Oracle Fusion Cloud Financials

Using Expenses

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1 Expense Report Entry

Overview of the Expenses Work Area

This worked example shows you how to use the Expenses work area, and create an expense report. The expense report is for business travel and contains itemized hotel expenses, including personal expenses.

⏵ **Watch video**

It covers the following tasks:

- Exploring the work area
- Creating an expense report
- Entering expense items
- Itemizing expense items
- Submitting the expense report

Exploring the Work Area

1. On the Home page, click **Me > Expenses**.

   The Expenses work area opens.
2. You can see up to five tabs depending on the features that are enabled for you. Each tab leads to a separate page in the work area. Here are the details of the pages:

   - The Travel and Expenses page opens by default and is available to all employees. You can use this page to create and manage your expense items and reports.
   - The Approvals page is used to approve expense reports and cash advance requests. This page is available only for managers.
   - The Cash Advances page is where you can request cash advances, and then manage any advances that haven't been applied to an expense report.
   - The Authorization page enables you to submit a request to approve estimated expenses for a future activity.
   - The Trips page can be used to automatically create an expense report from a trip and book travel.
3. Click the Go to Task icon to perform these additional tasks:

   - Advanced Search
   - Manage Bank Accounts
   - Manage Delegates
   - View Cumulative Mileage
   - Create Expense Items in Spreadsheet
4. Use the global search field to search items across expense reports, cash expense items, and corporate card items.

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5. The Travel and Expenses page displays a set of cards, each representing an expense report. You can use the first card, **Create Report**, to create expense reports.

6. Review the other expense cards that appear in a carousal:

   ○ Cards are arranged based on their status. The actionable cards appear first, followed by other cards.

   ○ Each card displays information, such as expense report status, purpose, amount, and so on.

   ○ The cards contain a list of actions that you can perform on the expense report directly from the card. The actions in the list change based on the status of the expense report.

7. Review the Available Expense Items section for expense items that are not added to an expense report.

Creating an Expense Report

To create an expense report, complete these steps:

1. Click the **Create Report** card.

   > **Tip:** If you want to add an existing expense item to the expense report, select the expense item in the Available Expense Items section and then click the **Create Report** card.

2. On the Create Expense Report page, in the **Purpose** field, enter **EXM Expense Report**.

3. Click **Save**.

   A confirmation message appears, which includes the automatically assigned report number.

4. Click **OK**.

Actionable Expense Cards

When your administrator selects the Actionable Cards for Expenses opt-in, the Expenses work area displays a carousel of expense report cards from which you can take related actions.

Each card displays information, such as report card status, report purpose, report number, report amount, and so on.

Based on the status of a report, you can take related actions, such as Withdraw, Submit, Duplicate, Delete, and Print, directly from the card. The Show All link navigates you to the Manage Expense Reports page where you can search for additional reports. The Expenses work area also provides a global search that let's you perform a quick search across expense reports, cash advances, and corporate card expense items.

This table summarizes the different scenarios for an expense report. The corresponding statuses and actions that users can take directly from the actionable cards are also discussed:

Scenario	Expense Report Status	Actionable Report Card Status	Applicable Actions
Expense report awaiting owner's approval after a delegate submits it on behalf of the owner.	Pending individual approval	Approval Requested	• Open • Duplicate • Withdraw • Print • Approve • Reject

Scenario	Expense Report Status	Actionable Report Card Status	Applicable Actions
			• Request Information
Expense report is returned to the owner.	Returned	Returned	• Open • Resubmit • Duplicate • Delete • Print
Expense report is rejected by owner when a delegate submits it on behalf of the owner.	Rejected by individual	Rejected	• Open • Resubmit • Duplicate • Delete • Print
Expense report is rejected by manager or auditor.	Rejected by manager	Rejected	• Open • Resubmit • Duplicate • Delete • Print
Expense report awaiting more information that's requested by the manager.	Manager requested more information	Information Requested	• Open • Duplicate • Withdraw • Submit Information • Print
Expense report awaiting owner's response when it's short paid due to a policy or receipt issue.	Pending individual response	Information Requested	• Open • Duplicate • Withdraw • Request Approval • Request Information • Print
Expense report awaiting imaged receipt to proceed for manager's approval.	Awaiting receipt	Missing Receipt	• Open • Withdraw • Print • Duplicate • Add Attachment
Expense report can't be processed for reimbursement because user hasn't submitted the required receipts.	Hold pending receipt	Missing Receipt	• Open • Print • Duplicate

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Scenario	Expense Report Status	Actionable Report Card Status	Applicable Actions
			• Add Attachment
Expense report is saved and the delegate or owner is still working on the report.	Saved	Not Submitted	• Open • Submit • Duplicate • Delete • Print
Expense report is withdrawn by the delegate or owner when the approvals workflow is still in process.	Withdrawn	Not Submitted	• Open • Submit • Duplicate • Delete • Print
Expense report is submitted by the owner for approval and the application is retrieving the first approver.	Submitted	Submitted	• Open • Duplicate • Withdraw • Print
Expense report is pending manager approval after being submitted by the user.	Pending manager approval	Pending Approval	• Open • Duplicate • Withdraw • Print
Expense report is pending auditor approval after manage approval is over.	Pending expense auditor approval	Pending Approval	• Open • Duplicate • Withdraw • Print
Expense report is successfully processed and a payment request is created.	Ready for payment	Ready for payment	• Open • Duplicate • Print
Expense report is ready for payment processing after auditor and manager approval.	Ready for payment processing	Ready for payment	• Open • Duplicate • Print
Expense report is paid.	Paid	Paid	• Open • Duplicate • Print
Expense report is partially paid.	Partially paid	Partially Paid	• Open • Duplicate

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Scenario	Expense Report Status	Actionable Report Card Status	Applicable Actions
			• Print

Options for Entering Cash Expense Items

You can enter cash expenses online using Expenses work area or offline using spreadsheet, or using both the methods.

Using the Expenses Work Area for Expense Entry Online

You can use the Expenses work area to enter cash or corporate card transactions as expense items. After entry, you can:

- Save the expense items temporarily in the Expense Items section on the Overview page for inclusion in a future report.
- Add the expense items to a new expense report.
- Add the expense items to an existing expense report.

Using a Spreadsheet for Expense Entry Offline

You can use an Excel spreadsheet offline to enter cash transactions as expense items for subsequent upload to the application. Entering cash expense items on an Excel spreadsheet while disconnected from the application enables you to:

- Track cash expenses offline.
- Upload cash expenses to any of the following locations:
  - Expenses work area as a group of pending expense items
  - New expense report
  - Existing expense report
- Upload cash expenses to the application to receive immediate online validation or correction of expense entry.

Related Topics
- When do I download the expense spreadsheet?
- Can I enter corporate card transactions in the expense spreadsheet?

How to Add Prepaid Expenses to an Expense Report

As an employee, you can add prepaid expenses to an expense report only if the expense type is enabled for prepaid expenses. You don't receive reimbursement for a prepaid expense as the company pays it directly to a vendor before or after you add it to an expense report.

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You can't specify a personal expense as prepaid or apply a cash advance for the prepaid expense. You can mark only cash expenses as prepaid expense. You can't mark itemized lines as prepaid expenses. You can mark only the parent expenses as prepaid expenses, if its expense type is enabled for prepaid expenses.

You can review the prepaid expenses before submitting the expense report. The expense report displays the prepaid amount details in the Amount column in the Expense Items section. The prepaid amounts are excluded from the amount reimbursable to you to provide accurate reimbursement information, and the Report Total section displays a separate component for the prepaid amount.

Approvers can view the prepaid expenses details in the approval notification when reviewing the expense reports for approval. Auditors can view the prepaid expenses details on the Audit Expense Report page, but they can't modify the prepaid flag that's set by the employee. Also, auditors can't short pay or adjust prepaid expenses.

To create an Expense Report and add prepaid expenses to the report, complete these steps:

1. Click the **Create Report** card.
2. On the **Create Expense Report** page, enter a description in the **Purpose** field.
3. Click **Create Item**.
4. On the **Create Expense Item** page, add values for the required fields.
5. Select the **This is a prepaid expense** check box.

   Note: The **Create Expense Item** page displays this check box only if the selected expense type has prepaid expenses enabled.

6. In the **Description** field, enter the description for the expense.
7. Click **Save** or **Save and Close**.

Example of Itemizing a Hotel Bill

This example demonstrates how an employee creates and itemizes business and personal expenses after returning from a business trip. One expense is shared between two cost centers.

Enterprises typically implement one of the following practices:

- Corporate cards are implemented and the corporate card charge feed is imported into the application. Based on setup, card charges come in as a single line. In this case, employees must itemize expenses manually.

- Corporate cards are implemented and the corporate card charge feed is imported into the application. Based on setup, card charges come in as individual items. In this case, an indicator of the itemizations appears in the Expense Items infotile and employees don't have to itemize expenses manually.

- Corporate cards aren't implemented. Consequently, employees must create cash expense types and itemize expenses manually.

The following table lists key questions to ask and answer for this scenario.

Decisions to Consider	In this Example
Do you want to classify expenses as business or personal?	Both business and personal expenses are available to itemize.

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Decisions to Consider	In this Example
Should expenses be shared between or assigned to different cost centers, projects, or tasks?	Yes.

Prerequisites

During implementation, enterprises decide whether expense itemization should be set up as:

- Enabled
- Required
- Disabled

Itemizing a Hotel Bill

Using receipts from your one-day strategy conference trip, create and itemize business and personal expenses.

1. From the Expense Items infotile, click **Create** to open the initial view of the Create Expense Item page.

   Note: You can also itemize by clicking **Create Expense Item** from within a new or existing expense report available in the Expense Reports infotile.

2. In the **Create Expense Item** dialog box, complete the fields as shown in the following table. Use the default values except where indicated.

Field	Value
Date	Any
Expense Template	Travel
Expense Type	Hotel
Expense Class	Business
Amount	275.00
Merchant Name	Hilton Hotel
Description	One night's stay during the Strategy Conference
Taxpayer ID	95-07438241

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3. Click **Itemize** to open the Itemizations tab on the Create Expense Item page.
4. In the **Create Expense Item** dialog box, complete the fields as shown in the following table.

Field	Value
Date	Any
Expense Template	Any
Expense Type	Room Charge
Amount	100
Company	01
Department	520

5. Click **Create** to create an itemization line.
6. On the Create Expense Items page, complete the fields as shown in the following table.

Field	Value
Date	Any
Expense Template	Any
Expense Type	Room Charge
Amount	95
Company	02
Department	680

7. Click **Create**.

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8. In the **Create Expense Item** dialog box, complete the fields as shown in the following table.

Field	Value
Expense Type	Meals
Amount	70

9. Click **Add Line**.
10. In the **Create Expense Item** dialog box, complete the fields as shown in the following table.

    Note: As you itemize each expense, the remaining itemization balance in the itemization summary section decreases as you itemize each additional expense.

Field	Value
Expense Type	Bar
Expense Class	Personal
Amount	10

11. Click **Save and Close** to automatically add the newly created expense items to the Expense Items infotile.
12. Click **Save and Create Another** to create expense items.
13. Click **Add Report** to add the newly itemized expenses to a new or existing expense report.

Related Topics
- Options for Entering Cash Expense Items

How Visibility is Determined for the Number of Expense Days Field

You can enter the number of days you stayed at a hotel or the number of days you rented a car on the Create Expense Item page.

The Number of Days field is visible under certain conditions. These conditions differ depending on the expense category of an expense type.

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Factors That Affect the Number of Expense Days Field

Visibility of the **Number of Days** field is dependent on the following factors:

- Expense category of an expense type

  o The **Number of Days** field is visible only if the expense category is Accommodations, Car Rental, or Miscellaneous.

- Itemization status of an expense type

  o Itemization can be set to Enabled, Disabled, or Required

- Miscellaneous expense policy assigned to a child expense type

How Visibility for the Number of Expense Days Field is Determined

The following table summarizes when the **Number of Days** field is visible for a parent expense item or an itemized expense item based on itemization status.

Itemization Setting	Number of Days Field is Visible for a Parent Expense Item	Number of Days Field is Visible for an Itemized Expense Item
Enabled	- You don't itemize. - The parent expense item has an expense policy with a daily limit. - The child expense item with an expense category of Miscellaneous has an expense policy based on the number of days of the parent expense item.	The itemized expense type belongs to an expense category of Accommodations, Car Rental, or Miscellaneous.
Disabled	Expense category is Accommodations, Car Rental, or Miscellaneous	Not Applicable.
Required	- The parent expense item has an expense policy with a daily limit. - The child expense item with an expense category of Miscellaneous has an expense policy based on the number of days of the parent expense item.	The itemized expense type belongs to an expense category of Accommodations, Car Rental, or Miscellaneous.

For a Miscellaneous expense policy only, you can select the check box named **Based on Number of Days in Parent Line During Itemization**. Selecting the check box requires the child miscellaneous expense to incur the specified minimum number of expense days before it's eligible for reimbursement. For example, suppose you selected the check box named **Based on Number of Days in Parent Line During Itemization** and specified the minimum number of expense days as five. Then you take a business trip and stay in a hotel. In this scenario, Hotel is the parent expense. If you expense Laundry as a miscellaneous child expense, the laundry expense must exceed five days before it's eligible for reimbursement.

Related Topics
- Set Up a Miscellaneous Expense Policy

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Example of Classifying a Business Expense as Business - Employee Paid

Business - Employee Paid is a business expense classification where you pay the corporate card provider for corporate card expenses incurred.

This expense classification indicates that your company reimburses you, rather than the corporate card provider. The following scenario illustrates when you might classify business expenses as Business Employee Paid rather than Business or Personal.

> **Note:** The Business - Employee Paid option is only visible during expense entry if the Both Pay scenario has been set up in corporate cards setup. In the Both Pay scenario, your employer reimburses the card issuer for corporate card expenses and you pay for personal expenses.

Classifying Expense Report Items as Business - Employee Paid

Jane Smith, a corporate trainer, was issued a corporate card so she can charge training expenses while teaching courses at customer sites. Jane receives the corporate card statement at home and decides to pay the entire statement amount to the card provider before completing her expense report. When Jane completes her report, she classifies the expenses as Business - Employee Paid, rather than Business or Personal, because she has paid the business expenses.

> **Note:** This scenario is the exception, rather than the rule, because typically the employer reimburses the card provider, rather than the employee.

Related Topics
- What's the difference between Business and Business - Employee Paid?

How You Split Expenses

If you're working on different projects in company, you might want to split some common expenses across the projects.

For example, you might want to split your telephone expense across your different projects. Oracle Expenses provides you with the convenience of splitting your expenses across projects or accounts based on the privileges that are assigned to you. To split the expenses, you must provide split percentages or split amounts at the expense item level or itemization level.

Any allocation specified at the expense item level automatically applies to itemization lines created for that expense item. However, you can update individual itemization lines to change the allocation method or proportions as required.

When the split allocation is applied to the expense item or itemization line, the application displays a split icon next to the amount to indicate that the expense item or itemization line is split.

> **Note:** You can't split the Personal expense itemization lines.

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To split the expenses at expense item level, you select a set of expense items in the report and provide either the split percentages or split amounts. All the selected expense items are split based on the split proportions that you specify.

Split Expenses Across Projects

Here are the steps to split expenses across projects:

1. In the Expenses work area, open the expense report you want to split.
2. On the Expense Report page, select the expense item or itemized line you want to split. Click Split Allocation.

   Note: If you have the privileges to split your expenses across projects as well as accounts, the Split Allocation list provides you the By account and By project options.

   The Split Allocation dialog box displays the allocation settings that you used in your previous expense report.

   Any split allocation specified at the expense item level automatically applies to itemization lines created for that expense item. However, you can update individual itemization lines to change the split allocation as required.
3. Click the Use Percentage or the Use Amount option to split the expense.
4. The different projects into which the expenses were split appear as separate lines along with their corresponding split percentages or amounts. The amount field displays the value based on the percentage and vice versa. You can modify the split allocation settings by:
   - Changing the split percentage for the projects
   - Changing the split amount for the projects
   - Changing the project details, such as project number, task number, and so on
   - Adding a new project by clicking Add and then entering the project details
   - Removing a project by clicking Delete.

