



EXPENSE REPORT UPDATES

Greetings,

Please see below updates regarding expense reports:

Expense Itemization Error (FIX COMING)

- An Oracle bug affecting itemization on reimbursable expense items that was identified and communicated on May 15th is planned to be **resolved on June 8th**. Until this has been resolved, the workaround to this can be viewed in the May 15th communication.

Expense Account String Reverting (FIX COMING)

- 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. This was happening to both personal reimbursements and p-card transactions. The workaround for this was communicated on May 18th. This bug is planned to be **resolved on June 8th**.

Expense Report Approval Slowness (FIX TO BE DETERMINED)

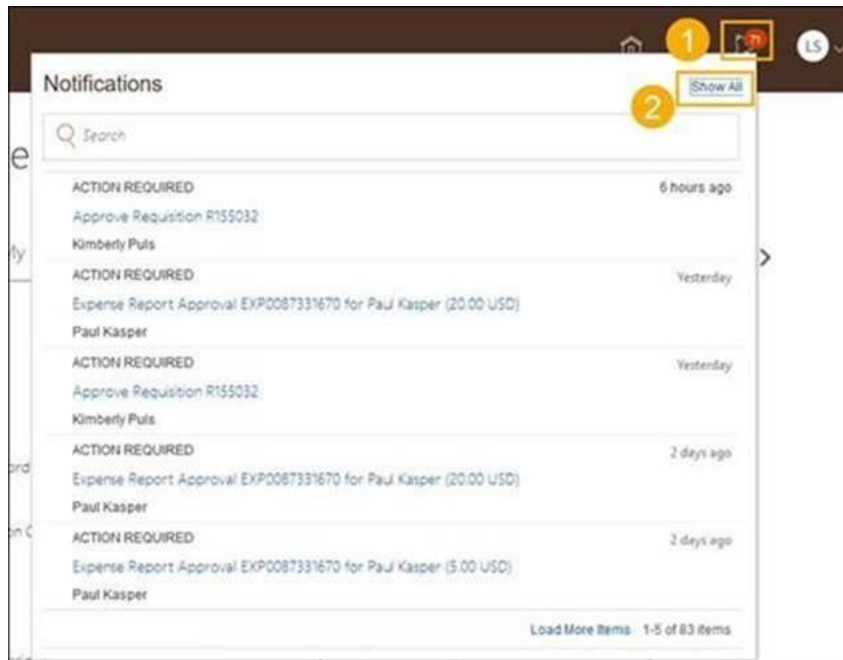
- Users have reported a long delay when opening up an expense report to approve. Upon opening an expense report the screen will appear blank.
- Users should continue to leave the screen open for a few minutes (approximately 2 minutes) and the expense report information will eventually populate to review and approve. We understand the inconvenience of this delay but are diligently working with Oracle to get this resolved as soon as possible. We have not established a possible timeframe for the fix yet.

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

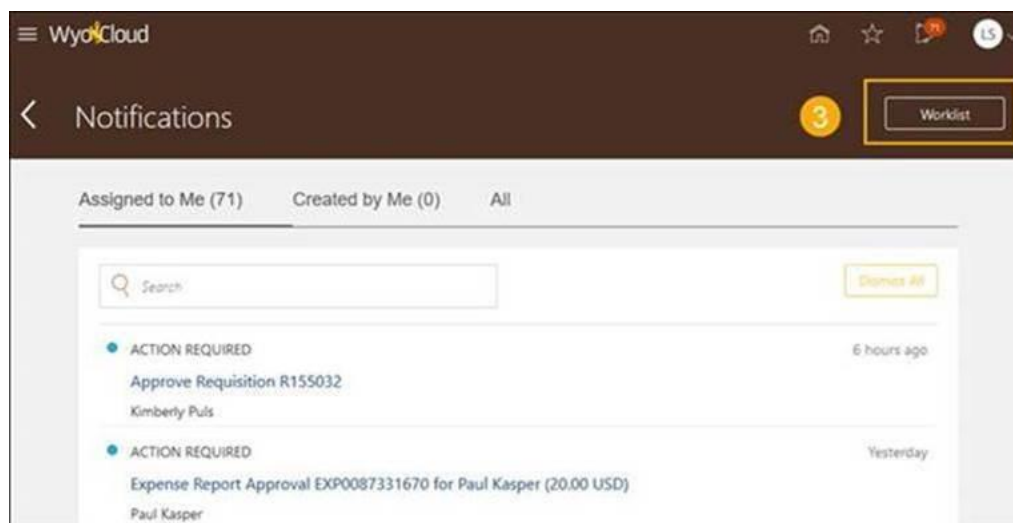
- Users have reported that expense report notifications for approval are not coming through via email or as a notification in the bell icon within the system.
- Until Oracle can resolve this issue, we recommend all users to access the BPM worklist to view their approval items here. This worklist is the 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.

BPM Worklist

Views + ✎ ✕ → Actions ▾ 🔍

	Title	Number
Inbox		
My Tasks (14)		
Initiated Tasks		
My Staff Tasks		
Administrative Tasks		
Views		
	Expense Report Approval EXP0087331670	2333860
	Expense Report Approval EXP0087308594	2333730
	Expense Report Approval EXP0087308584	2333727
	Expense Report Approval EXP0087308579	2333741
	Expense Report Approval EXP0087308576	2333724
	Expense Report Approval EXP0087308565	2333695

A communication will be sent when any 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
 Email: wyocloud@uwyo.edu
www.uwyo.edu/wyocloud

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