

Known Issue: KI9.2-74_EX – Default Creation Method of Copy an Existing Report Causes Javascript Error in Fluid Expense Report

POSTED: December 1, 2017

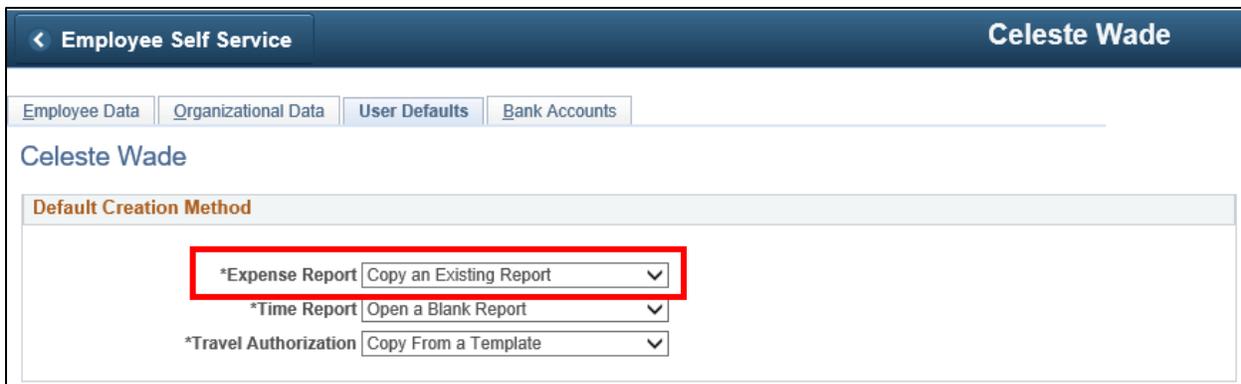
STATUS: Active

The Default Creation Method setting, located on the User Defaults tab of the Expense Profile, allows a user to create an Expense Report automatically from either a(n):

- Blank report
- Existing report
- Template
- Travel Authorization

When the Default Creation Method is set to **Copy an Existing Report** and the traveler creates a Fluid Expense Report, a javascript error displays.

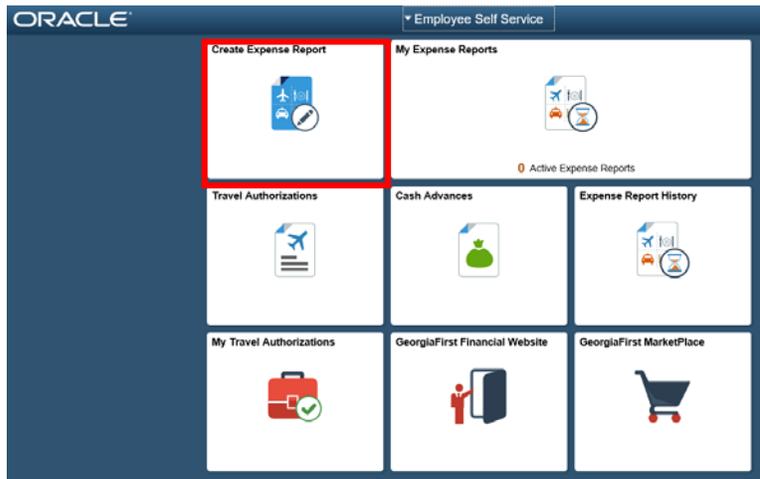
The Default Creation Method is set up by navigating to **Travel and Expense Center > Profiles and Preferences > Review/Edit Profile** and clicking on the User Defaults tab.



The screenshot shows the 'Employee Self Service' interface for user 'Celeste Wade'. The 'User Defaults' tab is selected. Under the 'Default Creation Method' section, three dropdown menus are visible: '*Expense Report' (set to 'Copy an Existing Report'), '*Time Report' (set to 'Open a Blank Report'), and '*Travel Authorization' (set to 'Copy From a Template'). The first dropdown is highlighted with a red rectangular box.