   As you keep modifying the split allocation details, the remaining percentage is displayed, which indicates the split percentage left to be allocated.
5. If you select the Amount option, the amounts are split across projects by the same proportion. You can modify the split allocation settings by:
   - Adding an amount in the Amount field for the projects.
   - Changing the project details, such as project number, task number, and so on.
   - Adding a new project by clicking Add and then entering the project details.
   - Removing a project by clicking Delete.

   As you keep modifying the split allocation details, the remaining percentage or amount is displayed, which indicates the remaining split left to be allocated.
6. After the split allocation percentage or amount settings are complete, click Apply. When the split allocations are applied, the application displays a split icon next to the amount to indicate that the expense item or itemization line is split.

   Note: Unless the total amount of the item is split, you can't click Apply.

7. To verify the split, click an expense item and navigate to the split allocations area.
8. If you want to modify the split allocation method or proportions, select the expense item and click Split Allocation. The Split Allocation dialog box is displayed and you can make the required changes.

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> **Note:** All the existing splits are removed if you switch an existing split between percentage and amount options.

9. Refer to Split itemization lines, to add or modify the split allocation of itemization lines.
10. Save and submit the expense report.

Split Expenses Across Accounts

Just like splitting expenses across projects, you can split expenses across multiple accounts by providing the split percentage or split amount for each account. The process of splitting an expense across accounts is similar to splitting across projects. However, in the Split Allocation dialog box, you provide the account information.

Here are the different ways in which you can provide the accounting information:

- In two segments: company and cost center
- Only cost center
- Full account

> **Note:** If a user updates the natural account when full accounting is enabled, the generated account combination defaults to the natural account that was set up in the expense report template for the expense type.

Split Itemization Lines

To split the itemization lines, follow the below steps.

1. In the Expenses work area, open the expense report in which you want to split.
2. On the Expense Report page, select the itemized expense item.
3. On the Expense Item page, select the itemization line and click the Split Allocation icon.
4. Update or make the required changes in the Split Allocation dialog box, and click Apply.

> **Note:**
>   - You can't Apply the changes unless you split the total amount of the itemization line.
>   - Any split allocation specified at the expense item level automatically applies to itemization lines created for that expense item. However, you can update individual itemization lines to change the split allocation as required.

5. To delete the split allocation of the itemization lines, on the Expense Item page, select the itemization line and click the Remove Split icon.

Approve and Audit Split Expenses

After a user submits a split expense report for approval, the approval notification that managers receive summarizes the split allocation. Managers can review the split details in the expense approval notification. Similarly, an auditor can review the details of an expense split on the Audit Expense Report page.

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How You Manage Delegates

A delegate is a person you have authorized to perform manage expense tasks for you.

The manage delegates functionality in Oracle Fusion Expenses enables you to perform two different actions:

- Delegate another person to manage your expense reports, authorizations, and cash advances.
- Enter expense reports, authorizations, and cash advances for another person.

Delegate Another Person

You can delegate another person to manage expense reports, authorizations, and cash advances on your behalf. For example, as an executive, you can delegate the expenses permissions to your executive assistant.

You can delegate another person to perform your expense tasks by adding their name to the Delegates section on the Manage Delegates page. This authorization ends when you inactivate your delegate.

Perform Expense Tasks for Another Person

You can enter expense reports for another person. For example, you can enter expense reports for your manager if your manager has authorized you to do expenses on his or her behalf. You can view the persons who have authorized you to perform expense tasks on their behalf in the Permissions section on the Manage Delegates page.

To create an expense report for another person, first access Expenses by using your own user name and password. Then, in the Expenses work area, select the name of the person for whom you're performing expenses tasks.

If you perform expenses tasks for another person, you assume the same responsibility for expense report management as the person who has given you permission. For example, you can perform these actions:

- View and manage expense items and expense reports.
- View and manage authorizations.
- View and manage cash advances.

Detection of Duplicate Expenses

An expense that matches an existing expense in the same report or a different report that was submitted is called a duplicate expense.

A duplicate expense may be a result of human error or possible fraudulent activity, and can be introduced while:

- Uploading corporate card charges
- Creating expense items through an online application, digital assistant, mobile device, or an ADFdi spreadsheet
- Auto-creating recurring cash expenses
- Creating expense from travel itinerary
- Creating expense from the web application

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Duplicate expenses are detected using an algorithm in the Duplicate Detection Features Configuration file. The algorithm checks for all the expenses created by an employee in the last six months and detects duplicate expenses based on the expense fields, such as amount, date, currency, expense type, merchant, and so on. Only the expenses that aren't submitted are marked as duplicates of submitted expenses.

When an employee creates an expense on the web-based application, the algorithm runs and immediately shows a warning message in the work area that the newly created expense is a duplicate of an existing expense. The employee can take the necessary action to either delete the current expense or continue creating the expense if it's not a duplicate.

For example, if an employee tries to add two different fuel expenses with the same date and amount, the application would indicate the expense that's not submitted as a potential duplicate expense. The employee can review and delete the duplicate expense. If the expenses are valid, the employee can continue to create the expense.
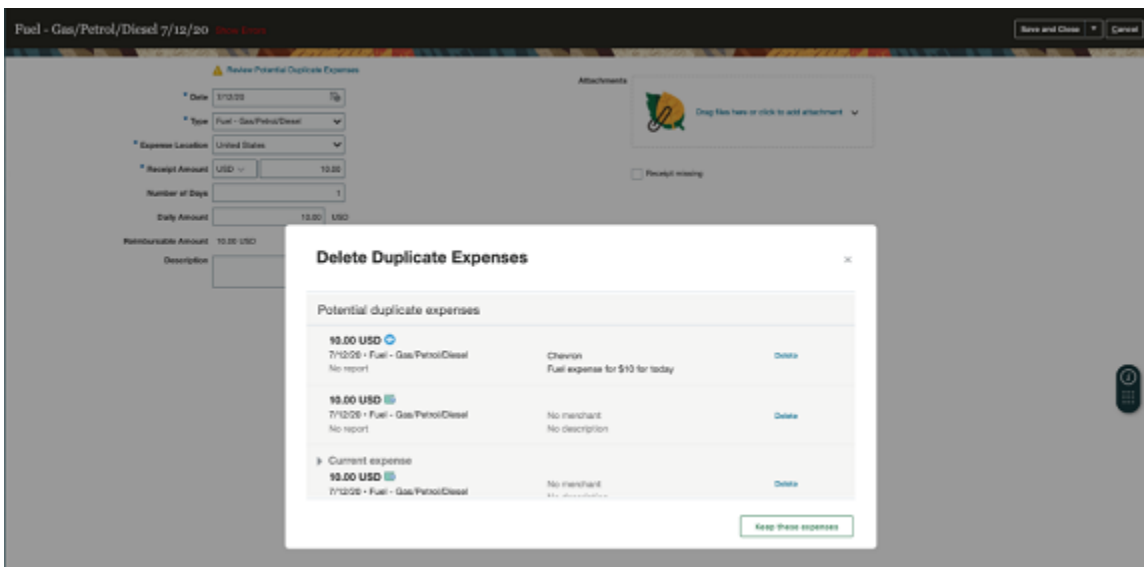
When an employee creates duplicate expenses using sources other than the web, such as email forwarding or Digital Assistant, the expenses are marked as duplicates on the web UI, and employees are notified in the form of a banner at the top of the work area.

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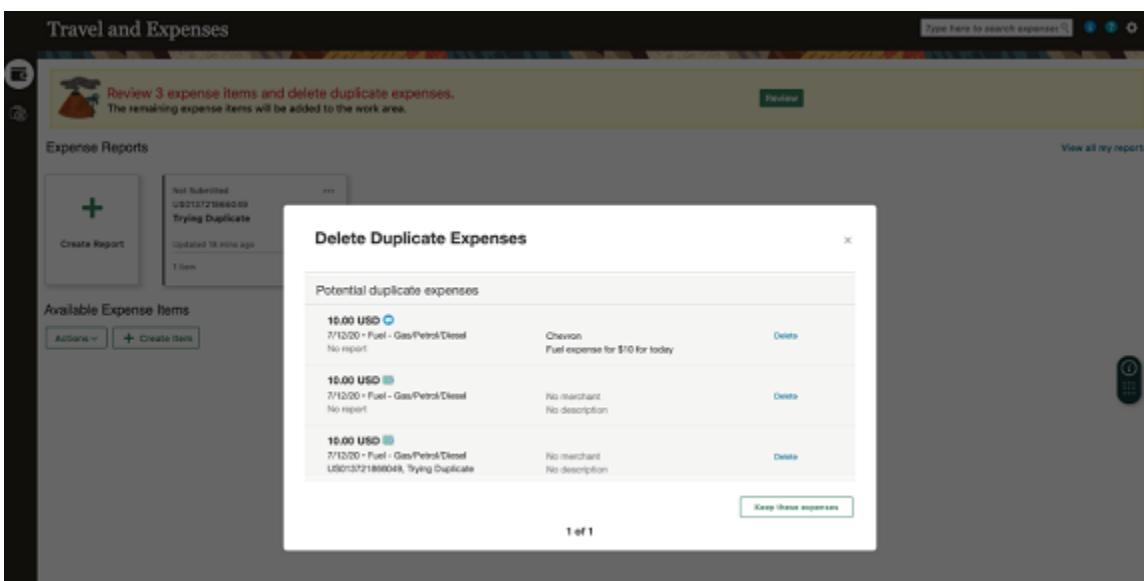
Employees can open the banner to review the expense items currently marked as duplicates and perform one of these actions:

- Delete the duplicate items.
- Merge one or more items with the original expense.

The remaining items get added to the work area with the Just Added tag.

	10/1/20 Just Added	Car Rental	⌄	99.00 USD Pending match to card	Uber	United States
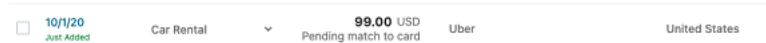
When a duplicate expense is inside a report, it shows an error message to resolve the potential duplicate expense. Employees aren't allowed to submit reports until all the errors are resolved. The error messages ensure double payments are avoided because of duplicate expenses.

Attendee Information for Expense Categories

Several industries have enacted gift and entertainment regulations to provide transparency and to curtail the amount spent on individuals to prevent gift recipients from influencing business decisions.

To comply with local and industry-specific regulations, you can easily capture attendee information for any expense category using Expenses web or mobile applications.

To capture attendee information, the following configuration must be set up on your application:

- Entertainment policy with only the capture of attendee information specified.
- Assign the Entertainment policy to an expense type.

When you create an expense item that's associated with the Entertainment policy, the application enforces the entry of attendee and gift recipient details. The attendee details that you are required to provide is based on the options configured for the capture of attendee information during the Entertainment policy setup.

How You Create Expense from Email Receipts

When you're on a business trip, you may want to keep filing your expenses as you incur them. Oracle Fusion Expenses provides you with the convenience of creating expenses on the go without accessing the Expenses web application.

If your company chooses to provide you this flexibility, your administrator gives you an email address to which you can forward the receipts of your expenses. You can mail the receipts as an attachment or as an inline content of your email. For example, if you take a taxi to visit your business client, you may get the receipt for the travel as an email. To create this expense, you forward the email to the email address provided by your administrator.

After the application receives your email, it authenticates if the email is sent by an authorized user. The application verifies if the email address from which the receipt is received exists as a valid work email address in Oracle HCM Cloud. For example, you may have separate work and personal email addresses. If you forward an email receipt using your personal email, the application doesn't verify you as an authentic user. This is because it can verify you using only your work email address that's in the application.

Here are some other details that the application verifies before it processes the email receipts:

- The user is an active employee.

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- The user has the required privileges.

- The associated business unit is enabled for electronic receipt processing.

After authenticating the user, the application extracts details, such as merchant, date, amount, currency, location, and so on from the email receipt. Then, it creates an expense item using these details. Based on the details in your receipt, the application is also able to assign an expense type to the expense item.

Next, the application matches the expense to the appropriate corporate card charges. Your application administrator can also configure tolerance values for matching different kinds of expenses. In such a case, the application considers these configurations while matching the expenses to the corporate card charges. Here are the different field that can be matched in this process:

- Expense date

- Amount

- Currency

- Merchant

- Expense type

- Expense category

If the email receipt expense exactly matches a corporate card charge, the expense is automatically submitted in an expense report, including other expense items that are queued for auto submission. If there's a potential match, you need to confirm the match in the Expenses web application to proceed.

After the matching process, the information in the email receipt and the corporate card charge are merged and updated in the expense. This involves identifying whether to use the information in the email receipt or the corporate card charge for the expense. Here's the criteria for merging of the information

- Expense amount from the corporate card charge is used for the expense.

- Merchant name from the corporate card charge is used for the expense unless it's null.

- Expense type from the email receipt is used for the expense unless it's the default type.

- Expense justification and attachment from the email receipt is used for the expense.

The application also checks if an expense is created more than once from different sources. It matches these fields to identify a duplicate expense:

- Amount

- Date

- Currency

- Merchant

If all these fields in the expenses from different sources match, the application marks them as duplicate expenses.

Notifications

When the Expenses application processes your email receipts, it sends you different types of notifications. The original email you sent for creating the expense is attached to the notification. This helps you map the notification to the different email receipts you sent.

Here are the different notifications that you can receive:

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Type of notification	When you receive the notification	When you do next
Can't process receipt	The application couldn't process the emailed receipt.	Contact the administrator for your application privileges.
	The business unit isn't setup to create expenses from electronic receipts.	Use the Expenses application to create the expense.
Can't create your expense	The expenses couldn't be created because of an unexpected validation error.	Use the Expenses application to create the expenses.
Your expense was created	The application created the expense using the details in the emailed receipt.	Review the expense details in the notification and use the Expenses web application to make changes if required.
Matched expense	The application matched a corporate card charge to the expense.	Review the expense details in the notification. If needed, you can break the suggested match using the Expenses web application.
Possible matched expense	The application found a potential matching corporate card charge for the expense.	Use the Expenses web application to review the details. You can confirm the suggested match.
Duplicate expense	The application finds that a similar expense was already created. Therefore, it doesn't create the expense.	Use the Expenses application to create the expense if needed.
Incomplete expense	The application couldn't fine the required information to create an expense.	Check whether you sent a receipt with your email. Then, use the Expenses web application to complete your expense.

Cancellation of Payment Requests for Expense Reports

The ability to cancel payment requests for expense reports allows companies to stop the reimbursement processing and communicate real-time status to the employees.

Only the payment requests that are invoiced or validated are eligible for cancellation.

As Payables supervisor, navigate to the Invoices work area in Payables and search for the payment report in the Manage Invoices page. Click **Cancel Invoice** from the Action.

When the Payables supervisor cancels the payment request for an expense report, the Expense application:

- Updates the status of expense report
- Deletes both pay expense reports created to pay corporate card issuers
- Reverses the cash advance applications.

On the Audit Expense Report page, an auditor can update a canceled expense report and process it again for expense reimbursement or return a canceled expense report to the employee.

Employees can see the expense report status in the Expenses work area in real-time thus reducing inquiries to the accounts payable department. When a payment request is canceled, the associated expense report status is changed to Invoice Canceled and a suffix (+1) is added to the expense report number. Employees cannot take any action on an expense report in the Invoice Canceled status.

Employees can see the expense report status in the Expenses work area thus reducing inquiries to the accounts payable department. Employees can rework on the returned report and resubmit it. If the expense report is in the invoice canceled status, you cannot reprocess it.

A payables supervisor can cancel the following types of payment requests for expense reports.

- **Expense reports containing cash expenses**

  When reprocessed for reimbursement, a new payment request to an employee is created.

- **Expense reports containing individual pay corporate card transactions**

  When reprocessed for reimbursement, a new payment request to an employee is created.

