

# Known Issue: KI9.2-73\_EX – Creating Travel Authorization from a Template Causes Accounting Details to be Blank

**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 travel authorization from a template, Accounting Details are now populated on all lines of the travel authorization.

**ORIGINALLY**

**POSTED:** December 1, 2017

Following Release 5.30, when users attempt to create a travel authorization from a template, Accounting Details are not populated on all lines of the travel authorization.

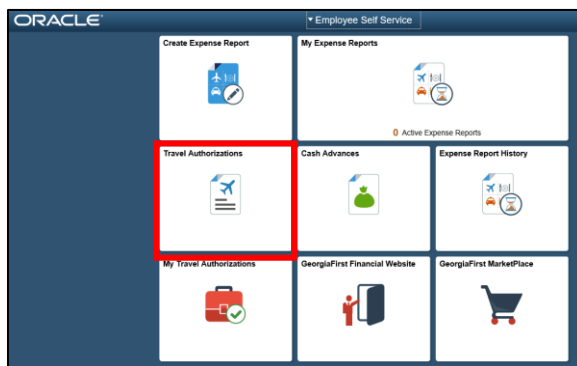
There are two ways to create a travel authorization from a template:

- Use the Quick Start menu
- Set the Default Creation Method for Travel Authorizations to Copy from a Template.

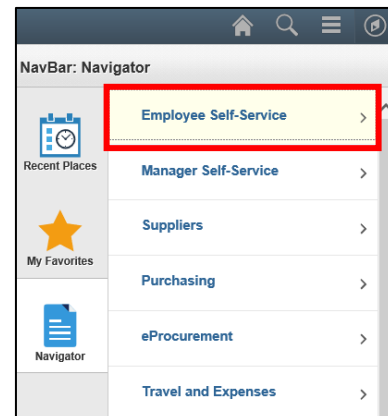
The steps that cause the issue to occur are outlined below:

Using the Quick Start Menu:

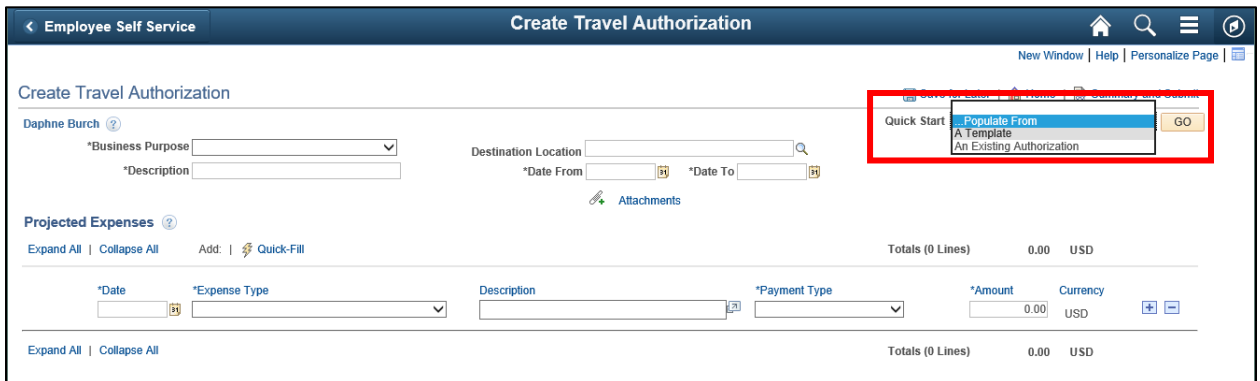
1. Select the Travel Authorizations tile from the Fluid Employee Self Service homepage OR use the Navigation Bar to select **Employee Self-Service > Travel and Expenses > Travel Authorizations > Create**.