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

1. Select the Create Expense Report tile.



2. A list of Existing Expense Reports will display. Select an existing Expense Report.

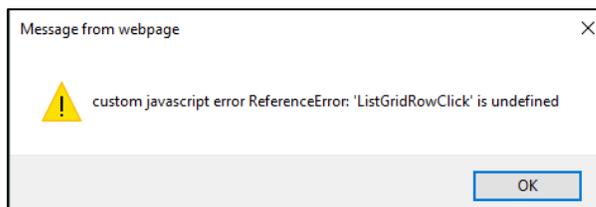
Copy from Existing Expense Report

From Date: 08/15/2016
To: 11/15/2017

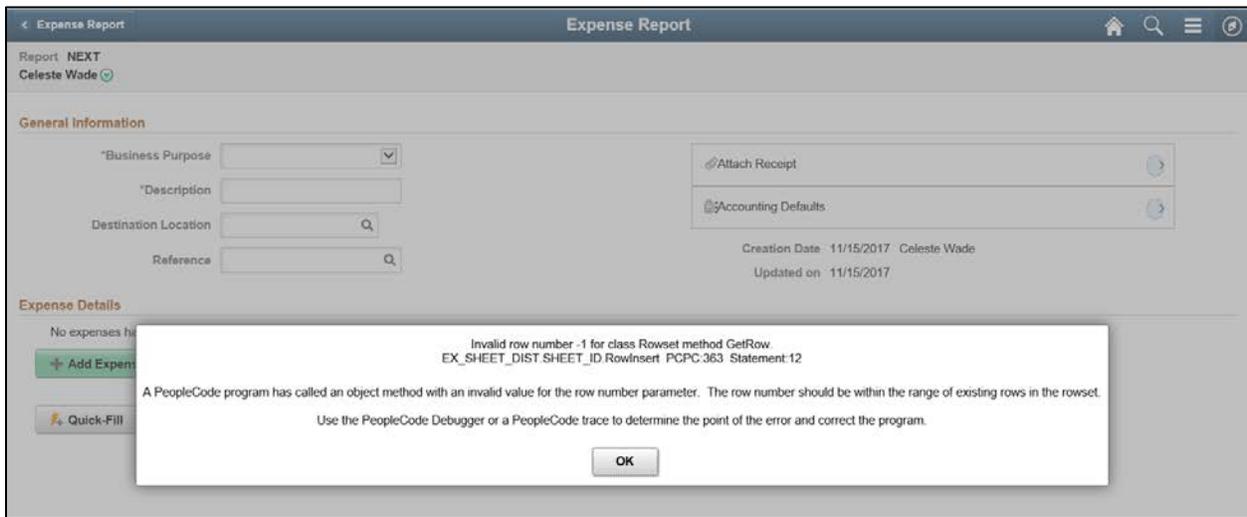
Search

	Report ID	Description	Business Purpose	Status	Created
Select	0000602395	Test	Attend Training	Submitted for Approval	11/08/2017
Select	0000602394	Rock Eagle	Attend Conference	Submitted for Approval	11/08/2017
Select	0000602393	Test Printed ER and ACCTG	Attend Conference	Submitted for Approval	11/08/2017
Select	0000602387	Test Mileage	Attend Conference	Pending	11/02/2017
Select	0000572501	2016 Georgia Summit Conference	Attend Conference	Paid	09/26/2016

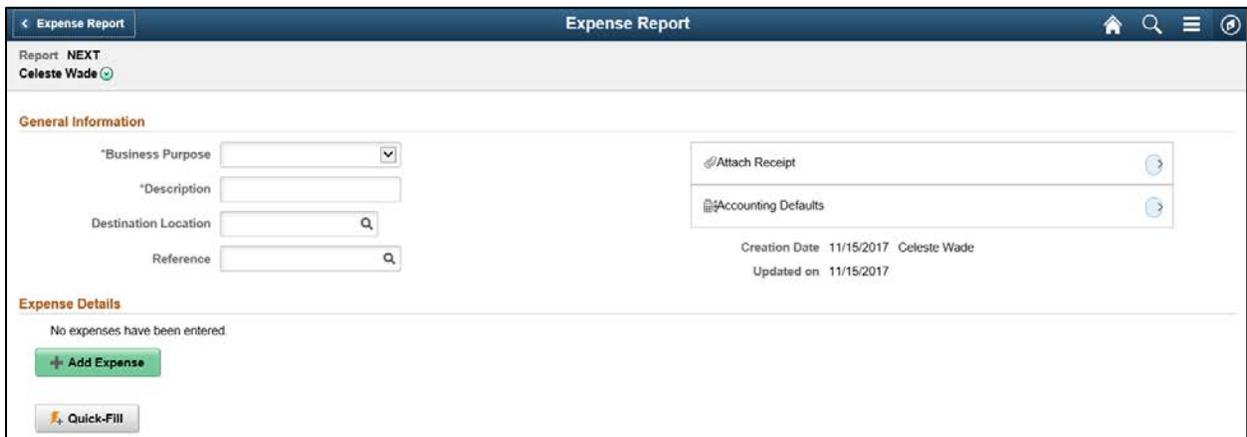
3. A custom javascript error message will display.