- **Expense report containing both pay corporate card transactions**

  When one of the payment request is in payment process status, the application prevents the supervisor from further action. When the payment requests are in invoiced or validated statuses, the application alerts the supervisor that payment requests for both the employee and the card issuer will be canceled. When the expense report is reprocessed for reimbursement, the application creates two new payment requests, one for the employee and the second for the card issuer.

- **Expense report containing company pay card transactions**

  When a payment request for the card issuer is canceled, the invoice number is removed from the card transactions and these transactions are available for reprocessing. When a payment request for the employee is canceled, the expense report status is changed to Invoice Canceled.

FAQs for Expense Report Entry

What's an expense template?

A group of expense types defined for a specific purpose. When you enter expenses on your expense report, you must select a specific expense template. The template you select supplies a list of related expense types.

Related Topics
- What's the difference between an expense type and an expense item?

What's the difference between an expense type and an expense item?

An expense type is a potential expense that you can incur that has been defined during setup.

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An expense item is the actual expense that was incurred. An expense item is always associated with an expense type during expense entry on an expense report.

Based on the expense type setup, you can itemize an expense item and allocate your expenses, for example, by specifying a company, cost center, or project. Depending on setups, you can also add fields to capture supporting information, such as Travel Itinerary Number or Checkout Date.

Related Topics
- What's an expense template?

What's the difference between Business and Business - Employee Paid?

Business is a business expense classification. When you complete an expense report for corporate card expenses incurred, you specify expense types and expense items as Business, Personal, or Business - Employee Paid.

Typically, your company reimburses the corporate card issuer for business expenses you claim on your expense report.

Business - Employee Paid is a business expense classification where you pay the corporate card issuer for corporate card expenses incurred. For this expense classification, your company reimburses you, rather than the corporate card issuer.

Note: The Business - Employee Paid business expense classification is only visible during expense entry if the Both Pay payment option has been enabled in corporate cards setup. In the Both Pay scenario, your company reimburses the card issuer for corporate card expenses and you pay for personal expenses.

Related Topics
- Example of Classifying a Business Expense as Business - Employee Paid

How can I automatically calculate the trip distance?

By enabling and using Oracle Maps. When your company enables Oracle Maps for your business unit, you can enter trip start location, subsequent stops, and your destination location to determine trip distance.

Trip distance is the distance you travel, which is used to calculate mileage reimbursement. If your company mileage policy requires you to deduct commute mileage between home and office, then the basic formula is: Trip distance = (Total Distance) - (Commute Distance).

Can I classify cash expenses as personal?

No. You can't classify cash expenses as Personal. You can, however, classify a corporate card expense as Personal. The default for all expenses is Business.

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Can I charge an expense item to a project and task?

Yes. You must have the duty role, Project Expense Allocation Duty, assigned to you. The expense type must be project-enabled.

Related Topics
- Can I charge an expense item to a different cost center?

Can I charge an expense item to a different cost center?

Yes. You must have the expense accounting privilege named Override Expense Account Allocation assigned to you.

Related Topics
- Can I charge an expense item to a project and task?

How can I resolve a corporate card dispute?

You must contact the card provider to resolve the corporate card dispute. Recording the dispute in the application doesn't resolve it.

When do I download the expense spreadsheet?

It's desirable to periodically connect to the application when using the ADFdi-enabled expense spreadsheet offline to enter cash expenses. Doing so lets you view the most recent expense template values in the spreadsheet after they're downloaded from the application.

By connecting periodically to the application, you can export data from the application to the expense spreadsheet to capture the most current data. Spreadsheet values that are populated and stored are the following:

- Values in choice lists
- Values for dependent fields
- Context-sensitive descriptive flexfields

Related Topics
- Can I enter corporate card transactions in the expense spreadsheet?
- Options for Entering Cash Expense Items

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Can I enter corporate card transactions in the expense spreadsheet?

No. You can only enter cash transactions in the expense spreadsheet. When you're disconnected from the application, you can record cash transactions that you incur.

Related Topics
- When do I download the expense spreadsheet?
- Options for Entering Cash Expense Items

How can I activate a primary bank account?

Cash advances and expense reimbursements are deposited to a primary bank account. To activate a primary bank account, access the Manage Bank Accounts page. You can click the Manage Bank Accounts link in the Tasks panel drawer of the Expenses work area.

Select the bank account line that you want to specify as primary and then click the green check mark icon. The check mark appears in the Primary column on the line you selected.

Although you can have multiple bank accounts, cash advances and reimbursement of business expenses are always deposited into your primary bank account.

Note: You can only have one primary bank account.

How can I enable the Oracle Fusion Expenses mobile application on a mobile device?

Using your mobile device, download and install the Oracle Fusion Expenses mobile application from Apple's App Store at http://www.apple.com/iphone/from-the-app-store/ or from Google Play at http://play.google.com. Enter information for the fields in the Settings screen as follows:

In the **Host URL** field, enter the URL provided by your administrator.

In the **User Name** and **Password** fields, enter the same user name and password that you use to access the Expenses web-based application. When you connect, you are asked to accept an agreement. Then, you are presented with the Expenses mobile application springboard.

If your company doesn't enable Oracle Fusion applications outside its firewall, you must connect to your company's network by using a Virtual Private Network (VPN). You can use the VPN for the initial connection and to upload expenses to the Expenses web-based application. For convenience, you can enter expenses on the mobile device when you aren't connected to VPN.

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Can I avoid duplicating expenses when using a mobile device?

Yes. When you download corporate card transactions to your mobile device, the mobile application automatically matches the downloaded transactions to expenses on your device. A downloaded transaction is matched with its associated expense and merged into a single expense on your device.

Automatic matching eliminates duplication of expenses and lets you track your receipts while waiting for the corporate card transactions.

What happens if I duplicate a recurring expense?

When you duplicate an expense item that has been set up as a recurring expense, the duplicated expense will no longer be a recurring expense.

All fields for the expense item are copied, such as Date, Amount, and Template, but the recurring schedule is not duplicated.

Can I edit the recurring frequency of a recurring expense?

When you set up an expense item as a recurring expense, you can't edit the recurring frequency. You must delete the recurring expense item and set up a new one with the needed recurring frequency.

How can I be reimbursed for expenses that were incurred during a previous work assignment?

On the Manage Expense Reports page, search for outstanding corporate card transactions. Transactions that were incurred in a previous work assignment are noted by a check mark in the Previous Assignment column.

You can add the card transactions that were incurred in a previous work assignment to a new or existing expense report for reimbursement.

Can't run diagnostic tests?

If you run into issues while using your application, you can identify and resolve those using diagnostic tests. You can run and monitor diagnostic tests and review the test results using the Diagnostic Dashboard.

To run a diagnostic test, your user account must have one of these job roles:

- Application Diagnostics Regular User (ORA_FND_DIAG_REGULAR_USER_JOB)
- Application Diagnostics Advanced User (ORA_FND_DIAG_ADVANCED_USER_JOB)

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- Application Diagnostics Administrator (ORA_FND_DIAG_ADMINISTRATOR_JOB)

How can I fix the expense account error?

When you're submitting an expense report, you might see this error:

`You're missing a valid expense account for an expense item. Please remove the item to continue with the expense report and contact your help desk. (EXM-630424)`

`Share this info with your help desk: In the Settings and Actions menu, use the Run Diagnostic Tests option to search for and run the Expense Distribution Diagnostics test to review the expense account combinations.`

If you get this error, you need to contact your help desk to run a diagnostic test and review the test results.

At the help desk, someone who's assigned a role to run diagnostic tests, such as the predefined Application Diagnostics Administrator job role, will be able to determine the issue with the expense account. This person needs to run the Expense Distribution Diagnostics test, review issues with the expense account setup, and take corrective action.

Related Topics
- Fix Expense Account Issues
- What's a help desk?

Can I print expense reports with multiple attachments?

Yes. You can use the **Print Preview with Attachments** option to review and print an expense report with multiple attachments of different formats as a single PDF.

The **Print Preview with Attachments** option is available in the **Actions** menu of the Manage Expense Reports page.

Expense auditors can also use the **Print Preview with Attachments** option to review each attachment in an expense report. They can access it from the **Actions** menu of the Audit Expense Report page

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2 Expense Report Approval

Expense Report Approval

Expense report approval is an activity flow that begins when an employee submits an expense report for approval. An approval notification is then sent by the application to the employee's approver, who reviews the request for approval and takes appropriate action.

Expense report approval is an activity flow that consists of the following actions:

- The employee submits an expense report.
- The approver receives an approval request.
- The approver takes approval action.

Employee Submits an Expense Report

The employee enters expenses in the expense report, following company policies, and then submits the completed report for approval.

Approver Receives an Approval Request

The approver receives an approval request in the form of a notification that appears in the BPM Worklist or by email, based on setup. Configurable approval rules are set up by the expense manager in Oracle Fusion Approvals Management to enable routing rules for approval by the appropriate approver. Expense report approval can take the following forms:

- Approval based on supervisor hierarchy, position hierarchy, cost center managers, or project managers.
- Approval based on templates: The approval notification is sent to the approver of the template that was used to create at least one expense item in the expense report.

Approver Takes Approval Action

If the approver is set up to receive approval requests through the BPM Worklist, the approver can take the following approval actions:

- Approve the expense report.
- Reject the expense report.
- Request more information about anything in the expense report, usually expense items.
- Delegate approval of the expense report to a selected user who acts on the approver's behalf temporarily.
- Transfer approval ownership of the expense report to another person or group permanently.

If the approver is set up to receive email approval requests, the approver can only take the following approval actions:

- Approve the expense report.
- Reject the expense report.

Related Topics
- What are the expense report approval actions available to me?
- Can I access expense analytics?

FAQs for Expense Report Approval

What are the expense report approval actions available to me?

Expense report approval actions include:

- **Approve**.
- **Reject**.
- **Request Additional Information** from the preparer.
- **Reassign**.

  > **Note:** The Reassign action has two options: **Delegate Expense Report** to another approver temporarily and **Transfer to Correct Approver** permanently.

Related Topics
- Can I approve expense reports by email?
- How can I request more information on expense reports?

How can I request more information on expense reports?

In the expense report approval notification, select the Actions menu and choose Request Additional Information. This action sends the approval notification to the preparer, requesting additional information.

Related Topics
- What are the expense report approval actions available to me?

How can I see all the approvers for an expense report?

The History section of an expense report approval notification shows all the approvers of a particular expense report and the action taken by each.

To view the history of an expense report, open the expense report and click its status. The approval history is displayed in a new window.

Related Topics
- What's the reason I haven't been notified of my employee's expense report submission?

Can I approve expense reports by email?

If you are set up to approve expense reports by email, you can use it to approve or reject them.

Related Topics
- What are the expense report approval actions available to me?

How can I see expenses in my own currency?

If expenses were incurred in a foreign currency, the expense report total automatically displays both the reimbursement currency and the approver preferred ledger currency in the Details section of the expense report Approval Notification.

How can I view receipt images in expense reports?

By viewing approval notifications as attachments or you can drill down to expense reports. Individuals can attach receipt images to their expense reports or fax or email them to the payables department for automatic attachment.

What's the reason I haven't been notified of my employee's expense report submission?

You may not be notified of your employee's expense report submission because:

- The expense report was automatically approved since it's an immaterial amount that is less than the predefined amount.

- The Approval process couldn't identify you as the employee's supervisor, project manager, or cost center owner, so the expense report approval notification was directed to the administrator.

- The expense report was received by another approver who was identified as the approver of this expense report.

- The preceding approver in the approval flow hasn't approved the expense report.

- A vacation rule is still activated, so the expense report approval notification was forwarded to another approver.

Related Topics
- How can I see all the approvers for an expense report?

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Can I access expense analytics?

Only approvers can access expense analytics that are visible on the expense reports. The analytics include recent similar expenses, recurring violations, and recent returned expense reports associated with the preparer.

Can I see previous expense report submission data to help me with my approval decision?

Yes. On the expense report approval notification, tables provide historical expense report information about an employee for recent similar expenses, recurring violations, and recent returned expense reports.

Related Topics
- Can I access expense analytics?

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3 Expense Report Audit

Overview of the Audit Expense Report

After approval of an individual's expense report by approvers, an expense auditor can examine, verify, and if necessary, adjust or short pay any expense report amounts. Expense auditors can take the following actions:

- Complete audits.
- Reject expense reports.
- Request additional information from individuals.
- Warn individuals.
- Waive receipts.
- Release payment holds.
- Confirm managers' approval.
- Return approved expense reports to individuals.

Auditors can also adjust the following expense item information in a specific report if data isn't compliant with your company expense policies:

- Expense types
- Itemizations
- Reimbursable amounts
- Accounting entries

Note: An auditor can't change an expense type if the expense is a mileage or a per diem expense item. Additionally, an auditor can't change project information.

Additional tasks performed by expense auditors include the following:

- Generating overdue and missing receipt notifications
- Checking in expense report receipt packages
- Managing expense report audit list membership

To audit expense reports, navigate to the Auditing work area from the Expenses work area: **Navigator > Expenses > Auditing**.

The following figure shows the Audit Expense Report activity business flow, which is integrated with the receipt management components.

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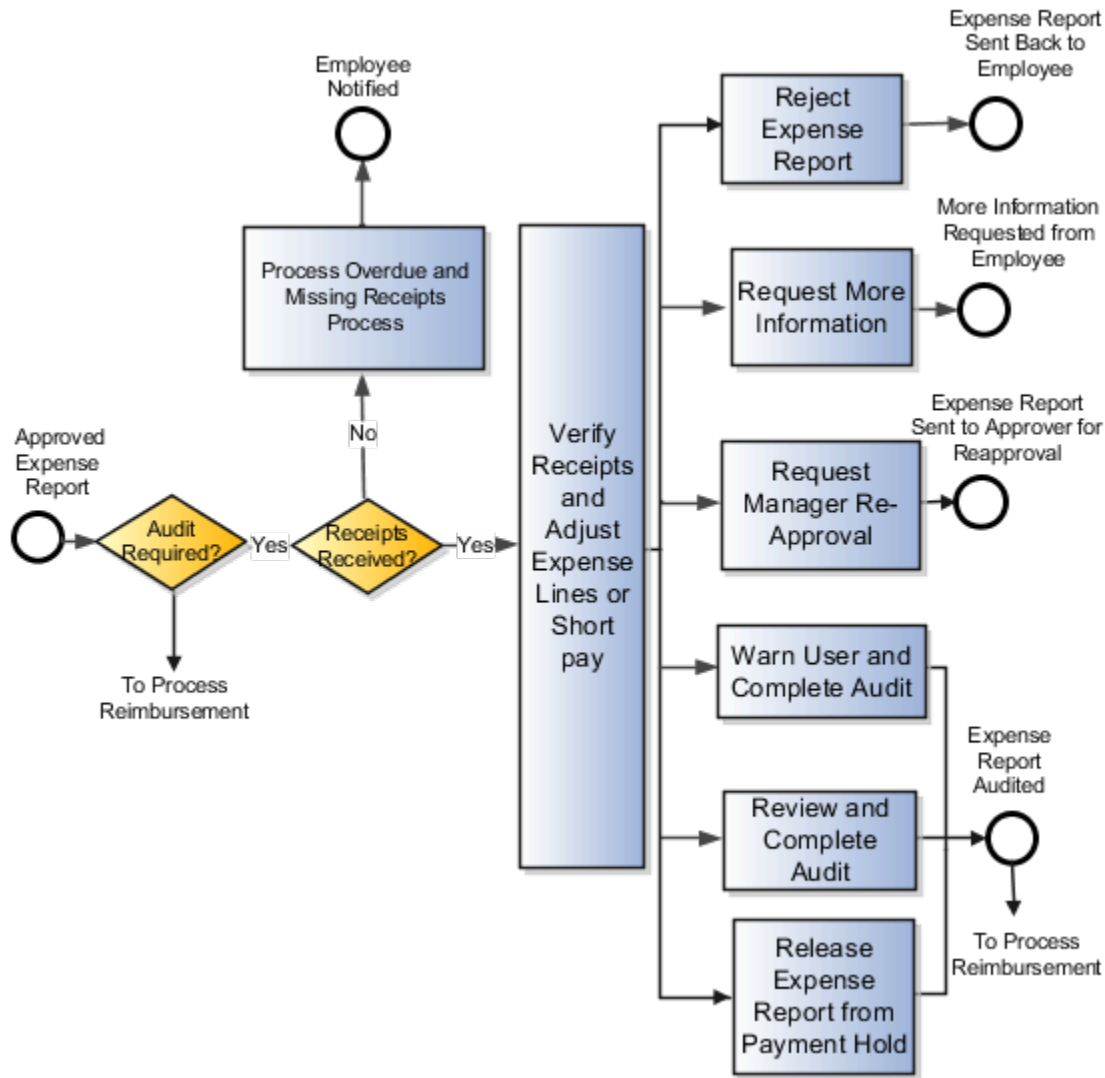
Receipt management is an important part of auditing expense reports. Your company creates receipt and notification rules that determine when to send notifications to individuals and when to place payment holds on expense reports due to missing or overdue receipts.