OR



2. From the Quick Start Menu, select A Template and click GO.



Employee Self Service | Create Travel Authorization

Daphne Burch

\*Business Purpose: [Dropdown] | Destination Location: [Text] | \*Date From: [Date] | \*Date To: [Date]

\*Description: [Text] | Attachments: [Icon]

Projected Expenses

Expand All | Collapse All | Add: Quick-Fill

Totals (0 Lines) | 0.00 | USD

\*Date: [Date] | \*Expense Type: [Dropdown] | Description: [Text] | \*Payment Type: [Dropdown] | \*Amount: 0.00 | Currency: USD

Expand All | Collapse All

Totals (0 Lines) | 0.00 | USD

3. A list of templates will display. Select a template.

Create Travel Authorization

Select a Template

Authorization ID NEXT

	Template	Description	Template Type
Select	DTRIP	Day Trip Authorization	Public Template
Select	MILEAGE	Emp Mileage Reimburse Template	Public Template
Select	MULTDAY	Multi Day Travel Authorization	Public Template
Select	NONEMP	Non Employee Travel	Public Template

[Return to Travel Authorization Entry](#)

4. Enter a Date Range and choose Expense Type(s). When finished, click OK.

Template	Description
DTRIP	Day Trip Authorization

**Date Range**

From 11/28/2017 To 11/29/2017

**Add Expense Types:**

One Day	All Days	Expense Type
<input type="checkbox"/>	<input type="checkbox"/>	Emp Ground Gasoline
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Emp Lunch
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Emp Mileage T1
<input type="checkbox"/>	<input type="checkbox"/>	Emp Mileage T2 Persnl Reduced
<input type="checkbox"/>	<input type="checkbox"/>	Emp Parking
<input type="checkbox"/>	<input type="checkbox"/>	Emp Rental Car

OK Cancel

- Note that the first line on the travel authorization is populated with Accounting Details, but the second line is not.

Create Travel Authorization

Jaquetta Roddy

\*Business Purpose: [Dropdown] Destination Location: [Search] \*Date From: 11/28/2017 \*Date To: 11/29/2017

\*Description: [Text] Attachments: [Icon]

**Projected Expenses**

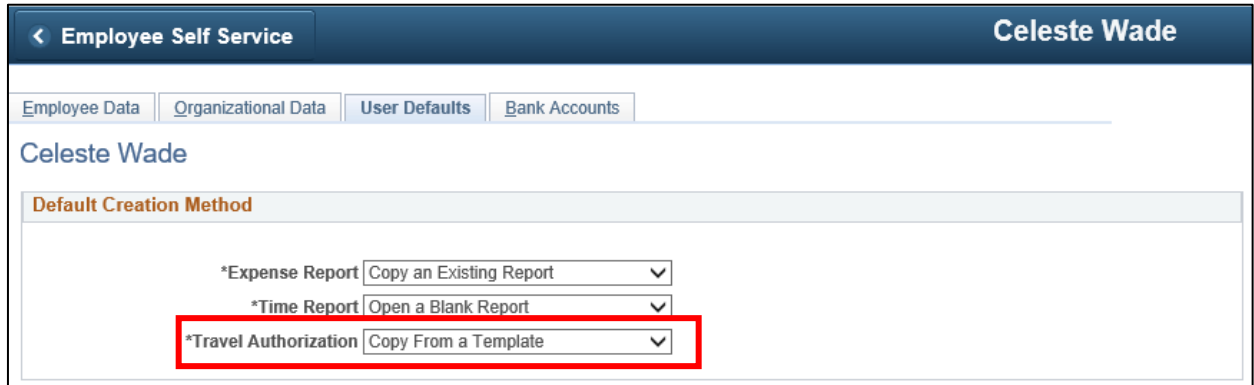
Expand All | Collapse All Add: | Quick-Fill Totals (4 Lines) 0.00 USD

