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

![Create Travel Authorization](image1)

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

![Select a Template](image2)

4. Enter a Date Range and choose Expense Type(s). When finished, click OK.
5. Note that the first line on the travel authorization is populated with Accounting Details, but the second line is not.

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.

```
<table>
<thead>
<tr>
<th>Default Creation Method</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>Expense Report</em> Copy an Existing Report</td>
</tr>
<tr>
<td><em>Time Report</em> Open a Blank Report</td>
</tr>
<tr>
<td><em>Travel Authorization</em> Copy From a Template</td>
</tr>
</tbody>
</table>
```

2. 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.**

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.

**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. (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.