

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

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. Default Creation Method does not apply to the Create Expense Report in Fluid. When a user selects the Create Expense Report tile, the user should always be directed to create a blank expense report.

The fluid page to copy an expense report shown in the replication document was a classic page automatically converted to fluid and should not have been displayed. This was corrected with this release.

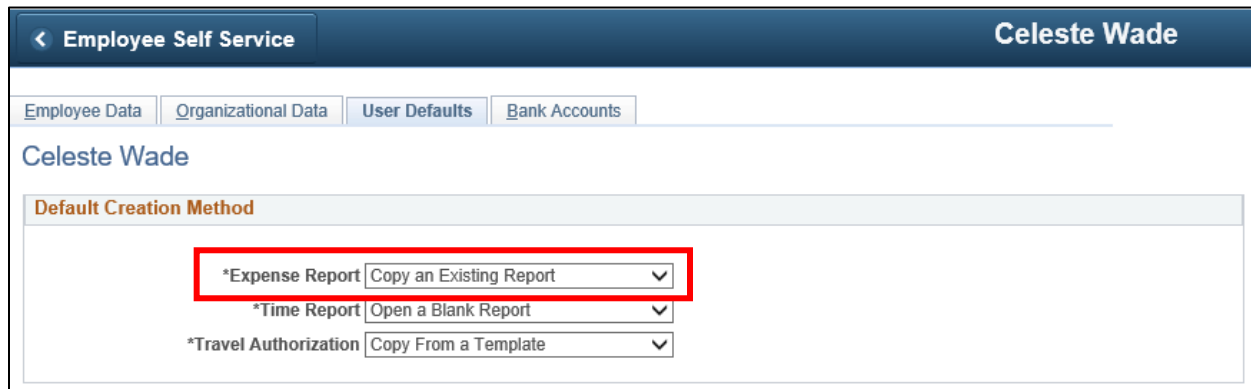
ORIGINALLY POSTED: December 1, 2017

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.



Employee Self Service Celeste Wade

Employee Data | Organizational Data | **User Defaults** | Bank Accounts

Celeste Wade

Default Creation Method

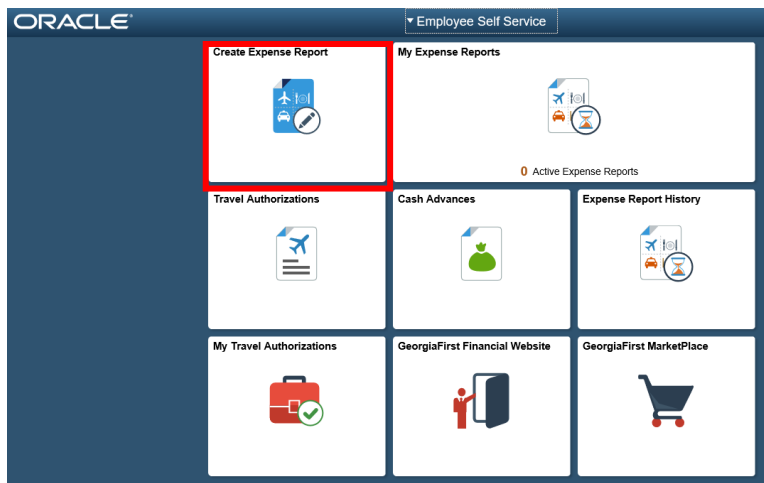
*Expense Report Copy an Existing Report ▼

