VISA ISSUE CAUSING P–CARD TRANSACTIONS NOT TO LOAD INTO WYOCLOUD AND DELEGATES CREATING EXPENSE REPORTS REMINDER

Greetings,

Please see below information and reminder from the WyoCloud team:

P-Card Transaction Issue

P-card transactions with a posted date (which normally does not coincide with the transaction date) of May 14 have been delayed loading into the system due to an issue with VISA. VISA is actively working to resolve this issue. If you are missing a transaction from around this time period, please be advised we are working with VISA to resolve this issue.

We realize this is an inconvenience with year-end deadlines and the 30-day policy rule in place. Users who are affected by this delay will be exempt from the 30-day policy rule for those transactions posted on May 14 until Visa can resolve this issue. Other posted transaction dates still apply.

Reminder - Delegates Creating Expense Reports on Behalf of Someone Else

Users have reported encountering an issue when acting as a delegate to enter an expense item/report on behalf of someone else. From the name drop-down menu within the expense module, when selecting an individual's name other than your own, the name field goes blank. Example below:
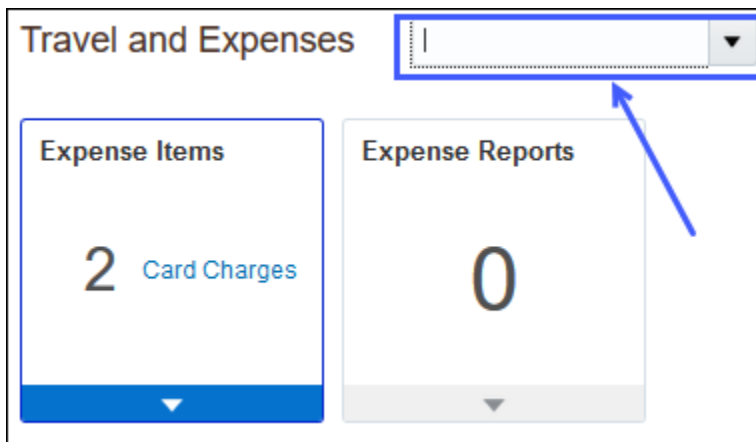
While the name field is blank and an expense item/report is created, the items are created for the delegate themselves rather than the selected individual from the name drop-down.

Oracle has confirmed this is a bug in the system with the May quarterly upgrade completed on 5/20/19, but has not provided a timeline on when it will be fixed at this time. An option when this happens, is to select the individual's name again to ensure it appears in the name drop-down box prior to creating any expense items or reports.
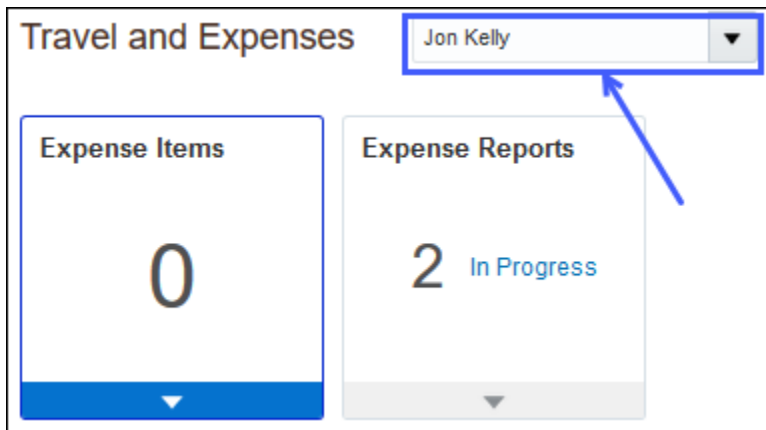
We recommend, as a delegate, to always double check who the expense report is for, prior to submitting. We apologize for the inconvenience of this issue. If you encounter any other issues, please submit a ticket to userhelp@uwyo.edu.

Best,
The WyoCloud Team

Contact Information

The WyoCloud Team
Email:wyocloud@uwyo.edu
www.uwyo.edu/wyocloud

Need help with WyoCloud?
Contact the UW Help Desk
766-4357, Option #1
userhelp@uwyo.edu

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