Your company schedules and periodically runs processes that:

- Generate missing and overdue receipt notifications that are sent to applicable employees.
- Check whether any payment hold rules are in effect.

When employees submit their missing or overdue original receipts, their expense reports continue to the next stage in the process.

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Related Topics

- Audit Actions
- How You Add to or Remove Employees from the Audit List
- Expense Report Payment Hold Rules
- How You Set Up Expense Report Auditing
- Options for Setting Up Receipt Management Rules

Detailed View of Audit Results in Expense Audit

The Expenses application provides a detailed view of the audit rules applied to each expense report and its status.

Auditors can review these audit results while auditing an expense report. Auditors can also check the details of the expense item that fails because of duplicate expense items, duplicate attendees, and keyword violations.

To access the detailed view, navigate to the Manage Expense Reports page, and drill down on an expense report. On the Audit Expense Report page, open the Expense Report Summary drawer, and click the **Audit Rules Checked** link.

The Level column on the Audit Rules Checked page displays if the audit rules checked apply to an expense report level, expense item level, or both report and item levels. The Details column has hyperlinks for details of duplicate expenses, duplicate attendees, and keyword violations. Click on the View details link in the Details section to review the audit information.

> **Note:** All the audit rules except the one for duplicate expenses are evaluated only during the first submission. Auditors can identify potential duplicates even in resubmitted expense reports. When an employee submits an expense report, Expenses identifies duplicate expenses both in the existing report and in expense reports previously submitted by the employee. The Expense Item Audit Reason Details page displays any duplicate expenses during the expense report audit.

The Audit Reasons Details column in the Audit Reasons section displays the list of audit reasons for selecting a specific expense item for the audit. The auditor can review the audit reasons and audit rules violated by individual expense type lines.

> **Note:** When an audit reason applies to both parent and child expenses, the application stores it against both parent and child. The Audit Reasons Details column displays the audit reason for both parent and child in the Expense Items table. However, in the Audit Rules Checked window, it is counted as a single expense.

You can filter the expense items with specific audit reasons using the Audit Reasons filter in the Expense Items section on the Audit Expense Report page.

Expense Report Risk Indicator in Expense Audit

The Expenses application calculates the risk of an expense report based on the audit rule violations for the expenses in the report. The possible risk values associated with each expense report are High, Medium, or Low.

Auditors can select a specific expense report from the Manage Expense Reports page and click Audit Expense Report to view the risk and take appropriate action.

Auditors can also view the risk for each expense report on the Manage Expense Reports page. To view the Risk column in the audit search results, select the View option from the Search Results table, then select the Columns option, and enable the Risk column.

How You Add to or Remove Employees from the Audit List

The audit list on the Manage Audit List Membership page is the list of employees whose expense reports are automatically selected for audit if an audit list rule is violated.

You can also manually add employees to the audit list. The audit list is not maintained by each business unit. Instead, one audit list is available across all business units.

With Oracle Fusion Expenses, you can:

- Automatically add and remove employees from the audit list.
- Manually add or remove employees from the audit list.
- Manually add or remove employees from the audit list during auditing.

Automatically Add and Remove Employees from the Audit List

During setup on the Create Audit List Rule page, you can select any of the following audit list rules:

- Maximum number of days to wait for original receipt package
- Allowable total monthly amount of all expense reports
- Allowable number of policy violations per month
- Allowable number of expense reports per month

Expenses automatically adds employees to the audit list if they violate any audit list rules you select.

You can automatically add employees to the audit list by performing all of the following actions:

- On the Create Audit List Rule page, select audit list criteria to create an audit list rule.
  Expenses uses audit list rules to automatically place employees on the audit list if they violate the audit list rules that you select.
- For each audit list criterion that you select, specify the number of days that the application automatically monitors the expense reports of the active employees on the audit list.

  Note: If another audit list violation occurs for an employee during the time period he remains on the audit list, the application resets the count for the same number of days to remain on the list.

- On the Create Expense Report Audit Selection Rule page, select the **Audit expense report of individuals on the audit list** rule in the Additional Rules section.
  Audit selection rules are the criteria that Expenses uses to automatically select expense reports for audit.

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- On the Rule Assignments page, associate the audit list rule and the audit selection rule with a business unit.

You can automatically remove employees from the audit list by performing the following action:

- On the Create Audit List Rule page, enter a value for the number of days that the application automatically monitors the expense reports of employees on the audit list. When the number of monitoring days is complete, the employee is no longer automatically monitored by the application and he is inactivated on the Manage Audit List Membership page.

> **Note:** For both automatic and manual additions or deletions from the audit list, you can add reasons to the Audit List Addition Reason choice list by configuring the lookup EXM_AUDIT_REASON.

Manually Add or Remove Employees from the Audit List

On the Manage Audit List Membership page, you can select any of the following predefined reasons from the **Audit List Addition Reason** choice list to manually add employees to the audit list:

- Expenses amounts near threshold
- High frequency of same expense types
- Disproportionate number of cash expenses
- Violates an undefined policy

You can manually remove employees from the audit list on the Manage Audit List Membership page by:

- Specifying an end date. If no end date is specified, an employee remains on the audit list indefinitely.
- Selecting a reason from the **Audit List Addition Reason** choice list:

Manually Add or Remove Employees from the Audit List During Auditing

While auditing an expense report on the Audit Expense Report page, you can manually add employees to the audit list by:

- Selecting the **Add to audit list** check box if visible.
- Selecting a reason from the **Reason** choice list:

While auditing an expense report on the Audit Expense Report page, you can manually remove employees from the audit list by:

- Selecting the **Remove from audit list** check box if visible.
- Selecting a reason from the **Reason** choice list:

Simultaneous Manager and Auditor Expense Report Approvals

You can set up processing options to allow expense auditors to audit expense reports before or after manager approvals are complete.

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If expense auditors can audit expense reports before manager approvals are complete, expense report reimbursement is expedited and certain auditor actions are impacted.

In the Setup and Maintenance work area, use the following to navigate to the Manage Expenses System Options page:

- Offering: Financials
- Functional Area: Expenses
- Task: Manage Expenses System Options

If you allow audit approval:

- In parallel with manager approval, both managers and the expense auditor can approve expense reports at the same time.
- After manager approval, the expense auditor can audit expense reports only after manager approvals are complete.

Note: An expense report can only be processed and reimbursed after both the manager and the expense auditor approve it. If either the manager or the expense auditor reject an expense report, it's returned to the employee and isn't processed for reimbursement.

Approval rule setup, whether in parallel with manager approval or after manager approval, affects the following:

- Auditor actions
- Expense report status

Auditor Actions

When the manager and the expense auditor can approve expense reports at the same time, the following auditor actions are affected.

- Short pay an expense report.
- Reject an expense report.
- Request more information.

The following table contains the expense auditor actions that are impacted when the expense auditor takes certain actions before or after manager approval.

Auditor Action	In Parallel with Manager Approval	After Manager Approval
Short pay an expense report.	New expense report containing disallowed expense items isn't created until manager approves expense report. Approved portion of expense report isn't eligible for expense reimbursement until manager approval is complete.	New expense report containing disallowed expense items is immediately created. Approved portion of expense report is eligible for expense reimbursement. The short paid portion requires action from the employee.
Reject an Expense Report	Manager is unable to continue with the approval process because the expense report isn't eligible for expense reimbursement.	Expense report isn't eligible for expense reimbursement.

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Auditor Action	In Parallel with Manager Approval	After Manager Approval
Request More Information	Employee doesn't immediately receive a request for more information. After manager approves the expense report, the request is communicated to employee.	Employee receives a request for more information. The expense auditor continues with the audit.

Expense Report Status

After an employee submits an expense report, the report status that's visible to the employee varies according to the approval rule your company set up as described in the following table.

Approval Rule Set Up	Approval Scenario	Expense Report Status
In parallel with manager approval.	The expense auditor approves the expense report, but the manager hasn't yet approved it.	Pending manager approval.
After manager approval.	The expense auditor approves the expense report after the manager.	Pending expense auditor approval.

Related Topics

- Can I reject part of an expense report?
- Audit Actions

Audit Actions

You can take audit actions on expense reports by selecting the appropriate option on the Audit Expense Report page.

When you select a particular option from the Actions menu, you are presented with a dialog box in which you enter pertinent information. With the exception of the Complete Audit and the Waive Receipts and Complete Audit actions, the dialog box triggers a notification that's sent to the employee. Notifications are sent by email or they can be accessed through the Worklist from any Oracle Fusion Application.

If an expense report hasn't received approval from the employee's manager, you can still audit the expense report or take any audit actions if the Expense Report Audit Approval choice list on the Manage Expenses System Options page is set to **In parallel with manager approval**.

Audit actions include:

- Complete audit.
- Reject expense report.
- Request more information.
- Waive receipts or Waive receipts and complete audit.
- Warn user and complete audit.
- Release hold.

- Confirm manager approval.

Depending on the audit action you select and the contents of the expense report, Expenses adjusts the status of the expense report.

Besides the actions listed above, the **Actions** menu of the Audit Expense Report page also provides a **Print Preview with Attachments** option that lets you easily review and print an expense report with multiple attachments. See *Can I print expense reports with multiple attachments?* for more information.

Complete Audit

To complete an audit, click the **Complete Audit** button on the Audit Expense Report page. The Complete Audit action results in the following:

- No action is required from the employee.
- If manager approvals are complete, the expense report status is set to Pending Payment and is ready for payment processing in Oracle Fusion Payables.
- Any short payments or line adjustments you make are reflected in the reimbursement amount.

Reject Expense Report

To reject an expense report, select the **Reject Expense Report** option from the Actions menu in the header of the Audit Expense Report page. The employee receives a notification that includes the reason for the rejection, specific read-only instructions, and any additional instructions from you. Selecting the **Reject Expense Report** action results in the following:

- The expense report is returned to the employee with a status of Rejected.
- The employee can resubmit the report or delete it.
- The employee must resubmit the rejected expense report with the requested remedy before it can be approved.
- A resubmitted report must complete all required approvals before it can be audited.

Note: When you reject an expense report, Expenses discards any previous line adjustments you made. Line adjustments are changes you made to the expense amount, which modifies the reimbursement amount to the individual.

Request More Information

To request more information for an expense report, select the **Request More Information** option from the Actions menu in the header of the Audit Expense Report page. The employee receives a notification that includes the reason for the request, specific instructions, and any additional instructions from you. Selecting the **Request More Information** action results in the following:

- The employee doesn't need to resubmit the returned expense report. He can optionally reply to the notification.
- The expense report status remains Pending Payables Approval.
- You can complete the audit before the requested information is received from the employee.

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Waive Receipts or Waive Receipts and Complete Audit

To waive receipts when the expense report audit is complete and approved, select the **Waive Receipts** option from the Actions menu in the header of the Audit Expense Report page. Selecting the **Waive Receipts** action results in the following:

- The employee doesn't receive a notification.
- The receipt status is set to Waived.

To waive receipts before completing the expense report audit, select the **Waive Receipts and Complete Audit** option from the Actions menu in the header of the Audit Expense Report page. This action is available only if you haven't processed the expense report and when the report contains expenses which require receipts that haven't been received. Selecting the **Waive Receipts and Complete Audit** action results in the following:

- The employee doesn't receive a notification.
- The employee doesn't need to take any action.
- The expense report status is set to Pending Payment and is ready for payment request creation in Oracle Fusion Payables.
- The receipt status is set to Waived.

Warn User and Complete Audit

To warn the employee of questionable expenses and continue to complete the audit, select the **Warn User and Complete Audit** option from the Actions menu in the header of the Audit Expense Report page. The employee receives a notification that includes the reason for the action and any additional instructions you entered. Selecting the **Warn User and Complete Audit** action results in the following:

- A notification is sent to the employee that advises him to review company policies.
- If manager approvals are complete, the expense report status is set to Pending Payment and is ready for payment request creation in Payables.

Release Hold

To release an expense report from payment hold, select the **Release Hold** option from the Actions menu in the header of the Audit Expense Report page. This action is only available when an expense report is held pending receipts. The employee receives a notification that includes specific read-only instructions and that indicates his expense report was released from payment hold. Selecting the **Release Hold** action results in the following:

- The payment hold on the entire expense report is released.
- The expense report status is set to Pending Payment.

Confirm Manager Approval

To ask the approving manager to confirm a previous expense report approval, select the **Confirm Manager Approval** option from the Actions menu in the header of the Audit Expense Report page. This action is only available after the manager has approved the expense report and the status is set to Pending Expense Auditor Approval. The approving manager receives a notification that includes a specific read-only instruction and any additional instructions you entered. Selecting **Confirm Manager Approval** action results in the following:

- Any changes that you made are discarded.

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- A notification is sent to the employee's direct manager that requests approval of the expense report.

- The expense report status is set to Pending Manager Approval.

- You will continue to be assigned to this expense report since you requested manager approval.

Related Topics
- When can an auditor return an expense report to a worker?

Default Receipt Check-in Date

Your company can save auditors from entering duplicate receipt dates by setting up a default receipt date rule on the Create Expense Report Receipt and Notification Rule page.

The default receipt date rule enables the automatic population of the Original Receipt Package Check in Date field when imaged receipts are scanned and received. The automatic population occurs when images are manually attached to a report by an auditor or payables clerk or when images are emailed or faxed using Oracle WebCenter Imaging or Oracle WebCenter Capture.

| **Note:** When original receipts are required, the original receipt status is also updated to **Received.**

Entities impacted by the default receipt date rule include:

- Audit Expense Report page
- Check in Receipt Package page
- Oracle WebCenter Capture and Oracle WebCenter Imaging services

| **Note:** Whether your company's receipt rule requires original receipts only, images only, or both, the automatic population of the original receipt date still occurs.

Audit Expense Report Page

While auditing an expense report on the Audit Expense Report page, the auditor may attach imaged receipts to the expense report. When the default receipt date rule is set up, the **Original Receipt Package Check in Date** field is populated with the date that the imaged receipts are received. The population occurs when the audit is complete or the page is saved.

| **Note:** The automatic population applies to attachments that are made at the header level, line level, or both.

Check-in Receipt Package Page

While checking in receipt packages for a report on the Check in Receipt Package page, the payables clerk may attach imaged receipts to the report. When the default receipt date rule is set up, the **Original Receipt Package Check in Date** field is populated with the date that the imaged receipts are received. This occurs when the clerk submits the receipt package.

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Oracle WebCenter Capture and Oracle WebCenter Imaging Services

Your company may use the Oracle WebCenter Capture and Oracle WebCenter Imaging services to receive and process imaged receipts. When the default receipt date rule is set up, the **Original Receipt Package Check in Date** field is populated with the date that the imaged receipts are received and scanned.

The **Original Receipt Package Check in Date** field isn't automatically populated when:

- A third-party service is used to create expense items and expense reports. This scenario can occur if you're migrating data from an older system to Expenses.

- An employee attaches images to an expense report.