*Date	*Expense Type	Description	*Payment Type	*Amount	Currency																								
11/28/2017	Emp Lunch	[Text]	[Dropdown]	0.00	USD																								
*Billing Type: Internal *Location: [Search]																													
<b>Accounting Details</b> <table border="1"> <thead> <tr> <th>Chartfields</th> <th>Amount</th> <th>*GL Unit</th> <th>Account</th> <th>Alt Acct</th> <th>Oper Unit</th> <th>Fund</th> <th>Dept</th> <th>Program</th> <th>Class</th> <th>Bud Ref</th> <th>Product</th> </tr> </thead> <tbody> <tr> <td>[Dropdown]</td> <td></td> <td>33000</td> <td>641130</td> <td>[Search]</td> <td>[Search]</td> <td>10000</td> <td>1046000</td> <td>16200</td> <td>11000</td> <td>2018</td> <td>[Search]</td> </tr> </tbody> </table>						Chartfields	Amount	*GL Unit	Account	Alt Acct	Oper Unit	Fund	Dept	Program	Class	Bud Ref	Product	[Dropdown]		33000	641130	[Search]	[Search]	10000	1046000	16200	11000	2018	[Search]
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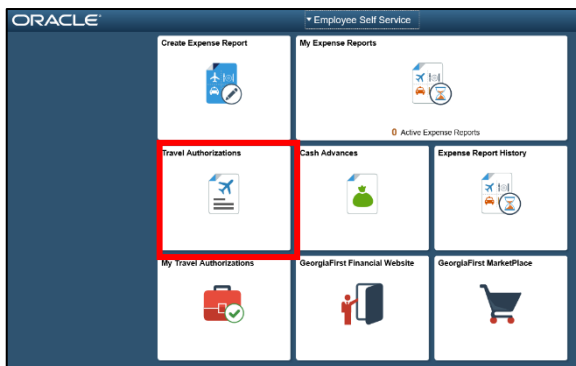
### Setting the Default Creation Method for Travel Authorizations to Copy from a Template:

Navigate to **Employee Self-Service > Travel and Expense Center > Profiles and Preferences > Review/Edit Profile**. The Default Creation Method is located on the User Defaults tab.

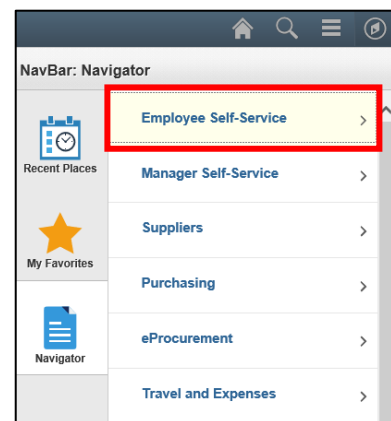
1. Set Travel Authorization to Copy from a Template. This setting will automatically default Travel Authorization creation to Copy from a Template for every Travel Authorization you create.



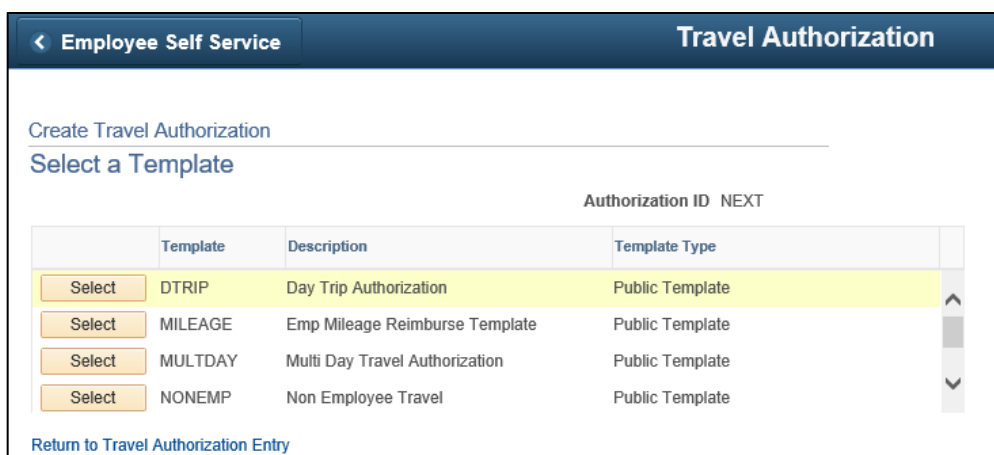
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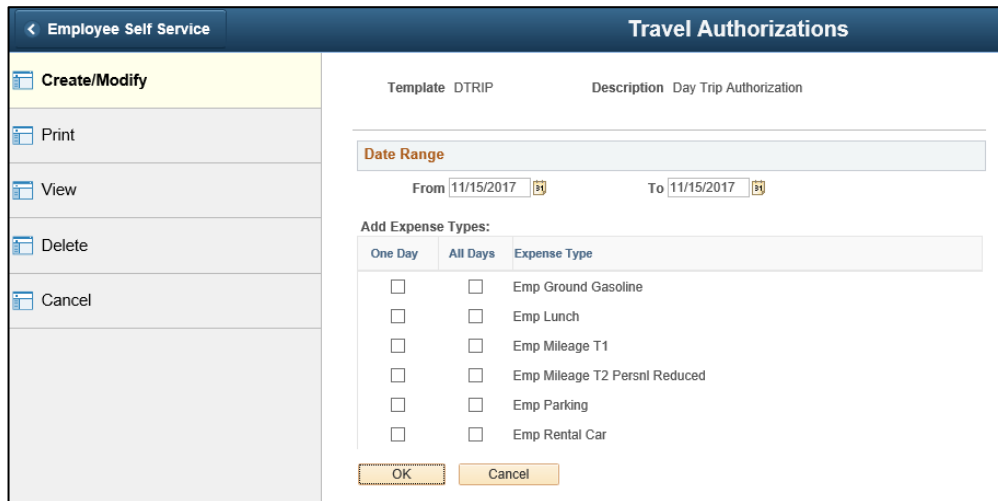
OR