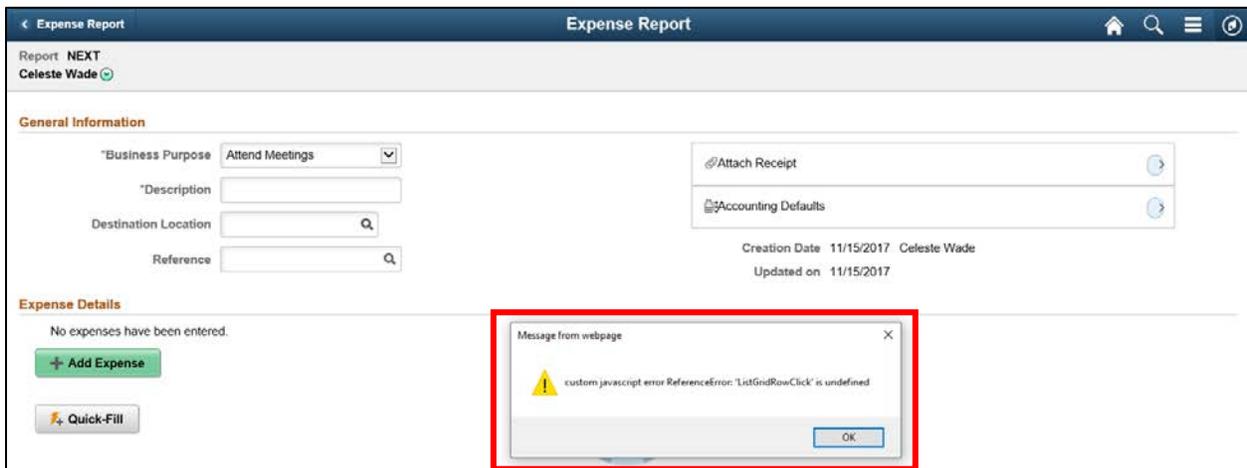
4. Click OK. The Create Expense Report page will display with the following error.



5. Click OK and the error message remains. After clicking OK multiple times, the message goes away and a blank expense report displays.



Unfortunately, you will not be able to create an Expense Report from this page. Attempting to populate any field will generate the following javascript error message:



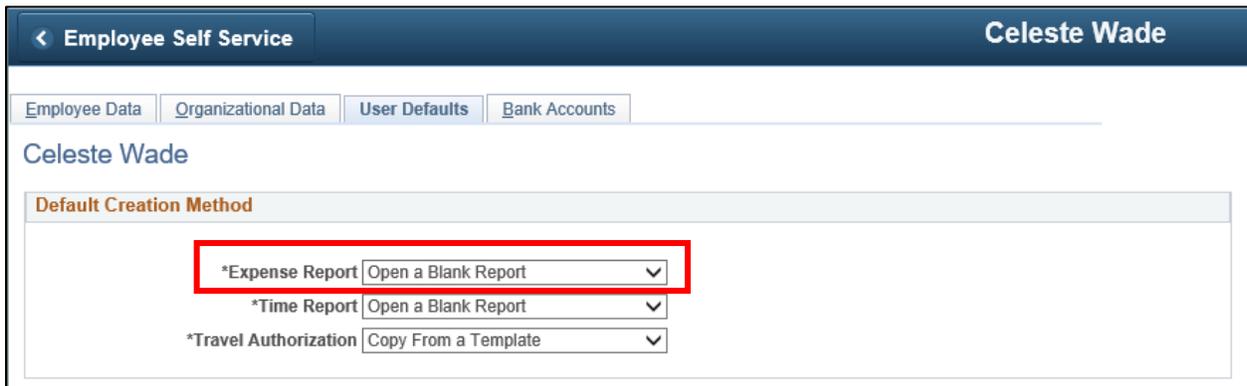
Functional Workaround:

There are two functional workarounds for this issue:

1. If Default Creation Method is set to Copy an Existing Report, Create a Classic Expense Report by navigating to **Employee Self-Service > Travel and Expenses > Expense Reports > Create**.

