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

**POSTED:** December 1, 2017

**STATUS:** Active

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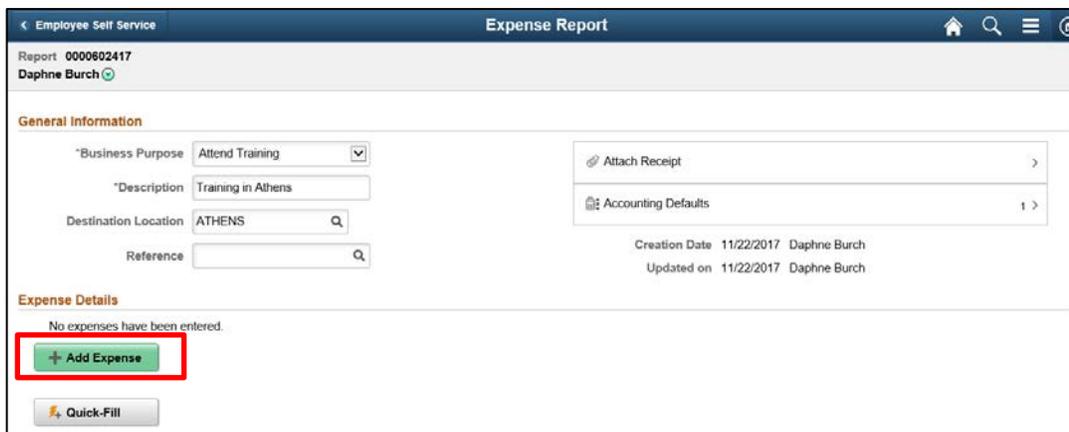
Add expense lines, then click the Expense Report Header button to return to the Expense Report Header/General Information page.
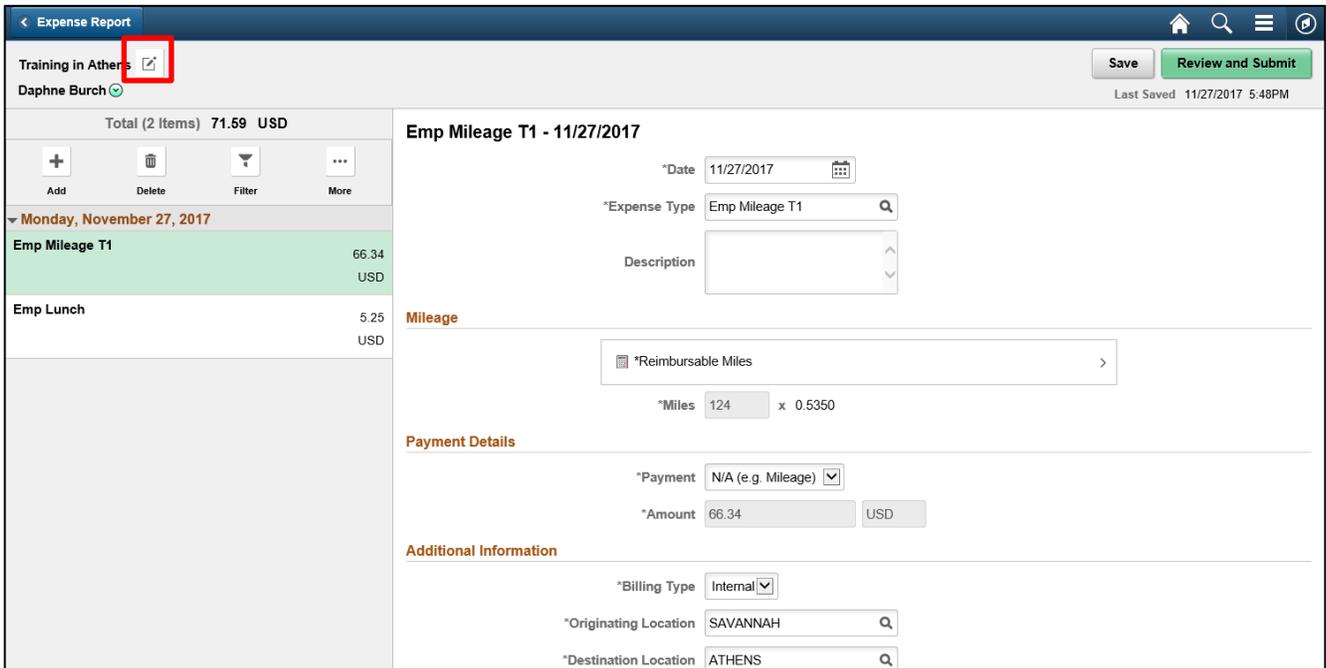


