EXPENSE REPORT ISSUE

Greetings,

This afternoon users reported issues with expense reports. Specifically, users who update the expense account string and click “save” on the expense item before hitting “submit” and review it prior to submission, the expense account string is defaulting back to the employee’s default expense account string. This is happening to both personal reimbursements and p-card transactions.

Until Oracle can resolve this issue, a workaround to process the expense items without the account string changing has been identified. The workaround is below:

1. Create the expense item and update the account string/project as needed.
2. Add the expense item immediately to an expense report*. It is important users do not hit save on the expense item.*
3. Either submit the expense report or create a new expense item and add to the existing expense report.
4. Submit the expense report.
5. To review if the expense items have processed with the correct account string, use the Expense Report Information report to review the account and/or project information for the expense report. If the expense item account string reverted, you will need to withdraw the expense item to fix. It is important to limit the number of expenditure corrections for these transactions.

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
Email:wyocloud@uwyo.edu
www.uwyo.edu/wyocloud

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