*Time Report Open a Blank Report ▼

*Travel Authorization Copy From a Template ▼

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

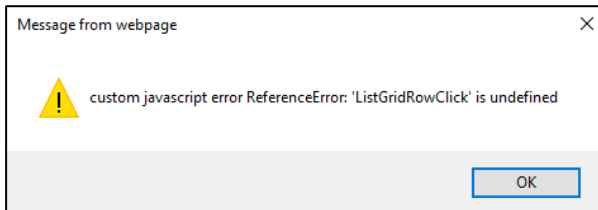
To: 11/15/2017

Search

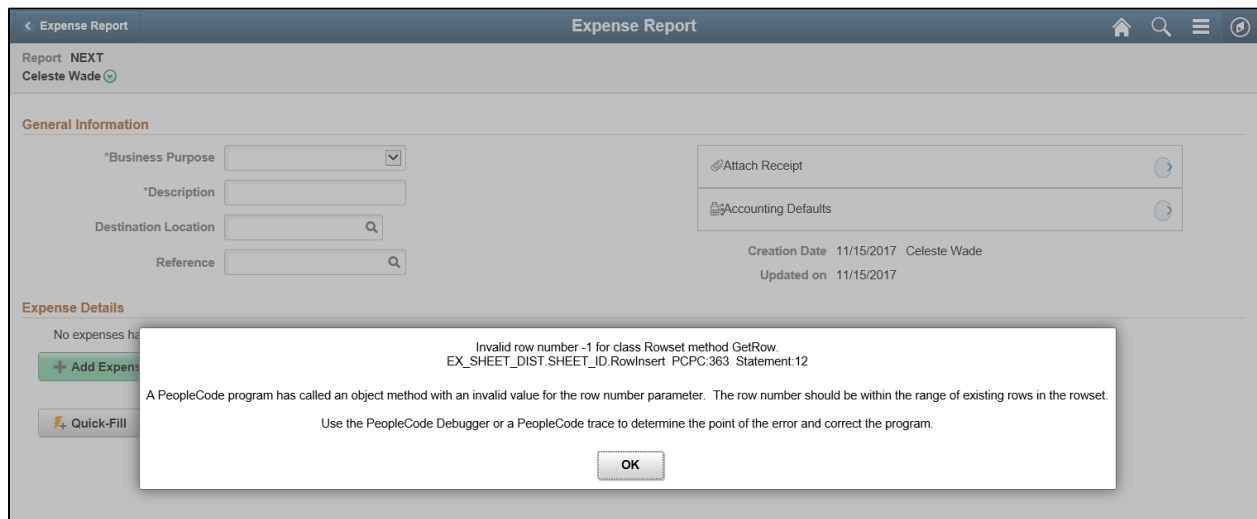
Expense Reports

	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	09/28/2016

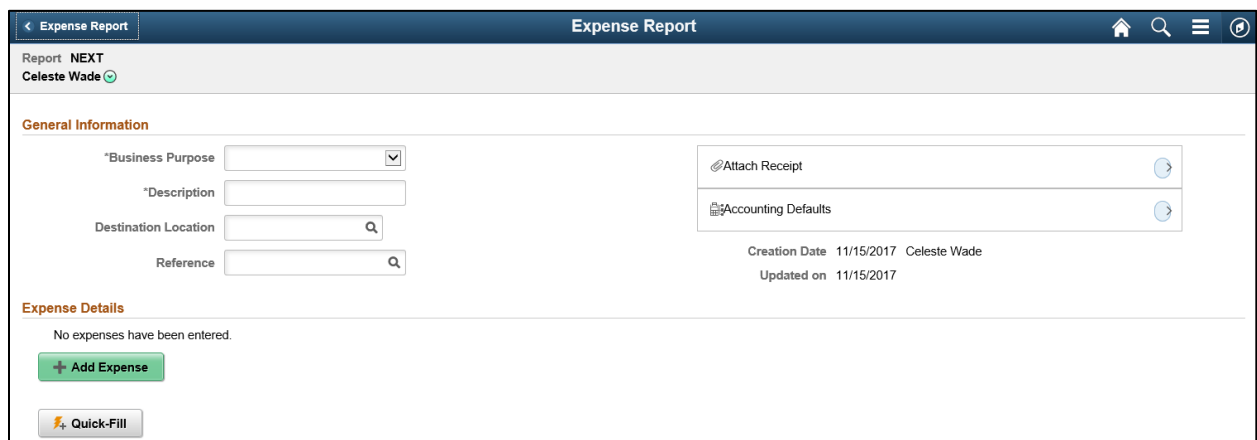
3. A custom javascript error message will display.



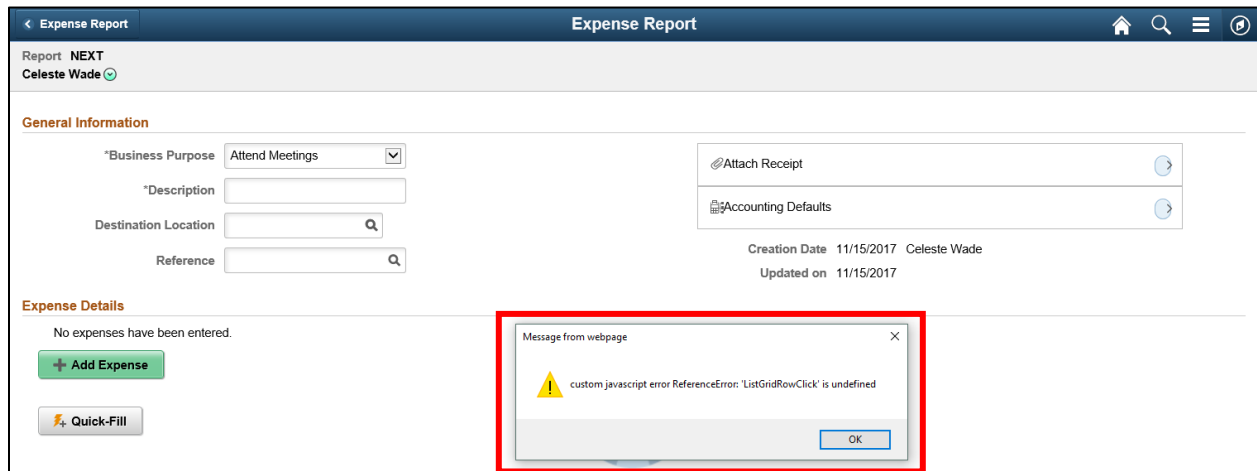
4. Click OK. The Create Expense Report page will display with the following error.



