UPDATE ON EXPENSE REPORT ISSUES

Greetings,

Please see below updates regarding expense reports:

Expense Itemization Error (FIXED)

- An Oracle bug affecting itemization on reimbursable expense items that was identified and communicated on May 15th **has been fixed** and users can resume completing expense items that require itemization as normal.

Expense Account String Reverting (FIXED)

- Users reported the expense account string was changing on expense items. This was specifically related to those who update the expense account string and clicked "save" on the expense item before hitting "submit" prior to submission. The expense account string was defaulting back to the employee's default expense account string and was communicated on May 18th. This bug **has been fixed** and users can save expense items as needed.

Expense Report Approval Slowness (TIMEFRAME FOR FIX TO BE DETERMINED)

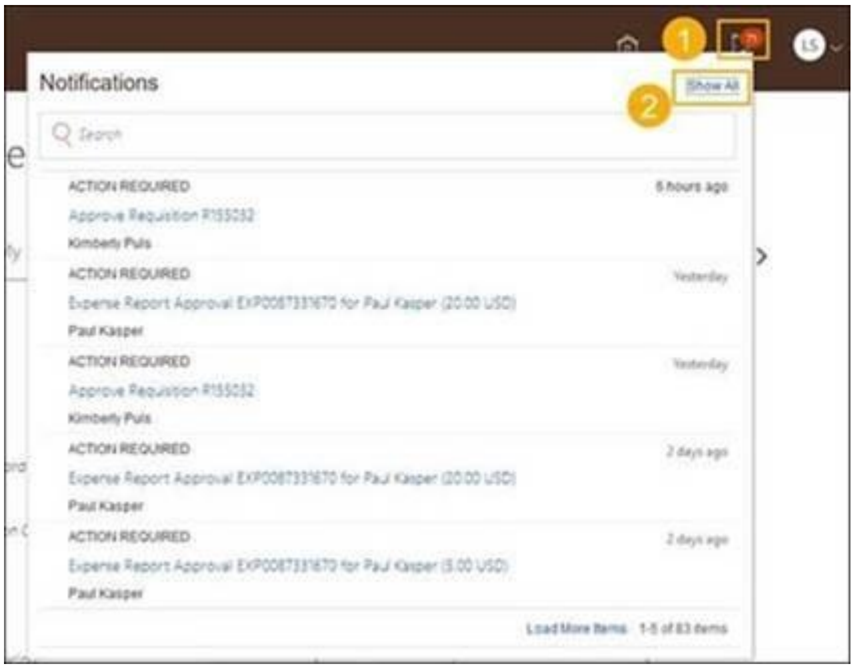
- Users have reported a long delay when opening up an expense report to approve. Upon opening an expense report the screen will appear blank.
- Users should continue to leave the screen open for a few minutes (approximately 2 minutes or more) and the expense report information will eventually populate to review and approve. We understand the inconvenience of this delay but are diligently working with Oracle to get this resolved as soon as possible. We are working on establishing a timeframe for the fix.

Expense Report Approval Notification Not Dispatching (TIMEFRAME FOR FIX TO BE DETERMINED)

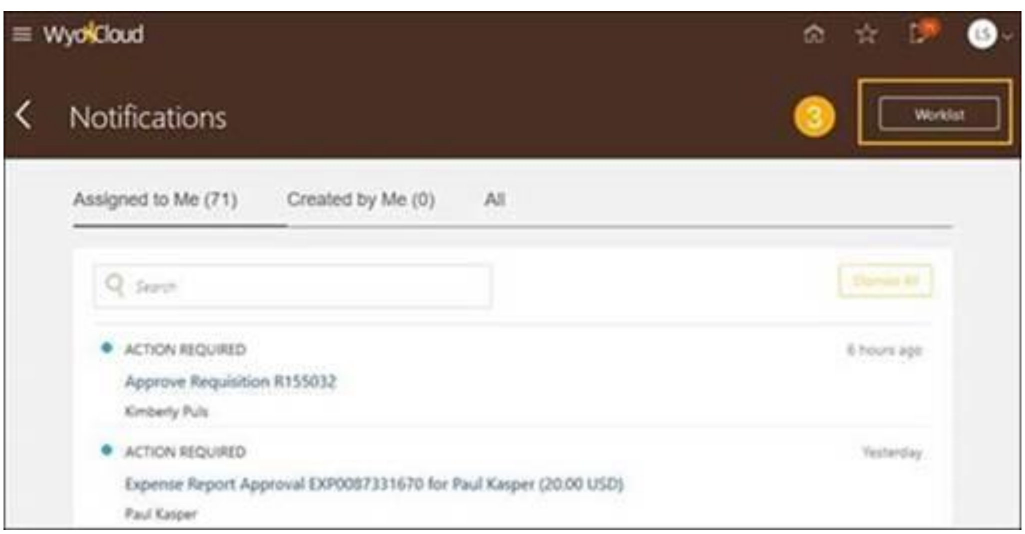
- Users have reported that expense report notifications for approval are not coming through via email or as a notification in the bell icon within the system.

- Until Oracle can resolve this issue, we recommend all users to access the BPM worklist to view their approval items here. This worklist is the preferred method to review transactions. To access the BPM worklist, follow the instructions below:

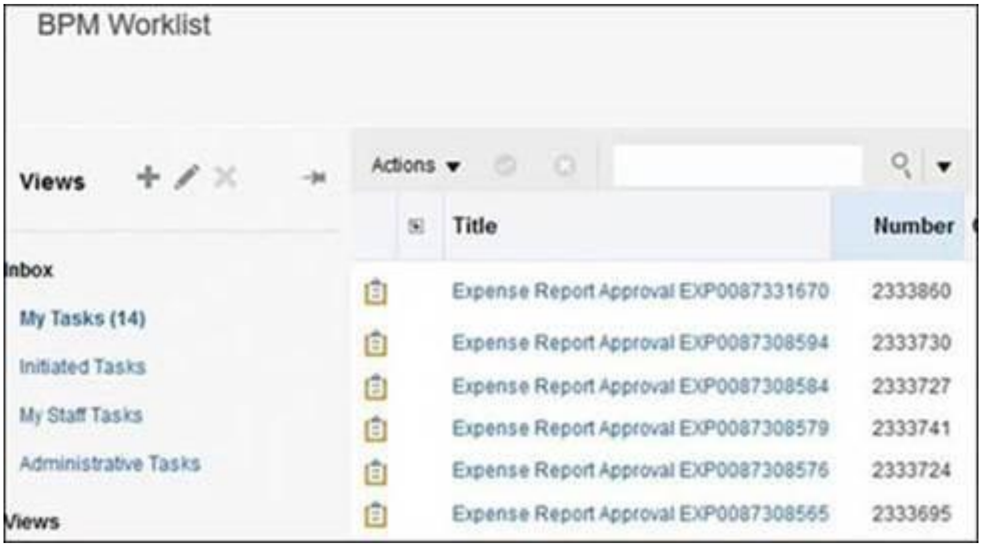
    1. Click on the **Bell Icon** in the upper right corner
    2. Click on **Show All** hyperlink



    3. The notifications screen will display. Click on the **Worklist** button in the upper right corner



4. The BPM Worklist will appear. All outstanding items to review will appear in screen. Click on each item to review and take action.



A communication will be sent when the rest of the issues have been resolved.

If you encounter any other issues with the expense module as you process transactions, please contact the UW Help Desk and submit a ticket. You can contact the Help Desk by emailing userhelp@uwyo.edu or by calling 766-4357 and selecting option #1.

Best,

The WyoCloud Team

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