How Missing Receipts Are Processed

An expense report may require original, imaged, or both types of receipts. When required receipts aren't provided by the individual, they're considered missing.

Individuals control when they indicate that receipts are missing from their reports, whether during expense entry or after receiving a short-paid expense or an overdue receipt notification. To check for missing expense report receipts, Expenses runs a process. Based on receipt tracking setup, it generates the appropriate missing receipt notification.

Settings That Affect Missing Receipts

Settings that affect missing receipts:

- **Receipt missing** check box: **Create Expense Item** dialog box

  This check box is selected by the individual when he creates an expense report.

- **Send missing receipt declaration notification** check box: Receipt Tracking section on the Create Receipt and Notification Rule page

  This check box is selected by the implementor during setup of a receipt and notification rule.

- **Receipt Missing** button: On notification

  This button is clicked by the individual to indicate that receipts are missing.

How Missing Receipts Are Processed

Your company defines an explicit policy on handling missing expense report receipts. It decides whether to allow individuals to complete a missing receipt declaration form as a substitute for required receipts.

To generate the appropriate missing receipt notifications, your company periodically schedules and runs the Process Overdue and Missing Receipts process that initiates the Missing Receipt process. The Missing Receipt process checks whether the **Send missing receipt declaration notification** check box is selected on the Create Receipt and Notification Rule page. Based on that setup, Expenses sends the individual either a missing receipt notification or a missing receipt declaration notification.

If your receipt tracking setup requires an employee to replace missing receipts with a completed missing receipt declaration form, the form serves as an official substitute for required receipts. When the expense auditor receives the

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completed declaration, the audit and payment process proceeds, and the employee won't receive subsequent reminders for missing overdue receipts.

How Overdue and Missing Receipts Are Processed

You can set up Expenses to automatically track expense reports for overdue and missing receipts after expense report submission.

Overdue and missing receipts are company-required receipts that weren't sent by the individual. Overdue receipt types can be any of the following:

- Original
- Imaged
- Both

To check for overdue and missing expense report receipts, Expenses runs a process. Based on receipt tracking setup, it generates the appropriate overdue receipt notification or missing receipt declaration notification.

Expense reports that were submitted and that end up in any of the following statuses are evaluated for overdue and missing receipts if the settings that affect overdue and missing receipts are set up.

- Ready for payment processing
- Ready for payment
- Paid
- Partially paid
- Pending expense auditor approval
- Pending individual response
- Pending manager approval
- Manager requested more information
- Submitted
- Hold pending receipts

Settings That Affect Overdue and Missing Receipts

The settings that affect overdue and missing receipts are the following:

- **Enable overdue process** check box: Tracking section on the Create Expense Report Receipt and Notification Rule page
  This check box is selected by the implementor during setup of a receipt and notification rule.
- **Receipts are overdue after number of days** field: Receipt Tracking section on the Create Expense Report Receipt and Notification Rule page
  A value is entered by the implementor during setup of a receipt and notification rule.
- **Notify individual when receipts are overdue** choice list: Receipt Tracking section on the Create Expense Report Receipt and Notification Rule page
  An option is selected by the implementor during setup of a receipt and notification rule.

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- **Send missing receipt declaration notification** check box: Receipt Tracking section on the Create Expense Report Receipt and Notification Rule page.

  An option is selected by the implementor during setup of a receipt and notification rule.

- Configuration of the Escalate subsection on the Deadlines tab for the task named FinExmReceiptsOverdue.

  The escalation policy is set up by the implementor on the BPM Worklist. In the Setup and Maintenance work area, use the following to navigate to the Escalate subsection:

  - Offering: Financials
  - Functional Area: Expenses
  - Task: Manage Expense Approval Rules

In the BPM Worklist, navigate as follows: **Task Configuration tab > FinExmReceiptsOverdue task > Deadlines tab > Escalation > Escalate link**.

How Overdue and Missing Receipts Are Processed

Your company periodically schedules and runs the Process Overdue and Missing Receipts process that generates overdue and missing receipt notifications. After you submit an expense report for approval, the Overdue and Missing Receipts Receipt process checks whether the **Enable overdue process** check box is selected on the Create Expense Report Receipt and Notification Rule page. If the check box is selected, the process then checks the specified overdue receipt tracking rules. The process also checks whether the S**end missing receipt declaration notification** check box is selected. If the check box is selected, the application sends a notification to the user, which tells him that he must submit a missing receipt declaration since the actual receipt is missing.

> **Tip:** If your company prefers to notify individuals as soon as receipts are overdue, as defined by the receipt and notification rules, consider running the Process Overdue and Missing Receipts process daily. Otherwise, individuals may be notified several days after the overdue date, depending on when the process runs.

Overdue receipts are measured by the number of days that Expenses hasn't received imaged or original receipts after expense report submission. Expenses compares the report submission date to the current date to determine if receipts are overdue.

If receipts are overdue and setup requires that the individual be notified, Expenses automatically sends a notification to the individual to inform him that receipts are overdue. Similarly, if escalation rules specify, Expenses also sends escalation notifications to the individual's approvers.

Expense Report Payment Hold Rules

You can set up expense report payment hold rules for individuals and corporate card issuers in the Expense Report Payment Hold section on the Create Receipt and Notification Rule page.

You can then schedule and periodically run the Process Expense Report Reimbursement process to check whether any payment hold rules are in effect.

An expense report payment hold rule is a component of the receipt and notification rule that's assigned to a specific business unit. A payment hold rule places current or future expense reports on hold when receipts aren't received or

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when they're overdue. When expense report payment hold rules are implemented, reimbursement to the individual or payment to the corporate card issuer can't occur until expense report holds are released.

The Process Expense Report Reimbursement process also checks whether expense report payment holds can be released. Payment holds are released when:

- The expense auditor manually releases the payment hold on the Audit Expense Report page by selecting the **Release Hold** option on the **Actions** menu.

- Based on receipt status, Expenses detects that receipts are received, waived, or declaration received and automatically releases the payment hold.

Holding expense report payments from individuals and corporate card issuers can include the following reasons:

- Hold payment if receipts are required, but not yet received.

- Hold payment if receipts are overdue on a previously submitted expense report.

  All submitted expense reports that require receipts are evaluated. When the rule is set to hold payment when receipts are overdue, payments for all subsequent reports are placed on hold if any have outstanding receipts.

> **Note:** If an expense report is placed on payment hold due to overdue or required receipts that aren't yet received, neither the individual nor the corporate card issuer is reimbursed. This rule is applicable only when the payment liability for the card issuer is Both Pay and the Apply Hold Rule To option is set to **Report of both individuals and corporate card issuers**.

Your company schedules and periodically runs the Process Expense Report Reimbursement process, which checks whether any payment hold rules are in effect. If the rules are in effect, Expenses places payment holds on expense reports according to the specified payment hold rules. Individuals who have expense report payments held receive a notification. When receipts are received or waived, Expenses automatically releases holds. Alternatively, the expense auditor can manually release a payment hold at his discretion.

> **Tip:** By default, payments aren't held for project-only expense reports. However, you can specify inclusion of project-only expense reports as eligible for payment holds by selecting the **Apply hold rules to expense reports** check box. Every expense line contains a project-related information check box in the Expense Report Payment Hold section on the Create Receipt and Notification Rules page.

Expenses Subject Areas, Folders, and Attributes

You can use subject areas, folders, and attributes to create real-time analyses of Oracle Fusion Expenses.

Subject Areas

Subject areas are based on a business object or fact. Expenses has the following subject areas:

- Expenses - Employee Expense Overview Real Time: Provides summarized information about employee expenses and expense violations for an organization across cost centers, business units, companies, employees, and associated supervisory hierarchies. A summarization program needs to be run to gather information before data is available.

- Expenses - Expense Transactions Real Time: Provides real time information about expense reports.

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To create an analysis, begin by selecting a subject area from which you select columns of information to include in the analysis. For example, to create an analysis of employee spending, you can begin by selecting the subject area, Expenses - Employee Expense Overview Real Time.

Folders

The subject area, Expenses - Employee Expense Overview Real Time has:

- Several dimension folders
- One fact folder

The subject area, Expenses - Expense Transactions Real Time has:

- Several dimension folders
- Several fact folders

Fact folders contain attributes that can be measured. Attributes are numeric values like total expense amount or total number of expense items. Fact folders usually end with the word **Amounts**.

Dimension folders contain attributes and hierarchical columns.

Some folders appear in more than one subject area, such as Business Unit and Employee. These folders are known as common folders or common dimensions.

Each folder within a subject area may have a different level of granularity. For example:

- The Expense Information folder under the subject area, Expenses - Employee Expense Overview Real Time, has expense-related attributes, such as expense category and expense type.
- The Expense Information folder under the subject area, Expenses - Expense Transactions Real Time, has two level of subfolders under it.

Attributes

Each dimension folder contains attributes, or columns, such as Expense Category and Expense Class for the Expense Information dimension in the subject area, Expenses - Employee Expense Overview Real Time.

The following is an example of the components of an analysis for the subject area, Expenses - Employee Expense Overview Real Time.

- Subject Area: Expenses - Employee Expense Overview Real Time
- Dimension Folder: Expense Information
- Dimension Attributes: Expense Type, Expense Category, Expense Class, City, State, Country, Merchant Name, Report Status, Violation Type
- Fact Folder: Expense Amounts
- Fact Measures: Average Expense Amount, Outstanding Expense Amount, Processed Expense Amount, Total Expense Amount

The following figure shows the structure of the subject area, Expenses - Employee Expense Overview Real Time, and its folders.

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The following is an example of the components of an analysis for the subject area, Expenses – Expense Transactions Real Time.

- Subject Area: Expenses – Expense Transactions Real Time

- Dimension Folder: Expense Information – Expense Reports, Expense Report Details

- Dimension Attributes: Expense Report Number, Report Creation Method, Purpose, Trip Name, Preferred Payment Method, Total Number of Policy Violations, Report Status, Audit Reason, Audit Return Status, Short Pay Reason, Original Receipt Status, Imaged Receipt Status, Last Audited By, Report Submission Date, Final Approval Date, Expense Payment Date, Receipts Received Date, Parent Expense Report

- Fact Folder: Expense Information – Expense Reports, Expense Report Amounts

- Fact Measures: Expense Report Total, Expense Report Total in Ledger Currency

The following figure shows the structure of the subject area, Expenses – Expense Transactions Real Time, and its folders.
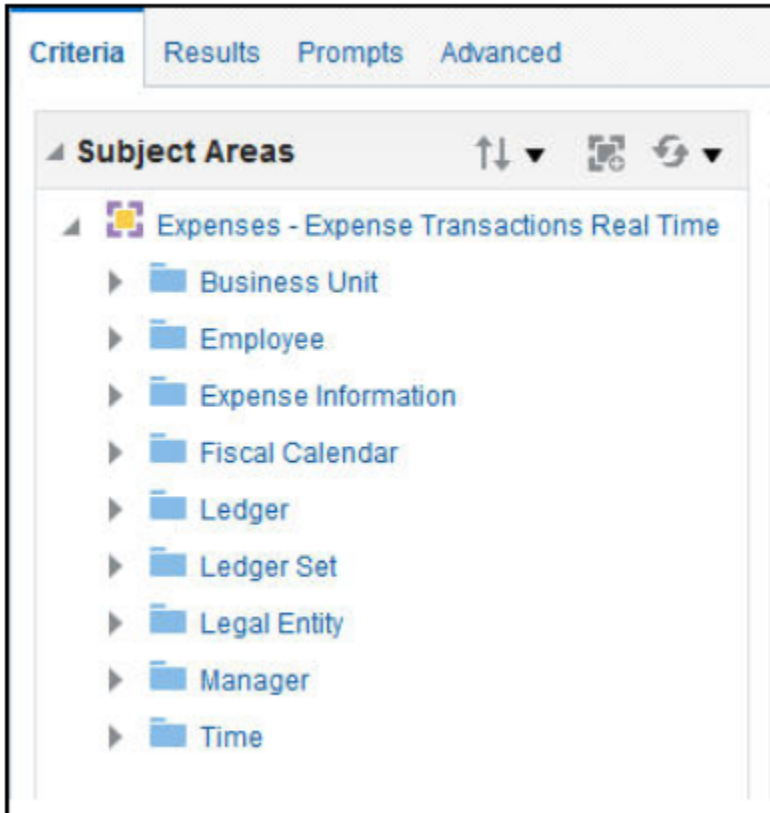
FAQs for Expense Report Audit

How can I assign expense reports for audit?

To assign expense reports for audit, you can search for and assign available reports to yourself or to your direct reports.

Navigate to: Navigator > Expenses > Auditing. In the Auditing pane, you can click either the Unassigned Expense Reports link or the Manage Expense Reports link.

To locate unassigned expense reports, click the **Manage Expense Reports** link and select **Unassigned Expense Reports** from the Saved Search choice list in the header.

If you don't have direct reports, select a report in the Search Results section and click **Audit Expense Report** to assign yourself the report.

If you do have direct reports, select an expense report in the Search Results region, and click the **Assign** button. This action opens a dialog box with a list of your direct reports who can audit expense reports. To assign or reassign the selected expense report to one of your direct reports, select an applicable name in the dialog box.

How can I enable expense auditors to audit expense reports for specific business units?

You can enable expense auditors to audit expense reports for specific business units by assigning them specific expense auditor data roles for the business units.

For example, to allow an expense auditor to audit reports for the Vision Operations business unit, assign the Expense Auditor Vision Operations data role to the auditor.

How can I check in an original receipt package?

From two different pages in the Auditing work area.

> **Note:** Both methods assume that you have received a receipt package.

The following table shows the check in pages with their respective steps.

Page	Check in Steps
Manage Receipt Packages	To check in a receipt package from the Manage Receipt Packages page: 1. In the Tasks pane of the Auditing work area, click the **Manage Receipt Packages** link to open the Manage Receipt Packages page. 2. Locate your expense report in the Search section in one of two ways: ○ Select **Expense Report Number** from the choice list and enter your expense report number. ○ Select **Bar code** from the choice list and then scan the bar code on your expense report cover sheet using a bar code scanner. Your bar code number appears in the field next to the choice list. 3. In the Original Receipt Package Check In Date field, enter the date you received the receipt package.
Audit Expense Report	To check in a receipt package while auditing an expense report, enter the date that you received the receipt package in the **Original Receipt Package Check In Date** field.

Can I reject part of an expense report?

Yes. To reject part of an expense report, select the Short Pay check box in the Policy Verification section on the Audit Expense Report page for expense items that are questionable.

Additionally, select an audit issue for the same expense items from the Audit Issue choice list.

When you finish the audit and click the **Complete Audit** button, the expense report is split into two reports. One contains the approved lines and the other contains the short-paid lines. The expense report that contains the approved lines is ready for payment. The short-paid expense report that contains the short-paid, rejected lines is returned to

the individual along with a notification. The individual can then edit the short-paid expense report, provide additional information and supporting documents, and then resubmit it or delete it.

Can I request confirmation of a prior approval from a manager when the expense report is assigned to me for audit?

Yes. Select the Confirm Manager Approval option from the Actions choice list on the Audit Expense Report page. The first approver receives a notification that includes a specific read-only instruction and any additional instructions you entered.

After the first approver confirms approval, the expense report continues through the approval list and then returns to you for audit completion.

When can an auditor return an expense report to a worker?

When the expense report is in the Ready for Payment Processing status and belongs to an active employee. An expense auditor can return an expense report to a worker when manager and auditor approvals are both complete, but an invoice hasn't been created.

Returning a report allows the worker to make necessary modifications, such as adjusting an amount or adding a missing receipt. The worker receives a return notification with a reason for the return.

How can I view the complete route information for mileage expenses?

Auditors and managers can review the interim stops of mileage expenses on the Audit Expense Report and View Expense Report pages.

Auditors can review the interim stops of a mileage expense trip directly from a mileage expense report by clicking the **View Map** button. Clicking this button opens the Trip Details page that lists all the points of travel and the trip distance for the selected mileage expense report.