The General Information section will display. Select Accounting Defaults.
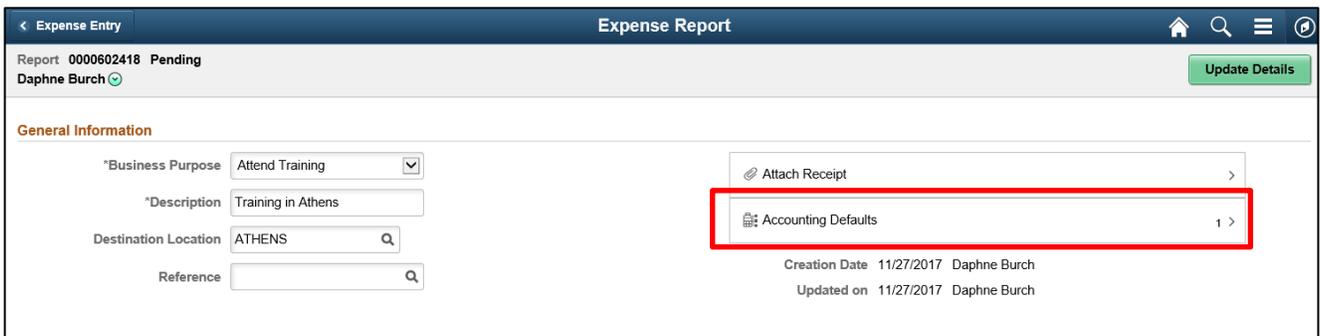


The Expense report Defaults window will display.



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

Click Done.

Select Update Details to return to the expense lines.



Select Accounting.



Note that the Chartstring was not updated.
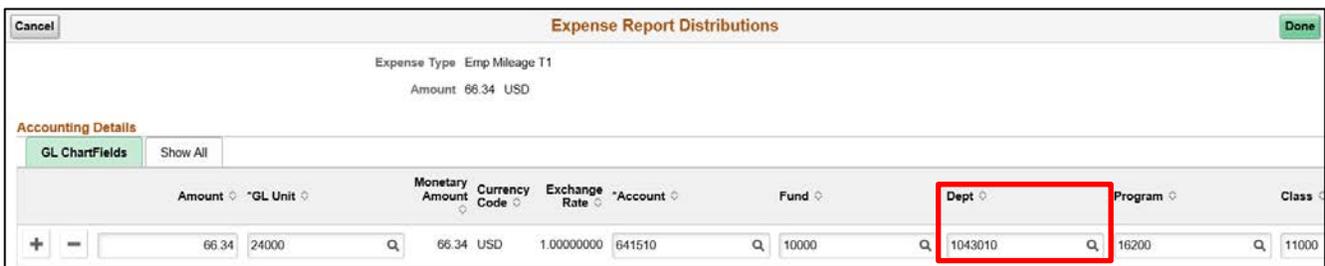


**Functional Workaround**:
To prevent incorrect Chartstrings from populating an expense report when you need to change the Accounting Defaults, use one of the two functional workarounds below:
1. Create Expense Reports using the Classic navigation (use the Navigation bar to select **Employee Self-Service > Travel and Expenses > Expense Reports > Create**).
2. Create a Fluid Expense Report and update the Accounting Defaults <u>prior</u> 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.