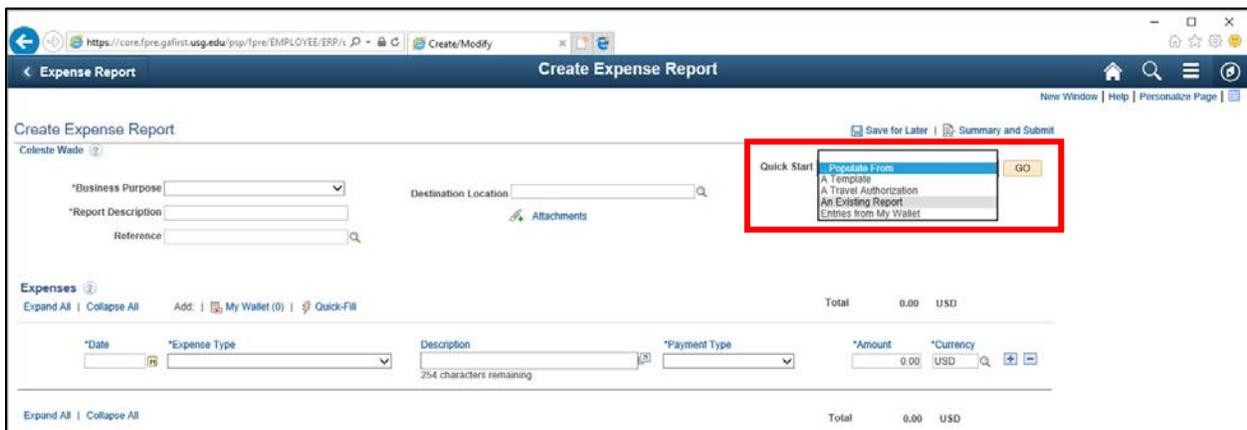
You will be able to select An Existing Expense Report and create a new Expense Report without encountering an error.

2. Remove the Default Creation Method of Copy an Existing Expense Report. Set it to Open a Blank Report.

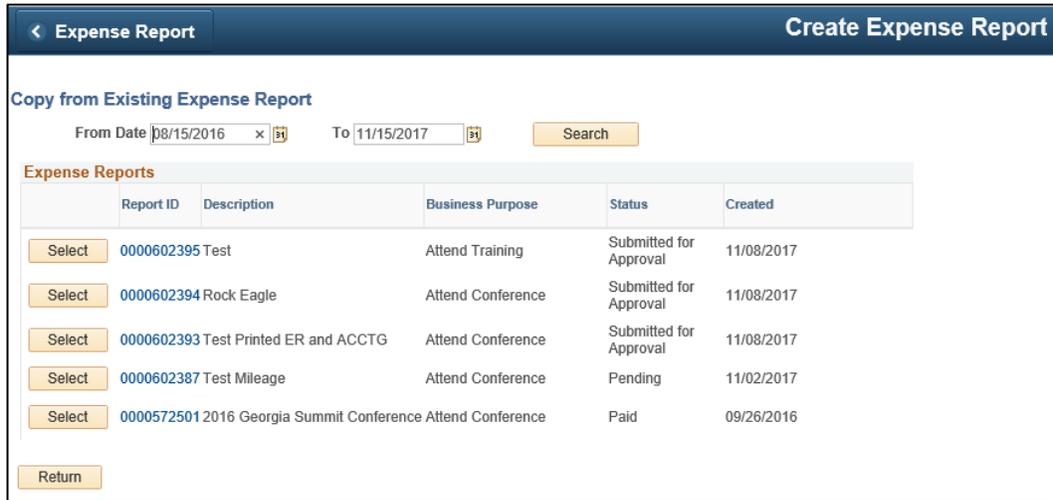


Then navigate to **Employee Self-Service > Travel and Expenses > Expense Reports > Create** to create a Classic Expense Report.

From the Quick Start menu, select An Existing Report and click GO.



Select an existing expense report.