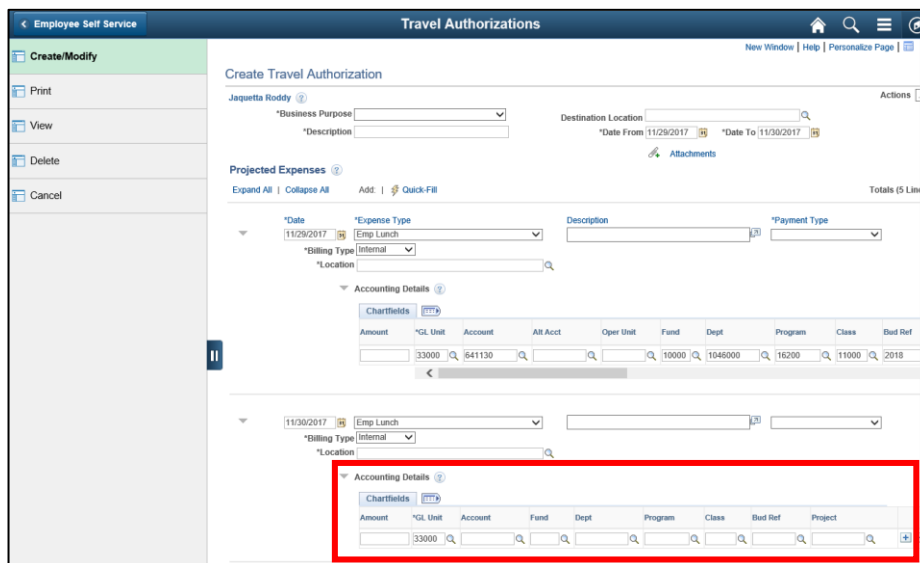
3. When you click the Add button, a list of templates will display. Select a Template.



4. Enter a Date Range and choose Expense Type(s).



5. Once you enter this information and click OK, an Expense Report is created. The first line is populated with Accounting Details while the second line remains blank.



Amount	GL Unit	Account	Alt Acct	Oper Unit	Fund	Dept	Program	Class	Bud Ref
33000	641130				10000	1048000	16200	11000	2018

**Functional Workaround:**

Until an Oracle solution is provided, we recommend that users not create Travel Authorizations from a Template. In the event a template is used, you will need to manually enter the correct Accounting Details on each line.

**Estimated Resolution:**

A service request has been submitted to Oracle and a fix will be provided 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](http://www.usg.edu/customer_services). (This service requires a user ID and password. E-mail [helpdesk@usg.edu](mailto: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](http://www.usg.edu/customer_services/service_level_guidelines). For USG services status, please visit <http://status.usg.edu>.