> **Note:** Your company can provide the route visibility to managers by configuring a custom expense report approval notification using the SEQUENCE_NUM and DISPLAYED_ADDRESS attributes of the EXM_MILEAGE_WAYPOINTS table in the BI Publisher template. See *Example of Modifying Expenses Email Notifications Using Oracle Analytics Publisher* for more information.

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4 Expense Reimbursements

How Expense Report Payment Requests Are Processed

The payment options your company chooses determines the reimbursement processes to run and the payment requests that are created.

To reimburse card issuers and employees for business expenses, the expense auditor runs the Process Expense Reimbursement process and the corporate card administrator runs the process, Create Corporate Card Issuer Payment Requests. Payment requests are created in Oracle Fusion Payables, after which corporate card issuers and employees are paid by Oracle Fusion Payments.

The following figure illustrates the flow of data when the expense auditor runs the process named Process Expense Reimbursement.
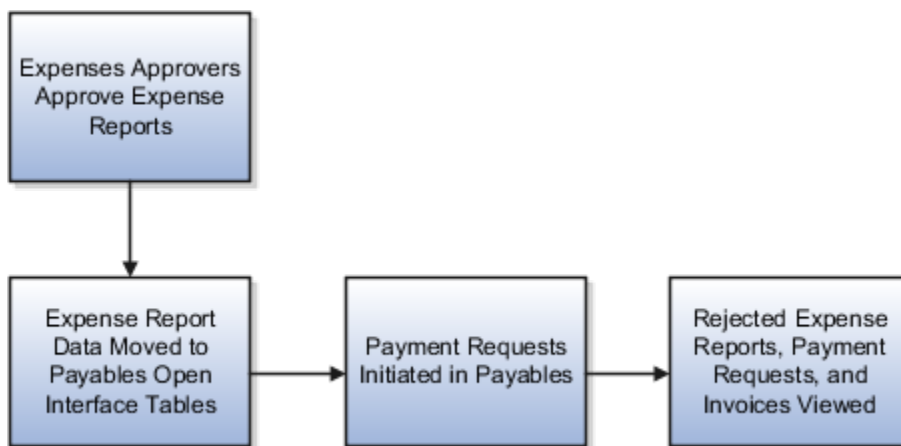
Settings That Affect Expense Report Payment Requests

Settings that affect expense report payment requests for Both Pay transactions:

- **Employee Liability Account**: Set up as a system option on the Edit Expenses System Options page

  Note: This account is used only if there are cash expenses in the expense report and reimbursement is due to the employee.

- **Corporate Card Issuer Payment Liability Account**: Set up in Payables
- **Expense Clearing Account** and **Payment Option**: Set up in the **Create Company Account** dialog box

How Expense Report Payment Requests Are Processed

After expense report approval is complete, expense reports are ready for reimbursement. The following processing must occur:

- Process expense reports containing Both Pay corporate card transactions.

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- Run the Process Expense Reimbursement program.

If the payment option is Both Pay, expense reports that contain corporate card transactions require additional processing.

Process Expense Reports Containing Both Pay Corporate Card Transactions

When the expense report approval process is complete, Both Pay expense reports are automatically processed. The Both Pay processing creates corporate card issuer expense reports to pay the card issuers. All Both Pay corporate card transactions in the expense report are copied into a new expense report to which the report number is appended with a **.1**. If corporate card transactions exist for more than one card in the report, a new expense report is created that is appended as **.1, .2**.

The following information from the original expense report isn't copied into the corporate card issuer expense report:

- Project and task information
- Tax classification codes
- Accounting distributions

The accounting distributions for the corporate card issuer expense report are created against the expense clearing account defined for the company accounts of the corporate card transactions. The original expense report and the newly created corporate card issuer expense report are now ready for reimbursement processing.

Run the Process Expense Reimbursement Program

Expense auditors run the Process Expense Reimbursement program to process expense reports and to create payment requests in Payables. This process includes the following actions:

- Populates Payables Open Invoice Interface tables.
- Creates employee and corporate card issuer payment requests.
- Handles processed and rejected expense reports.

The Process Expense Reimbursement program selects all expense reports that are ready for reimbursement and creates header and line records for each report in the Open Invoice Interface tables. Only business expenses are eligible for reimbursement to the employee and they're categorized as Business or Business - Employee Paid.

> **Note:** If a payee doesn't exist for an employee who needs to be reimbursed, the application creates a payee in Payments.

Each expense report has one corresponding header record in the Open Invoice Interface tables. A child line is created in the interface table for each expense item eligible for reimbursement with the following information:

- Expense amount and supporting details
- Tax event class and tax classification codes
- Project and task information
- Payment function and payment method
- Payee, whether employee or corporate card issuer
- Employee liability account or the corporate card issuer payment liability account

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For expense reports containing Both Pay and Company Pay transactions, the reimbursement process creates reversal lines in the Open Invoice Interface tables so the employee invoice can derive the net amount due to the employee.

After populating the Open Invoice Interface tables, the Process Expense Reimbursement program invokes the Import Payables Invoices process in Payables. Payables creates payment requests using the information in the Open Invoice Interface tables. When there is no accounting distribution for a line item in the Open Invoice Interface tables, Payables creates accounting distributions using the distributions from Expenses. Payables then invokes Oracle Fusion Tax to calculate tax for the expense lines with tax classification codes.

During payment request creation, Payables rejects records in the Open Invoice Interface tables if errors occur. Examples of errors are dates in closed accounting periods or invalid payment methods. The Process Expense Reimbursement program removes rejected records from the interface table and updates the status of the expense reports to Payables Rejected. Whenever the Process Expense Reimbursement program runs, it selects all the Payables Rejected expense reports for reprocessing. The expense auditor then reprocesses the remaining expense reports for reimbursement.

All expense reports, for which payment requests are created, are updated with a payment request identifier. After payment requests are created, they remain in a Never Validated status until the invoice validation process is run in Payables. After validation, payment requests are processed in Payments.

The following table describes the payment options for corporate card transactions in expense reports and the reimbursement processes that are run to generate payment requests.

Note: When a report contains cash expenses only, the Process Expense Reimbursement process creates an employee payment request, rather than a card issuer payment request.

Payment Options in Expense Reports for Corporate Card Transactions	Reimbursement Processes to Run	Payment Requests Created
• Cash • Individual Pay	Process Expense Reimbursements	Employee Payment Requests
Individual Pay Only	Process Expense Reimbursements	Employee Payment Requests
• Cash • Both Pay	Process Expense Reimbursements	• Employee Payment Requests • Corporate Card Issuer Payment Requests
Both Pay Only	Process Expense Reimbursements	Corporate Card Issuer Payment Requests
• Cash • Company Pay	• Process Expense Reimbursements • Create Corporate Card Issuer Payment Requests	• Employee Payment Requests • Corporate Card Issuer Payment Requests
• Individual Pay • Both Pay	Process Expense Reimbursements	• Employee Payment Requests • Corporate Card Issuer Payment Requests
• Cash • Individual Pay • Both Pay	Process Expense Reimbursements	• Employee Payment Requests • Corporate Card Issuer Payment Requests

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Payment Options in Expense Reports for Corporate Card Transactions	Reimbursement Processes to Run	Payment Requests Created
• Individual Pay • Company Pay	• Process Expense Reimbursements • Create Corporate Card Issuer Payment Requests	• Employee Payment Requests • Corporate Card Issuer Payment Requests
• Cash • Individual Pay • Company Pay	• Process Expense Reimbursements • Create Corporate Card Issuer Payment Requests	• Employee Payment Requests • Corporate Card Issuer Payment Requests
• Both Pay • Company Pay	• Process Expense Reimbursements • Create Corporate Card Issuer Payment Requests	Corporate Card Issuer Payment Requests
• Cash • Both Pay • Company Pay	• Process Expense Reimbursements • Create Corporate Card Issuer Payment Requests	• Employee Payment Requests • Corporate Card Issuer Payment Requests
• Individual Pay • Both Pay • Company Pay	• Process Expense Reimbursements • Create Corporate Card Issuer Payment Requests	• Employee Payment Requests • Corporate Card Issuer Payment Requests
Company Pay Only	• Process Expense Reimbursements • Create Corporate Card Issuer Payment Requests	Corporate Card Issuer Payment Requests

Related Topics
- How Corporate Card Issuer Payment Requests for Company Pay Transactions Are Processed

Expense Report Rejection Reasons

An expense report rejection occurs when expense reports don't pass validation.

When you submit an expense report for reimbursement, the reimbursement process creates:

- Payment requests for employees
- Invoices for contingent workers

During payment request or invoice creation, expense reports that don't pass validation are rejected and a document payable isn't created. When this happens, the expense auditor is presented with a rejection reason. After corrective action is taken, the expense auditor reruns the Process Expense Reimbursements and Cash Advances process. Prompt attention to rejection reasons result in timely reimbursement.

Types of expense report rejections include:

- Payment request rejections

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- Invoice rejections

Payment Request Rejections

The following table lists rejection codes, describes payment request rejection reasons, and states the corrective action to take.

Rejection Code	Rejection Reason	Corrective Action
INACTIVE_PERSON	Employee is inactive.	On the Manage Expenses System Options page, increase the number of days allowed after termination.
CREATE_PAYEE_FAILED	Application failed to create a payee.	Run the process with diagnostics turned on. Review the log file.
ACCT DATE NOT IN OPEN PD	Accounting date isn't in an open period or can't be derived.	If the accounting date is in a closed period, the process advances the items to the next open period. Ensure that at least one open accounting period exists.
INVALID DISTRIBUTION ACCT	Accounting code combination is invalid.	Verify whether any of the following rejection reasons caused the error and update accordingly: 1. Code combination ID is invalid. 2. Distribution account segments are invalid. 3. Distribution account isn't enabled or is inactive. 4. Code combination ID isn't present in the general ledger. For more information on fixing expense account issues, see *Fix Expense Account Issues*
DOC CAT NOT REQD	Document sequencing isn't enabled, but the **Document Category Code** field is populated.	Enable document sequencing in your payables application.
DUPLICATE INVOICE NUMBER	Invoice number isn't unique.	Verify from the AP_INVOICES table or from the AP_HISTORY_INVOICES table whether an invoice with a similar number exists for the same business unit. Correct data.
INVALID PAY CURR CODE	Payment currency is invalid.	Verify the payment currency in accounts payables. Correct data if required.

Rejection Code	Rejection Reason	Corrective Action
INVALID DOC CATEGORY	Document category code is invalid.	The seeded document category code is populated on the invoice header and isn't synchronized with the invoice type. Ensure that the document category is the same as the invoice type.
INVALID CURRENCY CODE	Currency is invalid.	Ensure that the currency is valid in your payables application. Correct data if required.
NO EXCHANGE RATE	Rate type is User and conversion rate isn't present or the rate type is Non-User and the rate isn't defined.	Verify that a conversion rate exists in the general ledger for the given rate type. Correct data if required.
INVALID LINE TYPE LOOKUP	Line type lookup value is invalid.	Ensure that the line type is valid.
INVALID EXCH RATE TYPE	Conversion rate type is invalid.	Verify that the currency and the ledger currency include a valid conversion rate type. Verify the conversion rate type on the Currency Rates Manager page, Rate Types tab in Setup and Maintenance, Manage Historical Rates task. Check whether the conversion rate type value is valid. Make corrections if required.
OVERRIDE DISALLOWED	Document category code is populated on the invoice header when the **Allow document category override** option isn't enabled.	Review the **Allow document category override** option on the Manage Invoice Options page in Setup and Maintenance. Update if required.
PAY X RATE NOT FIXED	Payment currency isn't equal to currency and the fixed rate doesn't exist.	Verify the existence of the conversion rate. Create a conversion rate if required.
INVALID PAY METHOD	Payment method for the installment is invalid.	Verify the existence of the payment method for the installment. Create a payment method for the installment or assign one if required.
NO TERMS INFO	Terms information isn't provided on the interface and it can't be derived from the PO, receipt, supplier, or invoice options level.	Ensure that terms information is populated or define the terms defaulting rule.

Invoice Rejections

The following table lists rejection codes, describes invoice rejection reasons, and states the corrective action to take.

Rejection Code	Rejection Reason	Corrective Action
INVALID_VENDOR	Supplier is invalid.	Verify that the suppler that is set up in your procurement application passes validation. Make data corrections if required.
DUPLICATE_VENDOR	Supplier isn't unique.	Verify that the suppler that is set up in your procurement application is unique. Make data corrections if required.
INVALID_VENDOR_SITE	Supplier site is invalid.	Verify that the suppler site that is set up in your procurement application passes validation. Make data corrections if required.

How Third-Party Expense Reimbursements Are Processed

Expense reports can be reimbursed through Oracle Fusion Payables or any legacy or third-party application. If you want to issue expense reimbursements through a legacy or third-party application, you can use the third-party expense reimbursement process.

Settings That Affect Third-Party Expense Reimbursements

On the Manage Expenses System Options page, you can use the **Pay Expense Reports Through** option to choose one of the following for expense reimbursement:

- Payables
- Third-party application

A third-party application may be a legacy application within your company or an outside supplier.

How Third-Party Expense Reimbursements Are Processed

The following diagram illustrates the export of expense report data from Oracle Fusion Expenses to a legacy or third-party application, the issuance of reimbursement payments by the legacy or third-party application, and the import of reimbursement payment data back to Expenses.

The following figure illustrates the export of expense report data from Oracle Fusion Expenses to a legacy or third-party application, the issuance of reimbursement payments by the legacy or third-party application, and the import of reimbursement payment data back to Expenses.
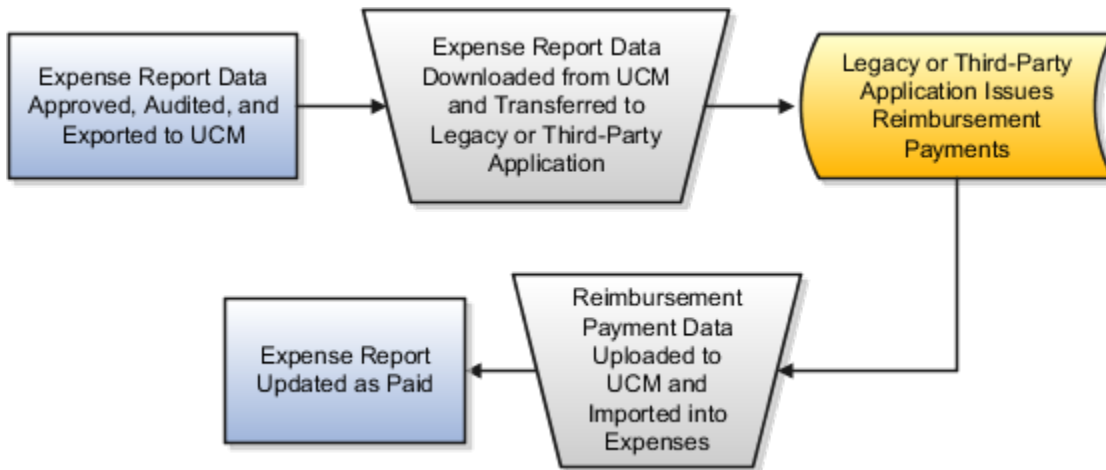
The following table describes the flow of expense report data when you use a legacy or third-party expense report reimbursement application.

Sequence	Action	Result
1.	In Expenses, employees create expense reports, which are approved, and audited.	Expense reports are eligible for reimbursement.
2.	In Expenses, you can schedule the following processes to automatically export the expense report data from Expenses to your legacy or third-party application in .xml format: • Process Expense Reimbursements and Cash Advances • Create Card Issuer Invoices	The exported expense report data files contain all the information necessary to issue payments and record accounting entries in your legacy or third-party application. The Expenses processes automatically export expense report data from Expenses to the following locations: • Universal Content Manager**Navigator > Tools** > **File Import and Export** link. • Search Results section on the Scheduled Processes page: **Navigator** > **Tools** > **Scheduled Processes**. UCM facilitates easy tracking and download of expense report data files.
3.	From the **fin/expenses/export directory**, you can download the expense report data files in .xml format and transfer them to your legacy or third-party application.	Your legacy or third-party application processes the expense report data files.
4.	Your legacy or third-party application issues expense report reimbursement payments to: • Employees • Credit card issuers	Employees and credit card issuers receive payments.

