



## MULTIPLE EMAIL APPROVAL NOTIFICATIONS AND DELEGATES CREATING EXPENSE REPORTS ISSUE

Greetings,

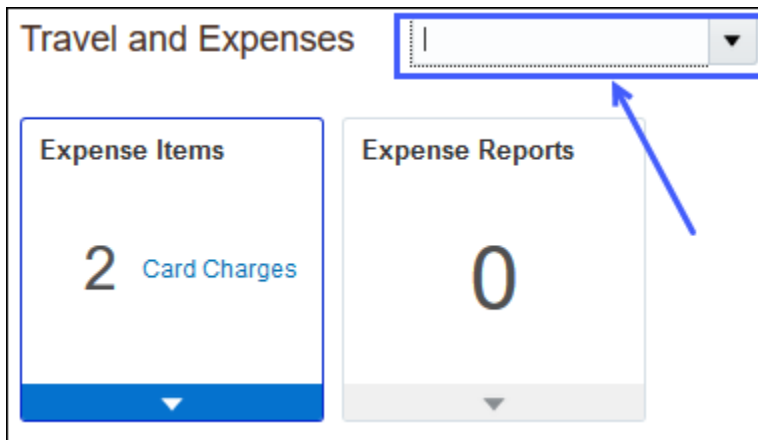
Please see two reported concerns and solutions below:

### **Multiple Email Approval Notifications**

A select number of users who approve finance transactions within WyoCloud Financial Management have reported they are receiving multiple copies of the approval notification for one expense report. The WyoCloud Team has identified the cause of this issue, but in order to apply the fix, we need to know who is experiencing this issue, as it is not campus-wide. If you have not already contacted us about this issue, please submit a ticket to [userhelp@uwyo.edu](mailto:userhelp@uwyo.edu) so we can address this issue for you.

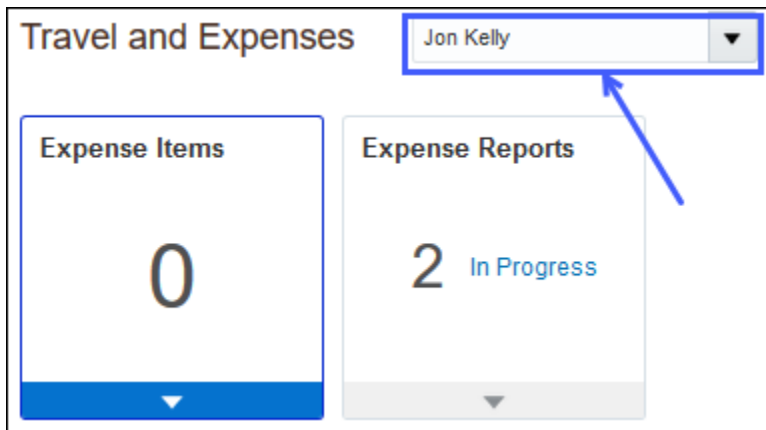
### **Delegates Creating Expense Reports on Behalf of Someone Else**

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](mailto:userhelp@uwyo.edu).

Best,

The WyoCloud Team

#### Contact Information

The WyoCloud Team  
Email: [wyocloud@uwyo.edu](mailto:wyocloud@uwyo.edu)  
[www.uwyo.edu/wyocloud](http://www.uwyo.edu/wyocloud)

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