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

If your purchase is declined, please submit a Services & Support case. Please make sure to choose the categories on the screenshot below. In the "Subject" section, please include detailed information as to what you were purchasing when the card was declined, as well as the merchant name. We will troubleshoot the issue and will either set up the applicable merchant account or advise you on how to proceed with the transaction.

Today we are excited to announce the following: We have released the "Department Exceptions" report and the "PPM Closed Projects with GL Balances." These reports display projects that have been closed in PPM but still have a balance on one or more general ledger accounts. This report includes balance sheet accounts (liabilities, accounts receivable, etc.).

To support the review and deprovisioning process, we have developed some resources available to you:

- Updated Article on How to Find Your GL Journal Entry Approver
- How to Determine the Oracle & Concur Roles Departmental Preparers Need
- How to Look Up User Roles in Oracle
- How to Manage Oracle Access for Employees that Transfer Departments

Who will be impacted?

- Employees transferring to another department
- ORA Users (including departmental preparers)
- ORA RMU Users (including PDM Users)
- ORA Report Users
- Faculty or Staff with financial responsibility
- Administrators across the University community periodically (i.e., more frequently than annually, or when an employee transfers or changes job responsibilities).

REMINDER: Oracle and Concur Access Monitoring and Deprovisioning

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Report Release: Department Exceptions

The report, "Department Exceptions," displays projects that have been closed in PPM but still have a balance on one or more general ledger accounts. This report includes balance sheet accounts (liabilities, accounts receivable, etc.).

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PPM Closed Projects with GL Balances:

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Who will be impacted?

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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.

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Manage your preferences | Opt Out using TrueRemove™

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