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Sequence	Action	Result
5	To transfer reimbursement payment data from your legacy or third-party application, you upload your expense report reimbursement data to the **fin/expenses/import directory**.	Expense report reimbursement information transfers from the legacy or third-party application back to Expenses in a specific .xml format with a .txt or .xml extension. The specific .xml format depends on the expense report payment option selected by your company for corporate card transactions and whether the data file is for cash advances.
6	From Expenses, you schedule the Update Expense Report Status process.	The Update Expense Report Status process automatically: • Updates the expense reports in Expenses as paid • Provides legacy or third-party reimbursement references in the paid expense reports

Related Topics

- Expense Report Data Flow Using a Third-Party Application

Expense Report Data Flow Using a Third-Party Application

If you use a legacy or third-party application to process expense report reimbursements, you can export expense report XML data files from Oracle Fusion Expenses and use them to process data in your legacy or third-party application.

After your legacy or third-party application processes reimbursement payments, you can import the reimbursement payment XML data files back to Expenses.

Expense Report XML Data Exported to Universal Content Manager

To create expense report XML data files for export to a legacy or third-party application, schedule the following automatic processes in Expenses using **Navigator** > **Tools** > **Scheduled Processes**:

- Process Expense Reimbursements and Cash Advances

- Create Card Issuer Invoices

The resulting XML expense report data files are available from the Search Results section on the Scheduled Processes page or you can download them from Universal Content Manager (UCM) at **fin/expenses/export directory** using **Navigator** > **Tools** > **File Import and Export** link.

The following figure shows an example of an expense report XML data file format that is automatically created when an expense report containing cash expense items is processed by the Process Expense Reimbursements and Cash Advances process.

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```
<ExpenseReports>
  <RequestId>10613</RequestId>
  <ExpenseReport>
    <Number>ALLBU:0029511328</Number>
    <Purpose>jp apr 11</Purpose>
    <ReferenceKey>300100029511328</ReferenceKey>
    <ExpenseReportDate>2014-02-26</ExpenseReportDate>
    <PaymentCurrency>USD</PaymentCurrency>
    <PaymentAmount>95</PaymentAmount>
    <PaymentMethod>CHECK</PaymentMethod>
    <Source>Employee</Source>
    <EmployeeName>Brown, Ted</EmployeeName>
    <EmployeeNumber>10026335781</EmployeeNumber>
    <EmployeeAddressCode>OFFICE</EmployeeAddressCode>
    <PayeeName>Ted Brown</PayeeName>
    <LegalEntity>Vision Corporation</LegalEntity>
    <LedgerName>Vision Operations (USA)</LedgerName>
    <BusinessUnit>Vision Operations</BusinessUnit>
    <LiabilityAccount>
      <Company>01</Company>
      <Department>000</Department>
      <Account>2210</Account>
      <Sub-Account>0000</Sub-Account>
      <Product>000</Product>
    </LiabilityAccount>
    <Lines>
      <Line>
        <ReferenceKey>300100029511329</ReferenceKey>
        <ExpenseDate>2014-02-26</ExpenseDate>
        <ExpenseType>Miscellaneous</ExpenseType>
        <Amount>95</Amount>
        <Description>Miscellaneous-Miscellaneous</Description>
        <Location>Academy, Albany, New York, United States</Location>
        <ReceiptCurrency>USD</ReceiptCurrency>
        <ReceiptConversionRate>1</ReceiptConversionRate>
        <ReceiptAmount>95</ReceiptAmount>
        <TaxClassification>CA-Sales Tax</TaxClassification>
        <ExpenseAccount>
          <Company>01</Company>
          <Department>520</Department>
          <Account>7699</Account>
          <Sub-Account>0000</Sub-Account>
          <Product>000</Product>
        </ExpenseAccount>
      </Line>
    </Lines>
  </ExpenseReport>
</ExpenseReports>
```

Note: Expense report data files that contain corporate card expenses for Company Pay or Both Pay payment options have a different XML format structure than the preceding example. Similarly, expense report data files for cash advances also contain a different XML format structure.

Expense Report Reimbursement XML Data Imported Into Universal Content Manager

To transfer expense report reimbursement data from a legacy or third-party application back to Expenses, the data must appear in XML format. Upload the correctly formatted XML reimbursement payment data files to UCM at **fin/ expenses/import directory**.

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Tip: For optimal file handling, the best practice is to use the following naming convention for reimbursement payment data files: **MM-DD-YYYY HH-MM ExmPaymentExtract**.

CAUTION: The XML files you upload to UCM must be in precisely the same structure as shown in the following figure.

