How to resolve Travel & Entertainment (T&E) Card Declines

If you receive a card decline email, please follow these steps to resolve the issue:

1. **Check for Duplicate Transactions:** Review your accounts to ensure there are no duplicate transactions. If necessary, contact Oracle Procurement for assistance.
2. **Contact Your Accountant:** Have your accountant check for any financial discrepancies or errors that might be causing the card to decline.
3. **Review Your Purchase History:** If a purchase was attempted that was not expected, contact your accountant to verify if the purchase is authorized.
4. **Report to Your University:** Submit a Services & Support case if you suspect fraud or unauthorized spending.
5. **Provide Additional Information:** If requested, submit screenshots or other documents to support your claim.

In summary, it is important to investigate all aspects of the transaction and to communicate with the appropriate parties to resolve any issues.

Thank you for your attention to these critical issues and for your commitment to responsible financial management.

Tips & Tricks

- **Use the Campus User Roles Report:** This report helps you find your GL Journal Entry Approver quickly. Updated instructions are available in the article linked below.
- **Oracle Procurement Update:** In the New Year, Oracle Procurement will undergo some changes to improve search functionality. Stay tuned for more information.
- **Concur Access Monitoring:** Oracle and Concur user roles and access need to be reviewed by department managers and administrators. Monitoring and deprovisioning are essential to maintaining security.
- **Learning all there is to know about budget & finance can be feel daunting.** We encourage you to use the Support Framework to help you find the information you need.

Thank you for your support in 2022! We look forward to working with you in the future!
responsibilities, identify their resources based on the following questions:

What can I do on my own?

Where can I get help?

Who can help escalate?

How do I suggest enhancements?

Bookmark or download a copy for quick links to various resources available to you.

Holiday Closure Notification: UC San Diego (excluding the hospitals and clinics) will be officially closed between Friday, December 23, 2022 and Monday, January 2, 2023. This closure will result in significant energy savings from reduced operations. Due to the closure, all Services & Support tickets will be reviewed and answered after Jan 3rd.

Each Tuesday, the Weekly Digest provides important updates related to Budget & Finance, including Oracle Financials Cloud and Concur Travel & Expense. Our goal is to deliver timely information that matters to you.

Not sure where to find answers? Get started using our Support Framework.

For more information, visit: [Our Website](#) | Subscribe to our [YouTube](#) | Contact Us

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