< Expense Report Create Expense Report

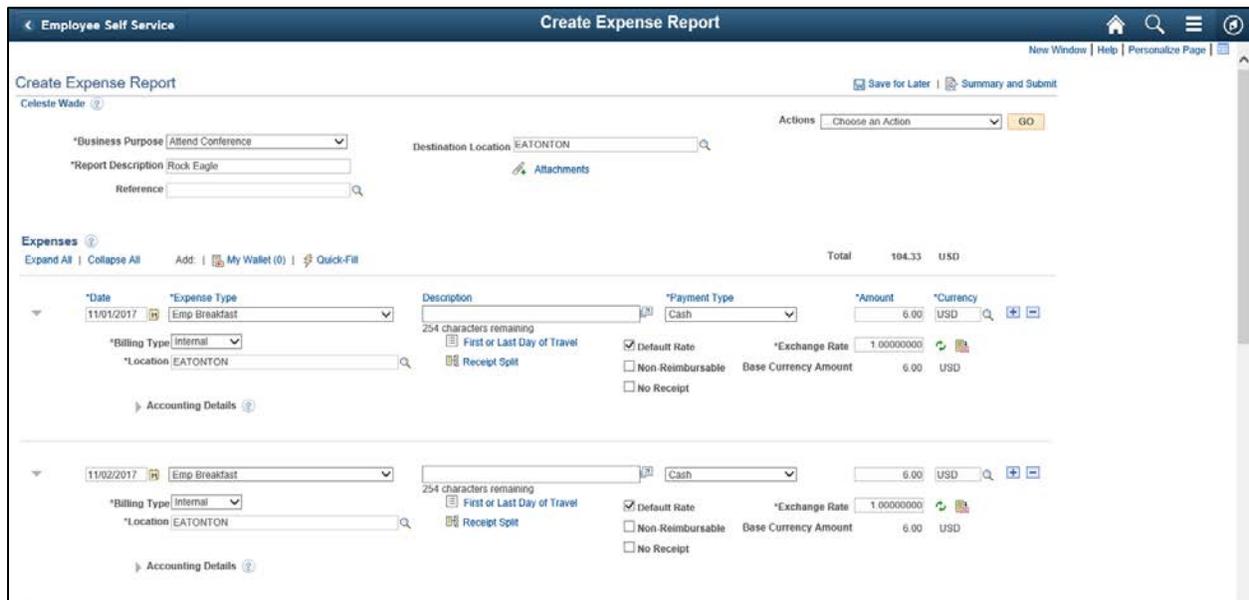
Copy from Existing Expense Report

From Date 08/15/2016 To 11/15/2017 Search

	Report ID	Description	Business Purpose	Status	Created
Select	0000602395	Test	Attend Training	Submitted for Approval	11/08/2017
Select	0000602394	Rock Eagle	Attend Conference	Submitted for Approval	11/08/2017
Select	0000602393	Test Printed ER and ACCTG	Attend Conference	Submitted for Approval	11/08/2017
Select	0000602387	Test Mileage	Attend Conference	Pending	11/02/2017
Select	0000572501	2016 Georgia Summit Conference	Attend Conference	Paid	09/26/2016

Return

A new Expense Report will be created and populated with the information from the original Expense Report without encountering an error.



< Employee Self Service Create Expense Report

Celeste Wade Save for Later | Summary and Submit

*Business Purpose: Attend Conference Destination Location: EATONTON Actions: Choose an Action GO

*Report Description: Rock Eagle Attachments

Reference:

Expenses Total: 104.33 USD

Expand All | Collapse All Add: My Wallet (0) Quick-Fill

*Date	*Expense Type	Description	*Payment Type	*Amount	*Currency
11/01/2017	Emp Breakfast	254 characters remaining	Cash	6.00	USD
	*Billing Type: Internal	*Location: EATONTON	*Exchange Rate: 1.00000000	Base Currency Amount: 6.00	USD
	*First or Last Day of Travel	<input checked="" type="checkbox"/> Default Rate	<input type="checkbox"/> Non-Reimbursable	<input type="checkbox"/> No Receipt	
Accounting Details					
11/02/2017	Emp Breakfast	254 characters remaining	Cash	6.00	USD
	*Billing Type: Internal	*Location: EATONTON	*Exchange Rate: 1.00000000	Base Currency Amount: 6.00	USD
	*First or Last Day of Travel	<input checked="" type="checkbox"/> Default Rate	<input type="checkbox"/> Non-Reimbursable	<input type="checkbox"/> No Receipt	
Accounting Details					

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>.