### Oracle Financials Cloud and Concur Travel & Expense Reconciliation Update

**January 30, 2021**

The University of California San Diego (UCSD) has identified known transitional issues related to the Oracle Financials Cloud and Concur Travel & Expense (T&E) systems integration. All impacted customers are being contacted directly regarding any affected transactions or errors.

While the University is actively working with Oracle on this matter, we want to ensure that our campus community is informed of the situation and the steps being taken to address these issues.

#### Known Issues

- **Issue 1**: Errors related to Oracle Financials Cloud Reconciliation
  - For Credit Card Reconciliation, errors are occurring due to incorrect data being loaded into Oracle Financials Cloud. These errors may affect budgeting and reconciliation of credit card expenses.
  - The issues are related to the synchronization of credit card transactions between Concur and Oracle Financials Cloud.

- **Issue 2**: Errors related to Concur T&E Reconciliation
  - For Concur T&E Reconciliation, errors are occurring due to incorrect data being loaded into Concur. These errors may affect budgeting and reconciliation of T&E expenses.
  - The issues are related to the synchronization of T&E transactions between Concur and Oracle Financials Cloud.

#### Steps Being Taken

- **Step 1**: Oracle is working to resolve the identified transitional issues. The University is actively monitoring the progress of these efforts.

- **Step 2**: The University will provide updates on the resolution status of the issues as more information becomes available.

- **Step 3**: Since the issues are transitional in nature, the University is encouraging all affected departments to reach out to Oracle for assistance in resolving any known errors.

- **Step 4**: The University is working closely with Oracle to ensure that any changes made to resolve the transitional issues do not impact the long-term functionality of the systems.

- **Step 5**: The University is actively working with Oracle to ensure that any known errors are resolved and that future integrations are executed without issues.

#### Contact Information

- **Oracle Financials Cloud Support**: Please reach out to Oracle support directly for any questions or concerns regarding the transitional issues.

- **Concur Travel & Expense Support**: Please reach out to Concur support directly for any questions or concerns regarding the transitional issues.

- **Campus IT Services**: If you require further assistance or have additional questions, please contact Campus IT Services at itsbilling@ucsd.edu.

#### Important Notes

- **Issue Resolution**: Oracle is committed to addressing the transitional issues identified. The University is actively working with Oracle to ensure that any known errors are resolved and that future integrations are executed without issues.

- **Budgeting and Reconciliation**: Both Oracle Financials Cloud and Concur T&E systems are critical for the University's budgeting and reconciliation processes. Departments are encouraged to reach out to Oracle for any questions or concerns regarding the transitional issues.

### Additional Resources

- **Concur Documentation**: Learn more about Concur's features and how they can help with budgeting and reconciliation. [Visit Concur Documentation](https://concur.com)
- **Oracle Financials Cloud Documentation**: Learn more about Oracle Financials Cloud's features and how they can help with budgeting and reconciliation. [Visit Oracle Financials Cloud Documentation](https://cloud.oracle.com)

---

**UCSD Budget & Finance**

---

**Contact Us**

- **Email**: itsbilling@ucsd.edu
- **Phone**: 858-232-2000

---

**Support Resources**

- **Campus IT Services**: For technical support, please email itsbilling@ucsd.edu.
- **Oracle Financials Cloud Support**: For Oracle Financials Cloud support, please email orafcs@ucsd.edu.
- **Concur T&E Support**: For Concur T&E support, please email concursupport@ucsd.edu.

---

**More Related Resources**

- **Oracle Financials Cloud Resources**: Learn more about Oracle Financials Cloud's features and how they can help with budgeting and reconciliation. [Visit Oracle Financials Cloud Resources](https://cloud.oracle.com)
- **Concur T&E Resources**: Learn more about Concur T&E's features and how they can help with budgeting and reconciliation. [Visit Concur T&E Resources](https://concur.com)

---

**Next Steps**

- **Update Calendar**: Keep an eye on the University's budget and finance calendar for upcoming webinars and training sessions on budgeting and reconciliation. [Visit the Calendar](https://bfp.ucsd.edu/calendar)
- **New Features**: Stay updated on the latest features and best practices through the University's Budget and Finance newsletter. [Sign Up](https://bfp.ucsd.edu/newsletter)