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:



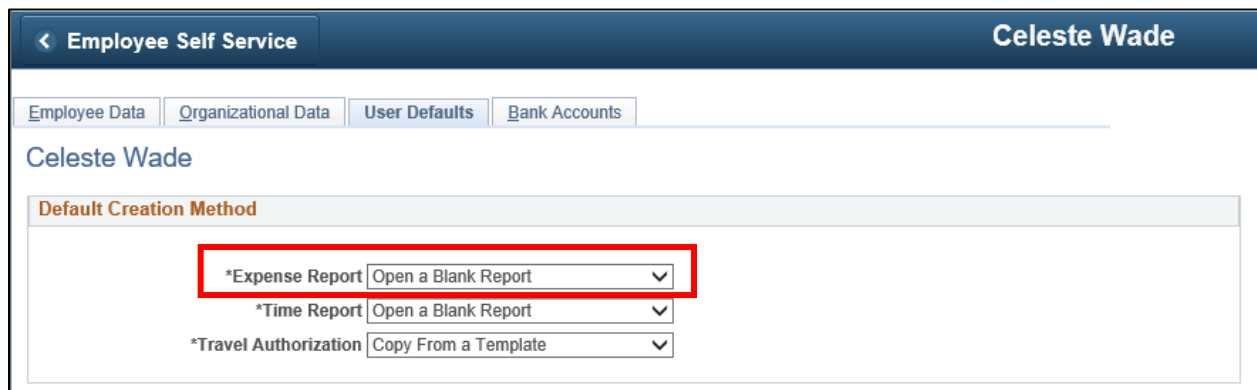
Functional Workaround:

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**.

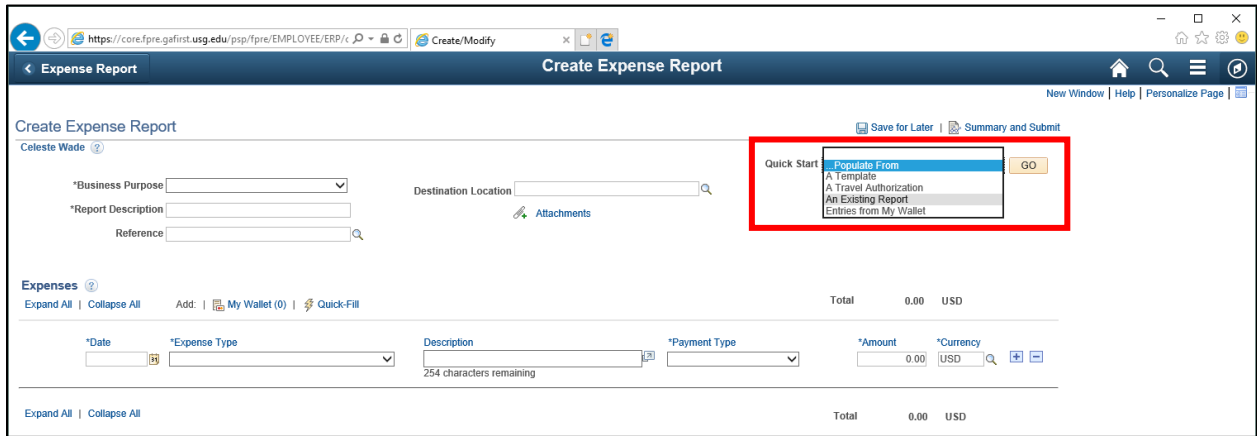
You will be able to select An Existing Expense Report and create a new Expense Report without encountering an error.

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.



Create Expense Report
 Celeste Wade

*Business Purpose Destination Location
 *Report Description Attachments
 Reference

Quick Start: Replicate From, A Template, A Travel Authorization, **An Existing Report**, Entries from My Wallet

Expenses: Total 0.00 USD
 *Date *Expense Type Description *Payment Type *Amount *Currency
 254 characters remaining

Total 0.00 USD

Select an existing expense report.

< Expense Report
Create Expense Report

Copy from Existing Expense Report

From Date To

Expense Reports

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

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

New Window | Help | Personalize Page

Create Expense Report

Celeste Wade

*Business Purpose:

*Report Description:

Reference:

Destination Location:

[Attachments](#)

Actions:

Expenses Total: 104.33 USD

Expand All | Collapse All | Add:

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