



## WYOCLOUD FINANCIAL MANAGEMENT UPDATES

Greetings,

Below please find several updates from the WyoCloud Team regarding Financial Management.

### **P-Card Charges**

Please know that P-card charges with a posted date of March 22 have not been loaded into the system, as the file submitted to UW from the bank is not loading into WyoCloud. The posted date normally doesn't coincide with the transaction date. If you are missing a transaction prior to this date please be advised we are working with our P-card provider to resolve this issue. Please remember that this is only affecting the load from one day (March 22), and thus, is only affecting a select number of transactions. We will send a communication when this has been resolved.

### **Approvals from Email**

After the recent upgrade, we learned that the ability for users to approve items from their email is not working consistently, and that users are receiving the same approval email multiple times. This is a new issue after the upgrade. Prior the upgrade, users with email alias were unable to approve via email, which we had previously resolved. However, after the upgrade this issue now appears to be affecting a select number of users, even those without alias. We are working with Oracle to resolve this issue. In the interim, it is recommend you access your worklist via the bell icon and the details page, which is outlined in step 1 of the [Approvals Process Quick Reference Guide](#).

### **System Maintenance**

The WyoCloud Financial Management System will be down 12 hours for regular maintenance beginning **Friday, April 20, at 8:00 p.m. through Saturday, April 21, at 8:00 a.m.** As users will be unable to access the system during this time, this maintenance is being scheduled overnight and outside of working hours. Oracle has been working to minimize the amount of downtime needed for maintenance, as this window is now only 12 hours and will allow users to access the system on Saturday after 8:00 a.m. if needed. Please be sure you log out of the system by 7:30 p.m. on Friday, April 20. WyoCloud Planning and Budgeting will be unaffected by this maintenance.

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### **Expense Reports Update**

While all new expense items after March 26 have been processing as normal, the WyoCloud team wanted to remind you about two expense report items.

- **Expense Reports Submitted before March 26, 2018:** As it has been [communicated](#) to campus, there were issues with some specific expense reports prior to the upgrade. If you have an expense report that you submitted prior to March 26 that is not processing through workflow, you will need to cancel each expense report and resubmit these reports using a delegate. Information on selecting a delegate can be found on our [Quick Reference Guide](#). Please remember this is only affecting a select number of expense reports—not all expense reports.
- **Itemized Project Expense Reports using two or more project funds:** As this was a new issue, Oracle encountered they needed to develop a patch to fix the issue. At this time, Oracle is currently testing the patch, but it will not be available to UW until Oracle is confident the patch will resolve the issue and not create additional unforeseen issues. Given that this is a new patch build, it is difficult to share a firm resolution date.

If you need assistance, please contact the UW Help Desk and submit a ticket. The UW Help Desk is your first resource and quickest response for questions. You can contact the Help Desk by emailing [userhelp@uwyo.edu](mailto:userhelp@uwyo.edu) or by calling 766-4357 and selecting option #1.

Best,  
The WyoCloud Team

### **Contact Information**

The WyoCloud Team  
Email: [wyocloud@uwyo.edu](mailto:wyocloud@uwyo.edu)  
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**Need help with WyoCloud?**  
Contact the UW Help Desk  
766-4357, Option #1  
[userhelp@uwyo.edu](mailto:userhelp@uwyo.edu)