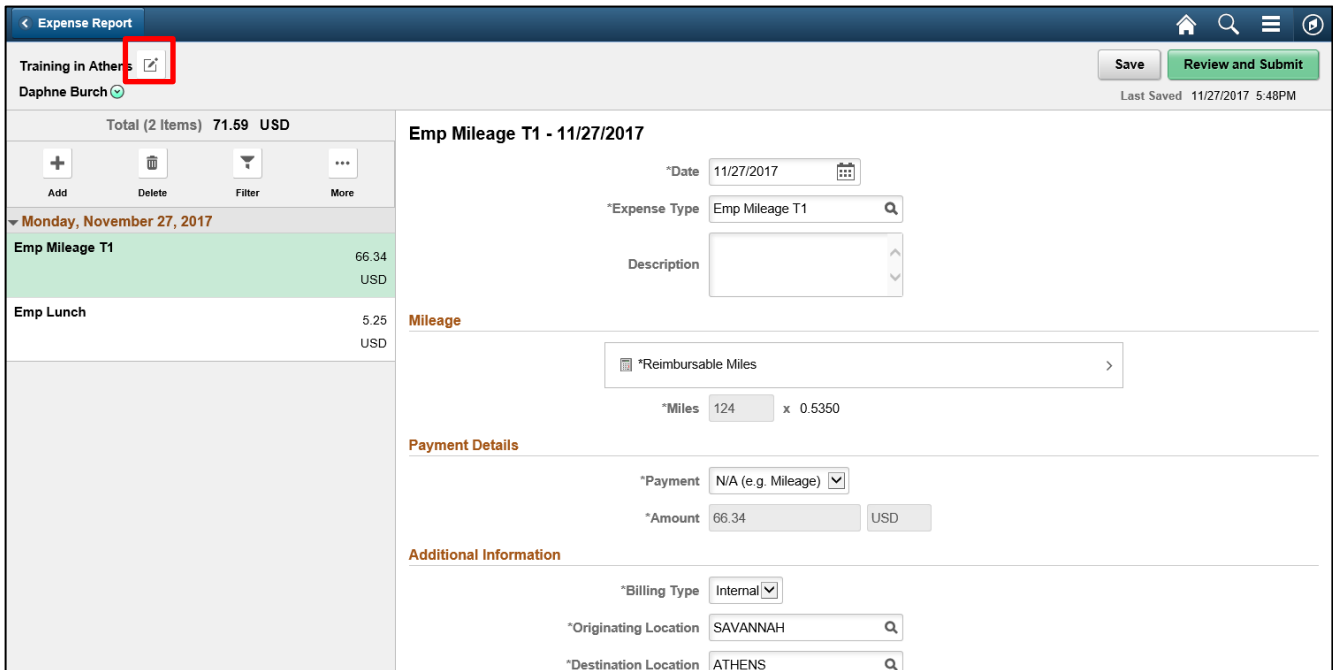
General Information
 *Business Purpose: Attend Training
 *Description: Training in Athens
 Destination Location: ATHENS
 Reference:

Attach Receipt
 Accounting Defaults: 1

Creation Date: 11/22/2017 Daphne Burch
 Updated on: 11/22/2017 Daphne Burch

Expense Details
 No expenses have been entered.
+ Add Expense
 Quick-Fill

Add expense lines, then click the Expense Report Header button to return to the Expense Report Header/General Information page.



Expense Report
 Training in Athens ☑
 Daphne Burch

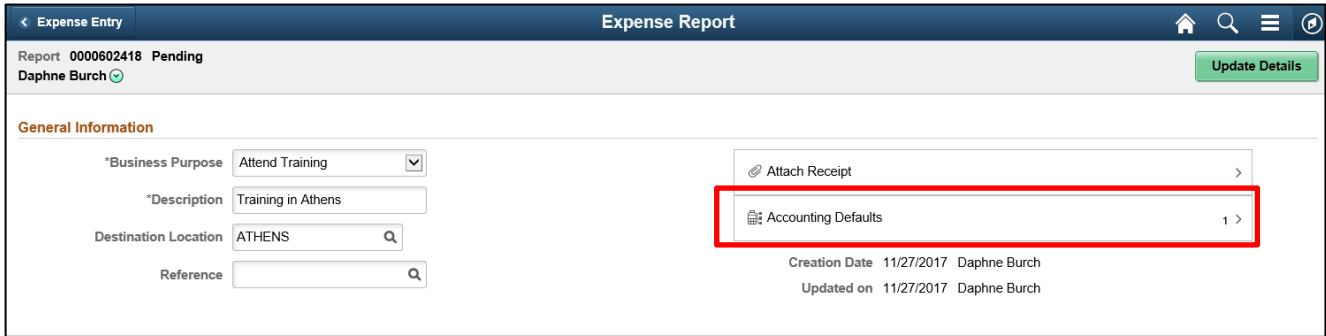
Total (2 Items) 71.59 USD
 Add Delete Filter More

