

<u>Cancellation Error Message: "An Error occurred while constructing the customized forecasting</u> <u>message for Absence Take: HI SICK AT. Please contact your system administrator."</u>

When trying to resubmit a cancelled absence using ESS, the above error message could show up. To resubmit, clicking **Check Eligibility** is required.

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View Requests	Request Absence	Â	: 🕖
Return to View Requests			
*Absence Name	01 - Sick Leave	S	ubmit
Reason *Start Date	Personal V 01/20/2021 III		- 1
End Date	01/20/2021		
Duration	5.00 Hours		
Partial Days	Start Day Only		>
Status	Canceled Check Eligibility		
Comments	11:00am-4pm - 5 hours, no lunch, leave at 10:15am		
Attachments			
Add Attachment Balance Information	You have not added any Attachments.		
As Of 01/15/2021	194.00 Hours**		
Request History			>

If no changes are made and the cancelled absence is to be resubmitted as is, when clicking the Check Eligibility button, the following error message occurs:

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Reason *Start Date	Personal ~ nr2n20221 ***			
End Date	01/20/2021 m			
An error occurred while const	ructing the customized forecasting message for Absence Take: HI SICK AT. Please contact your system administrator. Date Time: February 04,2021 at 10.22			>
Comments	Check Eligibility View Eligibility Details 11:00am-4pm - 5 hours, no kunch, leave at 10:15am	Þ		
Attachments	You have not added any Attachments.			
Add Attachment Balance Information				
As Of 01/15/2021	194.00			
Request History				>

There is an easy work around for this problem.

Just click **OK** on this error message and click the **Check Eligibility** button again. This time forecasting will work and, if eligible, the absence can be resubmitted.

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Return to View Requests					
			1	Submit	ā
	*Absence Name	01 - Sick Leave V			
	Reason	Personal V			
	*Start Date	01/20/2021			
	End Date	01/20/2021			
	WARNING: If this absence request is beyond the curr	Forecast Successful. Enough Balance to cover the Take Requested. ent period, and in the event that you do not work enough hours to earn your accruals this future request may be subject to Leave Without Pay.			
		Dale Time: February 04,2021 at 10:27			>
		OK			
		Check Eligibility View Eligibility Details			
	Comments	11:00am-4pm - 5 hours, no lunch, leave at 10:15am			
Attachments					
		You have not added any Attachments.			
Add Attachment					
Balance Information					
	As Of 01/15/2021	194.00			
Request History					>



Click **OK** and then click the **Submit** button in the upper right-hand corner. Then click **Yes** if you want to submit and the absence is then resubmitted and put into the approval process.

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Duratio	in 5.00 Hours			
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Attachments				
You have not added any Attachments.				
Balance Information				
As Of 01/15/202	1 194.00			
Request History				>
Approval Chain				>
Disclaimer. The current balance does not reflect absences that have not been processed				
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If the cancelled absence is being changed in any way, then no such error message appears. However, if it ever does, please use the work around above to resubmit the absence, again -- click OK to the error message, click the Check Eligibility button again, and based on eligibility, click the Submit button.

Here is an example of a cancelled absence where the end date was changed. Notice that no error message was displayed and that the first click of the Check Eligibility button worked properly.

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View Requests	Request Absence		Â	: 0
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Return to view Requests			Sut	omit
*Absence Name	02 - Vacation			- 1
Reason	Vacation V			- 1
*Start Date	03/12/2021			- 1
End Date	03/16/2021			- 1
Duration	24.00 Hours			- 1
Partial Days	None			>
Status	Canceled			_
	Check Eligibility			. 1
Comments				
Attachments				
	You have not added any Attachments.			- 1
Add Attachment				- 1
As Of 01/15/2021	85.75 Hours**			
Request History	h\$°			>
Request Absence X + V		-	- 0	×
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Reason	Vacation v			
*Start Date	03/12/2021			
End Date	03/12/2021			
WARNING: If this absence request is beyond the curr	Forecast Successful, Enough Balance to Cover the Takk Requested. ent period, and in the event that you do not work enough hours to earn your accruals this future request may be subject to Leave Without Pay. Date Time: February 04,2021 at 10.40			>
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	Check Eligibility View Eligibility Details			
Comments				
Attachments				
	You have not added any Attachments.			
Add Attachment				
Balance Information				
As Of 01/15/2021	85.76			
Request History				>