Concur KBA trail as a Previous Comment.

There are two types of alerts in Concur:

- **Yellow icon alerts** when submitting a Request or Expense Report; the expense can be submitted and approved. The alert will be removed once the expense is transacted on the GL.
- **Red icon alerts** when submitting a Request or Expense Report; the expense cannot be submitted. The alert will persist until the record is removed from the system.

For Service & Support tickets, for questions related to balances or transactions, please attach supporting reports from Oracle to the case. This will assist the agents in reviewing the same reports or transactions that are in question.

The Oracle Procurement Glossary Blink page contains definitions and explanations of several terms including distribution fields, PO statuses, PO functions, and essential purchasing and payment terminology.

Oracle Redwood User Interface (UI) Change: From October 19 - November 8, 2021, a UI change will be implemented for the Procure-to-Pay and Travel & Expense spaces. There will be a chance to see a preview session held on November 5. The Oracle Redwood theme is a UI change only, and does not impact data within the Oracle applications.

### Office Hours Schedule in Blink

**IPPS Office Hours**
- **For the Procure-to-Pay and Travel & Expense spaces.** There will be a chance to review the Preparation Toolkit on Tuesday, November 16, 2021 @ 1:30pm - 4:00pm. Stay tuned for more information.
- **Oracle Redwood Preview**
  - **Oracle Redwood UI Information Session** to get a firsthand glimpse into the new Oracle theme, set to launch January 2022! To prepare for the larger transition to the new Oracle Redwood User Interface (UI), in January 2022, a new theme will be applied to our campus.
- **Oracle Procurement Card Training**
  - **Oracle Procurement Card Training** provided by the Procurement Card team will be offered online. It will be held on Tuesday, November 30, 2021 @ 10:00am - 11:00pm. Please have your questions ready.

**Blink Page preview session** will be recorded and uploaded to the November 17 (12:00 - 12:30pm) event calendar. A shift from icons to tabs on the Oracle homepage, Slightly darker background, No changes to your ability to perform tasks or functions within OFC, No changes to the data within the Oracle applications, No changes to the underlying database, A shift from icons to tabs on the Oracle homepage, Slightly darker background, No changes to your ability to perform tasks or functions within OFC, No changes to the data within the Oracle applications, No changes to the underlying database.

The Oracle Redwood theme is a UI change only, and does not impact data within the Oracle applications. In July 2021, changes to the Oracle Sign In page were communicated as part of the Oracle Redwood theme. The updates lead to a significantly improved user experience.


The Procurement Card team is only available at Wednesday Office Hours but we are asking that everyone arrive at least 10 minutes before the end of office hours. Monday and Wednesday Office Hours start times will remain the same, but we have extended Office Hours until the winter closure. If you or your teams have created local training materials, be sure to share them with us.

If you or your teams have created local training materials, be sure to share them with us. We are currently updating existing Knowledge Base Articles, KBAs, to release them to our campus.

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