Monday, November 27, 2017	
Emp Mileage T1	66.34 USD
Emp Lunch	5.25 USD

Emp Mileage T1 - 11/27/2017
 *Date: 11/27/2017
 *Expense Type: Emp Mileage T1
 Description:
Mileage
 *Reimbursable Miles
 *Miles: 124 x 0.5350
Payment Details
 *Payment: N/A (e.g. Mileage)
 *Amount: 66.34 USD
Additional Information
 *Billing Type: Internal
 *Originating Location: SAVANNAH
 *Destination Location: ATHENS

Save Review and Submit
 Last Saved 11/27/2017 5:48PM

The General Information section will display. Select Accounting Defaults.



Expense Entry Expense Report

Report 0000602418 Pending
Daphne Burch Update Details

General Information

*Business Purpose Attend Training

*Description Training in Athens

Destination Location ATHENS

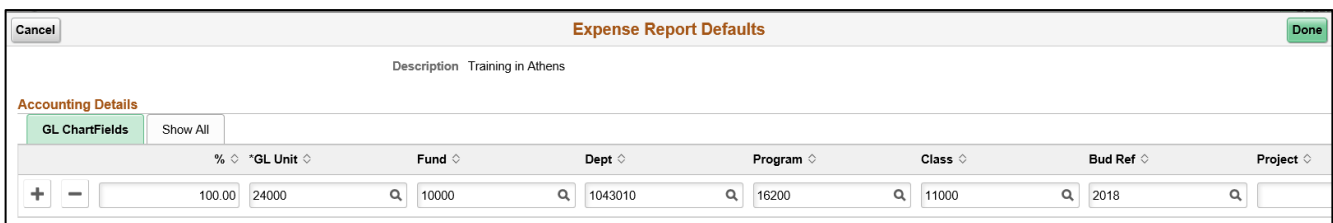
Reference

Attach Receipt

Accounting Defaults 1 >

Creation Date 11/27/2017 Daphne Burch
Updated on 11/27/2017 Daphne Burch

The Expense report Defaults window will display.



Cancel Expense Report Defaults Done

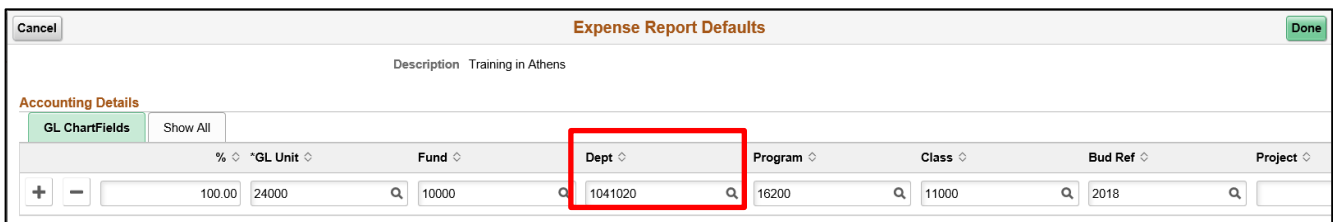
Description Training in Athens

Accounting Details

GL ChartFields Show All

%	*GL Unit	Fund	Dept	Program	Class	Bud Ref	Project
100.00	24000	10000	1043010	16200	11000	2018	

Make a change to the Chartstring used. In this example, we selected Accounting Defaults and changed Department from 1043010 to 1041020.



Cancel Expense Report Defaults Done

Description Training in Athens

Accounting Details

GL ChartFields Show All

%	*GL Unit	Fund	Dept	Program	Class	Bud Ref	Project
100.00	24000	10000	1041020	16200	11000	2018	

Click Done.

Select Update Details to return to the expense lines.

Update Details

Select Accounting.

Accounting 1 >

Note that the Chartstring was not updated.

Expense Report Distributions

Expense Type Emp Mileage T1
Amount 66.34 USD

Accounting Details

GL ChartFields Show All

Amount	GL Unit	Monetary Amount	Currency Code	Exchange Rate	Account	Fund	Dept	Program	Class
66.34	24000	66.34	USD	1.00000000	641510	10000	1043010	16200	11000

Functional Workaround:

To prevent incorrect Chartstrings from populating an expense report when you need to change the Accounting Defaults, use one of the two functional workarounds below:

1. Create Expense Reports using the Classic navigation (use the Navigation bar to select **Employee Self-Service > Travel and Expenses > Expense Reports > Create**).
2. Create a Fluid Expense Report and update the Accounting Defaults prior to adding expense lines.

Estimated Resolution: An Oracle fix for this issue will be included in a future release.

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>.