```xml
<?xml version="1.0" encoding="UTF-8"?>
<Payments>
 <Payer>
   <PayerName>Vision Operations (USA)</PayerName>
   <PayerBankName>Bank of the West</PayerBankName>
   <PayerAddress>
    <AddressLine1>500 Wolfe Road</AddressLine1>
    <AddressLine2 />
    <AddressLine3 />
    <AddressLine4 />
    <City>Santa Clara</City>
    <State>CA</State>
    <PostalCode>95051</PostalCode>
    <Province>CA</Province>
    <County>Sants Clara</County>
    <CountryCode>US</CountryCode>
   </PayerAddress>
   <Payment>
    <PaymentReferenceNumber>290514</PaymentReferenceNumber>
    <PaymentDate>2014-05-29</PaymentDate>
    <PaymentCurrency>USD</PaymentCurrency>
    <PaymentAmount>32.00</PaymentAmount>
    <PayeeName>Mary Johnson</PayeeName>
    <EmployeeNumber>10026335772</EmployeeNumber>
    <PaymentMethod>Check</PaymentMethod>
    <CheckNumber>290214</CheckNumber>
    <MailingAddressType>Office</MailingAddressType>
    <PayeeBankName>Wells Fargo</PayeeBankName>
    <PayeeBranchName>San Jose Branch</PayeeBranchName>
<PayeeMaskedBankAccountNumber>*********7899</PayeeMaskedBankAccountNumber>
     <Documents>
      <Document>
       <DocumentReferenceNumber>EXM0045554490</DocumentReferenceNumber>
       <DocumentCurrency>USD</DocumentCurrency>
       <DocumentAmount>32.00</DocumentAmount>
       <AmountPaid>32.00</AmountPaid>
      </Document>
     </Documents>
    </Payment>
   </Payer>
  </Payments>
```

Related Topics
- How Third-Party Expense Reimbursements Are Processed

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5 Travel Authorization

Travel Card Processing

Travel cards, also known as centrally-billed travel cards, business travel accounts, or ghost cards, are used by companies to centrally charge high value travel expenses, such as airfare, accommodations, and car rental.

The travel card account allows corporate employees to purchase travel expenses using a single card account, rather than each employee using individual corporate cards. A centrally-billed card is a single card number that's assigned to an entire company or to a specific business unit.

Your company can realize the following benefits from using a travel card account:

- Greater visibility into total trip cost
- Accurate travel expense allocation
- On time payment to card issuers
- Integration with American Express
- Cost savings

Processing travel cards includes the following actions:

- Schedule the Upload Corporate Card Transactions process.
- View upload results.
- View transaction file upload details.
- Schedule the Create Corporate Card Issuer Payment Requests process.
- View payment requests results.

Schedule the Upload Corporate Card Transactions Process

The Upload Corporate Card Transactions process uploads and validates corporate card or travel card transactions from a card issuer.

To schedule the Upload Corporate Card Transactions process, navigate to: **Navigator > Expenses > Corporate Cards link > Tasks link > Upload Corporate Card Transactions link > Upload Corporate Card Transactions page**.

The following table contains the parameters that you must select on the Upload Corporate Card Transactions page to schedule the Upload Corporate Card Transactions process.

Parameters	Option
Process Type	Upload and validate
Corporate Card Program	Applicable travel card
Account Type choice list	Centrally-billed card

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View Upload Results

View upload results in the Corporate Cards work area on the Transactions Upload Results tab. The upload results display the status of the process, output, number of valid transactions, and any invalid transaction errors. You can click the **View Output** icon and the link for the number of invalid transactions to review details and take corrective action.

View Transactions File Upload Details

The Transaction Upload Results tab doesn't display details of the uploaded transaction files. However, you may need these details to review or rerun the process if something failed. You can find this information on the View File Status page. To view this page, from the Tasks panel tab click the **View File Status** link.

On the View File Status page, you can search for a transaction file based on parameters, such as process ID, status, corporate card program, and so on. You can search for files that were uploaded up to 6 months earlier. From the searched results, you can check the status of the transaction file, review the other transaction details, and take appropriate corrective action.

Schedule the Create Corporate Card Issuer Payment Requests Process

The Create Corporate Card Issuer Payment Requests process creates invoices for subsequent payment to corporate card or travel card issuers.

To schedule the Create Corporate Card Issuer Payment Requests process, navigate to: **Navigator > Expenses > Corporate Cards link > Tasks link > Create Corporate Card Issuer Payment Requests link > Create Corporate Card Issuer Payment Requests page**.

The following table contains the parameters that you must select on the Create Corporate Card Issuer Payment Requests page to schedule the Create Corporate Card Issuer Payment Requests process.

Parameters	Option
Corporate Card Program	Travel card
Account Type choice list	Centrally-billed card

View Payment Requests Results

View payment requests results in the Corporate Cards work area on the Card Issuer Payment Requests tab. The payment requests results display the status of the process, as well as output. You can click the **View Output** icon to review details and take corrective action.

Related Topics
- How can I set up MasterCard as a centrally-billed card for travel expenses?

Overview of Spend Authorizations

A spend authorization is a request by an employee for approval of estimated expenses for a future activity.

A spend authorization request proceeds through the following process, which the employee initiates:

- Employee submits a spend authorization request
- Manager approves the spend authorization request
- Employee submits an expense report

Employee Submits a Spend Authorization Request

The process for a spend authorization begins when an employee requests authorization for future expenses. The employee completes the Request Authorization page by clicking the Authorizations infotile on the Oracle Expenses work area. Expenses tracks all requests by an employee for authorization of future expenses.

Manager Approves the Spend Authorization Request

The employee submits the spend authorization request to his manager for approval. If the manager rejects the request or requests more information, Expenses returns the request to the employee who takes appropriate action.

Employee Submits an Expense Report

After incurring business expenses, the employee creates and submits an expense report to his manager for approval. When an approved spend authorization request exists, the employer may require the employee to attach it to the expense report at either the expense report header or at the lines.

Attaching the spend authorization to the expense report allows managers and expense auditors to compare approved estimated expenses against incurred expenses. If budgetary control is enabled, the employee may be alerted when he makes expense report entries that are contrary to a previous authorization. Such violations are visible to the manager and the expense auditor.

Related Topics
- How Budgetary Control and Spend Authorizations Work Together
- Options for Setting Up Spend Authorizations with Budgetary Control

Create a Spend Authorization and Attach Authorization Lines to Expense Items

In this example, you request a spend authorization for an upcoming trip. After you return from the trip, you will create an expense report and attach the approved spend authorization lines to their respective expense items in the report.

▶ **Watch video**

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This topic show you how to:

- Create a spend authorization.

- Approve the spend authorization.

- Create an expense report and attach authorization lines.

- Submit the expense report.

Create a Spend Authorization

To create a spend authorization, complete these steps:

1. Sign in as an employee.
2. Click the **House** icon
3. On the Home page, click **Me > Expenses > Travel and Expenses work area**.
4. In the Travel and Expenses work area, click the Actions menu.
5. Select the **Request Authorization** option.
6. On the Request Authorization page in the **Purpose** field, enter **Oracle Open World**.
7. From the Expense Location choice list, search and select **United States**.
8. From the **State Date** field, enter a date one month from today's date.
9. From the **End Date** field, enter a date that is four days after the Start Date.
10. Click the **Create** icon near the Estimated Expenses section.
11. On the Estimate Expense page from the Template choice list, select **Travel**.
12. From the Type choice list, select **Airfare**.
13. From the Amount choice list, select **USD**.
14. In the field near the Amount choice list, enter **650.00**.
15. In the **Description** field, enter **Airfare to Oracle Open Word**.
16. Click **Save and Create Another**.
17. On the Estimate Expense page from the Template choice list, select **Travel**.
18. From the Type choice list, select **Meals**.
19. From the Amount choice list, select **USD**.
20. In the field near the Amount field, enter **375.00.**
21. In the **Description** field, enter **Meals at Oracle Open World**.
22. Click **Save and Create Another**.
23. On the Estimate Expense page from the Template choice list, select **Travel**.
24. From the Type choice list, select **Hotel**.
25. From the Amount choice list, select **USD**.
26. In the field near the Amount choice list, enter **800.00**.
27. In the **Description** field, enter **Accommodations at Oracle Open World**.
28. Click **Save and Close**.
29. On the Authorization page, click **Submit**.

Approve the Spend Authorization

To approve the spend authorization as the manager, complete these steps:

1. Sign out as an employee.
2. Sign in as a manager.
3. On the springboard, click the **Bell** icon.

4. From the Notifications choice list, select **Pending Notifications**.
5. Locate the spend authorization you just created and click the **Action Required: Authorization Approval** link.
6. On the approval form for the spend authorization, click **Approve**.
7. In the Approve dialog box, enter the following in the **Comment** field: I approve this spend authorization request for the trip to Oracle Open World.
8. Click **Submit**.
9. Click **Approve**.
10. Sign out as a manager.
11. Sign in as an employee.
12. In the Travel and Expenses work area, click the Authorizations infotile.
13. Click the **Approved** link on the Authorizations infotile.

Create an Expense Report and Attach Authorization Lines
To create the expense report and attach authorization lines to the expense items, complete these steps:

1. In the Travel and Expenses work area, click the Expense Reports infotile.
2. Click the **Create** icon.
3. On the Create Expense Report page in the **Purpose** field, enter **Attended Oracle Open World**.
4. Click **Save**.
5. Click **Create Item** near the Expense Items section.
6. On the Create Expense Item page from the Template choice list, select **Travel**.
7. From the Type choice list, select **Airfare**.
8. From the Expense Location choice list, search and select **United States**.
9. Click **OK**.
10. From the Amount choice list, select **USD**.
11. In the field near the Amount choice list, enter **650.00**.
12. In the **Description** field, enter **Airfare to Oracle Open World**.
13. Click the **Attach** icon near Authorization.
14. In the Select Estimated Expense dialog box from the Authorization choice list, select the authorization you created.
15. Select the Airfare authorization line.
16. Click the **OK**.
17. On the Create Expense Item page, click **Create Another**.
18. On the Create Expense Item page from the Template choice list, select **Travel**.
19. From the Type choice list, select **Meals**.
20. From the Expense Location choice list, search and select **United States**.
21. From the Amount choice list, select **USD**.
22. In the field near the Amount choice list, enter **110.00**.
23. In the **Description** field, enter **Meals at Oracle Open World**.
24. Click the **Attach** icon near Authorization.
25. In the Select Estimated Expense dialog box from the Authorization choice list, select the authorization you created.
26. Select the Meals authorization line.
27. Click **OK**.
28. On the Create Expense Item page, click **Create Another**.
29. On the Create Expense Item page from the Template choice list, select **Travel**.
30. From the Type choice list, select **Hotel**.

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31. From the Expense Location choice list, select **United States**.
32. From the Amount choice list, select **USD**.
33. In the field near the Amount choice list, enter **800.00**.
34. In the **Description** field, enter **Hotel stay at Oracle Open World**.
35. In the Itemization section, enter these values:

Field Name	Entry
Type choice list	Room Charge
Daily Amount	200.00
Days	4
Amount	800.00

36. In the Itemization section, click the **Attachment** icon near Authorization.
37. On the Select Estimated Expense dialog box from the Authorization choice list, select the authorization you created.
38. Select the Hotel authorization line.
39. Click **OK**.
40. Click **Save and Close**.

Submit the Expense Report

1. On the Expense Report page, select the **I have read and accept the corporate travel and expense policies** check box.
2. Click **Submit**.
3. In the warning that indicates one or more required imaged receipts are not attached, click **Yes**.

Release Funds from Unused Spend Authorization Reservations

Sometimes, after you submit expense reports for a spend authorization there may be some remaining funds that are no longer needed. You need to release unused funds so that they can be utilized for other expenses.

To release unused funds, you need to close the spend authorization.

Close Spend Authorizations

Here are the steps to close a spend authorization:

1. On the Authorizations page, select the spend authorization you want to close.

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2. Select **Close** from the **Actions** menu.
3. Click **OK**.

The spend authorization is closed if it meets these criteria:

- It passes budgetary control validation.

- It isn't associated to any outstanding transaction. So, any associated expense reports must not be in any of these statuses:

  - Ready for payment processing
  - Awaiting receipts
  - Hold pending receipts
  - Rejected by individual
  - Invoice canceled
  - Rejected
  - Pending expense auditor approval
  - Pending individual approval
  - Pending individual response
  - Pending manager approval
  - Manager requested more information
  - Returned
  - Saved
  - Submitted
  - Withdrawn

Here is what happens when a spend authorization is successfully closed:

- Unused funds are released.

- Spend authorization status is updated to Closed.

- The Authorizations page is updated to display the closed amount and the amount previously applied to expense reports in the status line.

After a spend authorizations is closed, new expense items can't be associated to the spend authorization.

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6 Cash Advance Request

Cash Advances

A cash advance is an advance payment to an employee that covers incidental expenses while traveling or during the course of business.

The cash advance process includes the following actions:

- Submitting a cash advance request
- Approving the cash advance request
- Requesting a payment request
- Submitting an expense report
- Approving the expense report
- Running the reimbursement process
- Applying any unapplied cash advances

The following figure illustrates the cash advance and expense report flows.
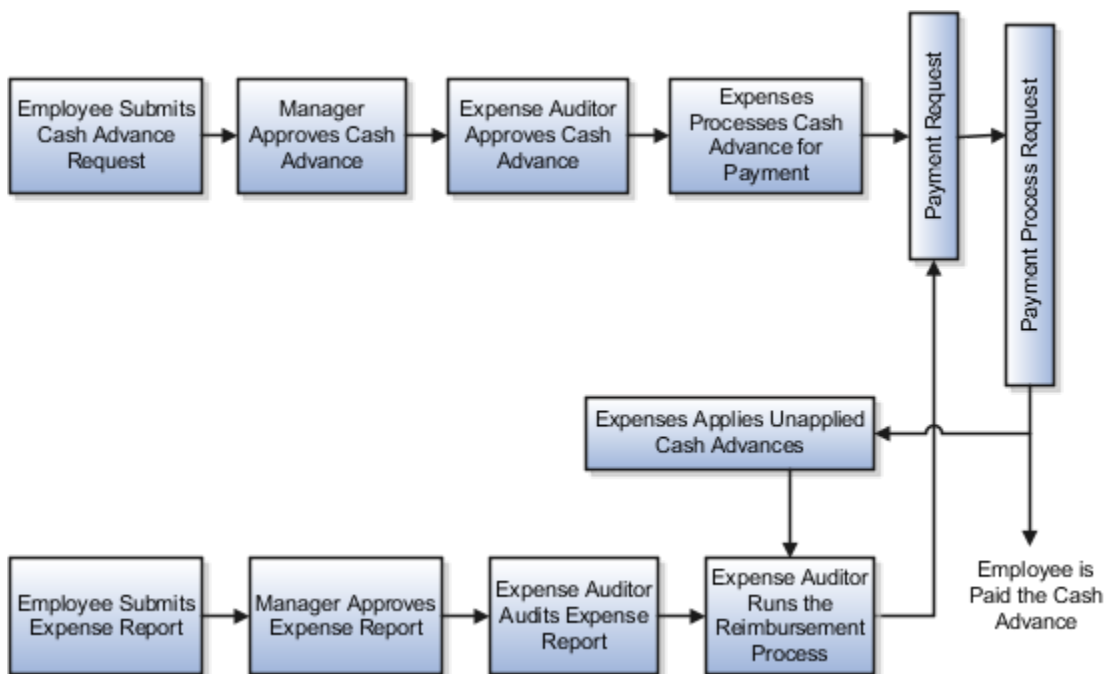
Employee Submits a Cash Advance Request

The cash advance process begins when an employee requests a cash advance by completing the Request Cash Advance page. The page is accessible from the Cash Advances infotile on the Oracle Expenses work area. Expenses tracks all requests for cash advances by the employee.

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> **Note:** If your business unit is enabled to do so, employees can select their preferred method of payment, such as cash, electronic, or check, while requesting cash advances.

Approvers Approve the Cash Advance Request

The employee submits the cash advance request to his manager for approval. If the manager approves the request, Expenses sends it to the expense auditor for approval.

If either the manager or the expense auditor rejects the cash advance request, Expenses returns the request to the employee.

If the expense auditor approves the cash advance request, he specifies a date by which the cash advance must be applied to the employee's report.

Expenses Requests a Payment Request

After required approvals, Expenses sends a payment request for the cash advance to Oracle Payables. For cash advances, Payables automatically uses the pay alone feature to create a separate cash advance payment for each invoice. Oracle Payments then processes the payment request and deposits the amount requested into the employee's primary bank account based on the payment method specified for the business unit. Expenses Cash Advance Clearing Account records outstanding cash advances that haven't been applied to an employee's expense report.

Employee Submits an Expense Report

After incurring business expenses, the employee creates and submits an expense report to his manager for approval.

Approvers Approve the Expense Report

If the manager rejects the expense report, he returns it to the employee. If the manager approves the expense report, he sends it to the expense auditor for approval.

The expense auditor audits the expense report. If the expense auditor rejects the expense report, he returns it to the employee.

Expense Auditor Runs the Reimbursement Process

After the expense report is approved, the expense auditor runs the Process Expense Reimbursement process. When the process applies the unapplied cash advance amounts to the report, it clears the Cash Advance Clearing Account. The process then charges the expense to the applicable expense account. The process then sends a payment request for the reimbursement to Payables, which sends a payment process request to Oracle Payments.

Expenses Applies Any Unapplied Cash Advances

Expenses automatically applies available cash advances to the approved expense report on or after the due date. Payments processes the payment process request and the employee receives payment for the expense report amount minus the cash advance amount. Any unused cash advance amounts are applied to the next expense report or refunded to the company by the employee.

> **Note:** Expenses tracks overdue cash advance balances. A cash advance is overdue if an unapplied amount exists after the due date specified by the expense auditor.

Apply Cash Advances Manually to Expense Report

Cash advances can be applied to the expense reports automatically or manually.

You can apply cash advances manually to the Expense reports if the manual application of cash advances option is enabled for your business unit. For example, you are allocated $500 as cash advance for a project. When you submit an expense report for the project, you can choose the relevant cash advance to apply to the report.

Note: For expense reports that are submitted using REST APIs cash advances are applied automatically even if manual cash advance application is enabled for the business unit.

When you create and submit an expense report for approval, a list of available cash advances is displayed and you can select the applicable ones. Cash advances that are from other business units or in different currencies from the reimbursement currency are not displayed in the list of available cash advances.

You can opt not to apply any of the available cash advances when you submit your expenses if you did not take any advances for that expense report.

To apply cash advances manually, do these steps:

1. On the Expense Report page, click **Submit**.
2. The **Apply Cash Advances** page displays the list of available cash advances. The cash advances are displayed in the chronological order of the due date.

   Note: Page is not displayed if amount reimbursable is zero or if you do not have any cash advances to apply.

3. Select one or more cash advances as applicable.
4. If you don't want to apply cash advances, select **Don't apply a cash advance**. You must enter a reason in the **Justification** field for not selecting any cash advance.
5. Click **Submit** to submit the expenses.

   After you submit the expense report the status of the applied cash advance gets updated and the applied amount will get deducted from the available amount.

   The applied cash advances list appears on the corresponding Expense Report page. This list is displayed for both manually and automatically applied cash advances. For manually applied cash advances, the list is displayed after the report is submitted. For automatically applied cash advances, the list is displayed after the report is processed for reimbursement.

What happens to the cash advances when reports are returned to the employee

For these actions taken on an expense report, the cash advances that are applied to the report are removed or adjusted and the applied or adjusted amounts are added back as available amounts to the cash advances and statuses of the cash advances are updated accordingly.

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What happens to the cash advances when reports are returned to the employee

Action taken on the report	What happens to the cash advances that were applied to the report	Example
Employee withdraws the expense report	Cash advances will be removed from the report, the amounts are added back to the available cash advances, and the cash advance status are updated accordingly.	Employee applied a cash advance amount of 200 USD to the report from a total available amount of 500 USD. Now, the available amount is 300 USD. When the employee withdraws the report, the cash advance of 200 USD is removed from the report and added back to the available amount. Now, the available cash advance amount is 500 USD.
Approver rejects the expense report Auditor rejects the expense report Auditor returns the expense report to the user Invoice is canceled	• Cash advances will be removed from the report and the amounts are added back to available cash advances. • A note is displayed that the cash advances were removed in the expense report notification, which is sent to the employee.	Employee applied a cash advance amount of 1000 USD to the report from a total available amount of 1000 USD. Now, the available amount is 0 USD. When the auditor rejects the report, the cash advance of 1000 USD is removed from the report and added back to the available amount. Now, the available cash advance amount is 1000 USD. Employee will see a note in the Expense Report Rejected by Auditor Notification that the cash advances were removed.
Auditor short-pays the expense report	• When auditor short pays a report, the short paid expenses are split into a separate report. The cash advances that were applied are retained in the audited report. The cash advances that are applicable to the short paid report are removed and added back to available cash advances. • A note is displayed that the cash advances were removed in the expense report short-paid notification, which is sent to the employee.	Employee created an expense report with a meals expense of 200 USD and a miscellaneous expense of 350 USD. Employee applied a cash advance amount of 300 USD to the report from a total available amount of 1000 USD. Now, the available amount is 700 USD. Auditor short-pays the miscellaneous expense in the report. So, the meals expense is now audited and the miscellaneous expense is short-paid and is split into a separate report. From the 300 USD cash advance

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Action taken on the report	What happens to the cash advances that were applied to the report	Example
		amount that the employee applied to the report, 200 USD will still be applied to the meals expense of 200 USD. The remaining 100 USD that was applied will be removed from the short-paid miscellaneous expense and added back to the available amount. Now, the available cash advance amount is 800 USD. Employee will see a note in the Short-Paid Report Notification that the cash advances were removed.
Auditor adjusts the expense report Mileage adjustment	• Cash advance will be adjusted and any excess amount is added back to available cash advances. • A note is displayed that the cash advances were adjusted in the expense report adjusted notification which is sent to the employee.	Employee created an expense report for a total reimbursable amount of 500 USD. Employee applied a cash advance amount of 500 USD to the report from a total available amount of 800 USD. Now, the available amount is 300 USD. Auditor adjusts the report amount to 450 USD for policy compliance. The excess cash advance of 50 USD is removed from the report and added back to the available amount. Now, the available cash advance amount is 350 USD. Employee will see a note in the Expense Report Adjusted by Auditor Notification that the cash advances were adjusted.

View Applied Cash Advance Details in Expense Report

You can review applied cash advance details on the View Expense Report page.

The Cash Advance Applied section displays the details when there are one or more cash advances applied either manually or automatically to the expense report. For manually applied cash advances, the details are displayed after the submission of the expense report. For automatically applied cash advances, the details are displayed after the processing of the expense report for reimbursement. The Report Total section displays the reimbursable amount and the total cash advance applied if any to the report.

When no cash advances are applied, the Expense Report doesn't display the Cash Advances Applied section.

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If the employee, approver, or auditor removes or updates the cash advances applied to the expense report then the expense report removes or updates the Cash Advances Applied section accordingly.

The printable page of View Expense Report displays the Cash Advances section under the Expense Items section with the total in the Cash Advances Applied field. The printable page doesn't display the Cash Advances section when no cash advances are applied.

How Accounting Entries for Cash Advances Are Distributed

When a cash advance is paid to an employee, the amount to be reclaimed is tracked in the Cash Advance Clearing account.

When the cash advance is applied to an expense report, the amount is reversed from the clearing account.

The following table shows an example of a cash advance of 500 USD and an expense report with a total amount of 500 USD.

Document	Amount
Cash Advance	500 USD
Expense Report	700 USD

Data in the preceding table is used in subsequent sections to illustrate how accounting entries are distributed when each document is processed.

Setting That Affects Accounting Entries

The setting that affects accounting entries for cash advances is the Cash Advance Clearing account on the Manage Expenses System Options page. This setting can only be implemented for a business unit.

The clearing account for each cash advance is derived by overlaying the natural account from the Cash Advance Clearing account on the Default Expense account of the employee.

How Accounting Entries are Distributed

After a cash advance is approved and audited, it is processed to Oracle Payables as a payment request.

The following table summarizes the accounting distribution that is generated when the cash advance is processed in Payables.

Account	Debit	Credit
Cash Advance Clearing	500 USD	Not applicable

Account	Debit	Credit
Employee Liability	Not applicable	500 USD

The following table summarizes the accounting distribution that is generated when the cash advance is applied to the expense report and the expense report is processed in Payables.

Account	Debit	Credit
Cash Advance Clearing	Not applicable	500 USD
Employee Liability: Reclaim cash advance	500 USD	Not applicable
Employee Liability: Expense report	Not applicable	700 USD
Expense	700 USD	Not applicable

Cancellation of Payment Requests for Cash Advances

When an employee notifies the auditor that an approved cash advance is no longer required due to a trip or event cancellation, or due to incorrect entries, the auditor requests the Payables supervisor to cancel the cash advance.

Only the payment requests that are invoiced or validated are eligible for cancellation. When a cash advance request is canceled in Oracle Payables, it triggers a cancellation event and the Expenses application sets the status of the cash advance to Invoice Canceled. No further actions are allowed on a canceled cash advance

Employees can see the expense report status in the Expenses work area thus reducing inquiries to the accounts payable department.

FAQs for Cash Advance Request

How can I receive my cash advance?

After you request a cash advance and receive approval from approvers and the expense auditor, the cash advance is deposited into your primary bank account.

> **Note:** If your business unit is enabled to do so, you can select your preferred method of payment, such as cash, electronic, or check, while requesting cash advances.

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How can I request for cash advance in a foreign currency?

On the Request Cash Advance page, you can request for cash advance in a foreign currency. The Currency list only displays the currencies in which you're allowed to get cash advance.

After your international travel, you can create an expense report with reimbursement currency same as the foreign currency that your cash advance was paid. The unapplied cash advance balance only applies to expense reports with reimbursement currency same as the cash advance currency.

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7 Credit Card Data

How Corporate Card Transaction Files Are Processed

Before you can begin processing corporate card transaction files, your company must establish connectivity with the corporate card issuers. You must also determine the transaction file format and the transaction file delivery frequency.

After establishing a secure connection, your company receives transaction files.

The application loads the transaction file and validates the transactions. The application loads eFolio summary and detail transactions if they're present in the file. All valid transactions are created as expense items and are available to employees for inclusion in the expense reports. All invalid transactions are available for corporate card administrators to review and correct. After correction, these transactions are validated again and become available for expense reporting.

When you implement corporate credit card functionality, you must decide whether your company or its employees are responsible for paying the credit card issuer. The three payment options that you can implement in Expenses are the following:

- **Individual Pay**: The employee pays the corporate card issuer for all corporate card transactions
- **Company Pay**: Your company pays the corporate card issuer for all transactions
- **Both Pay**: Your company pays the corporate card issuer for business expenses and the employee pays the corporate card issuer for personal expenses

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This figure shows an overview of the corporate card transaction files processing.
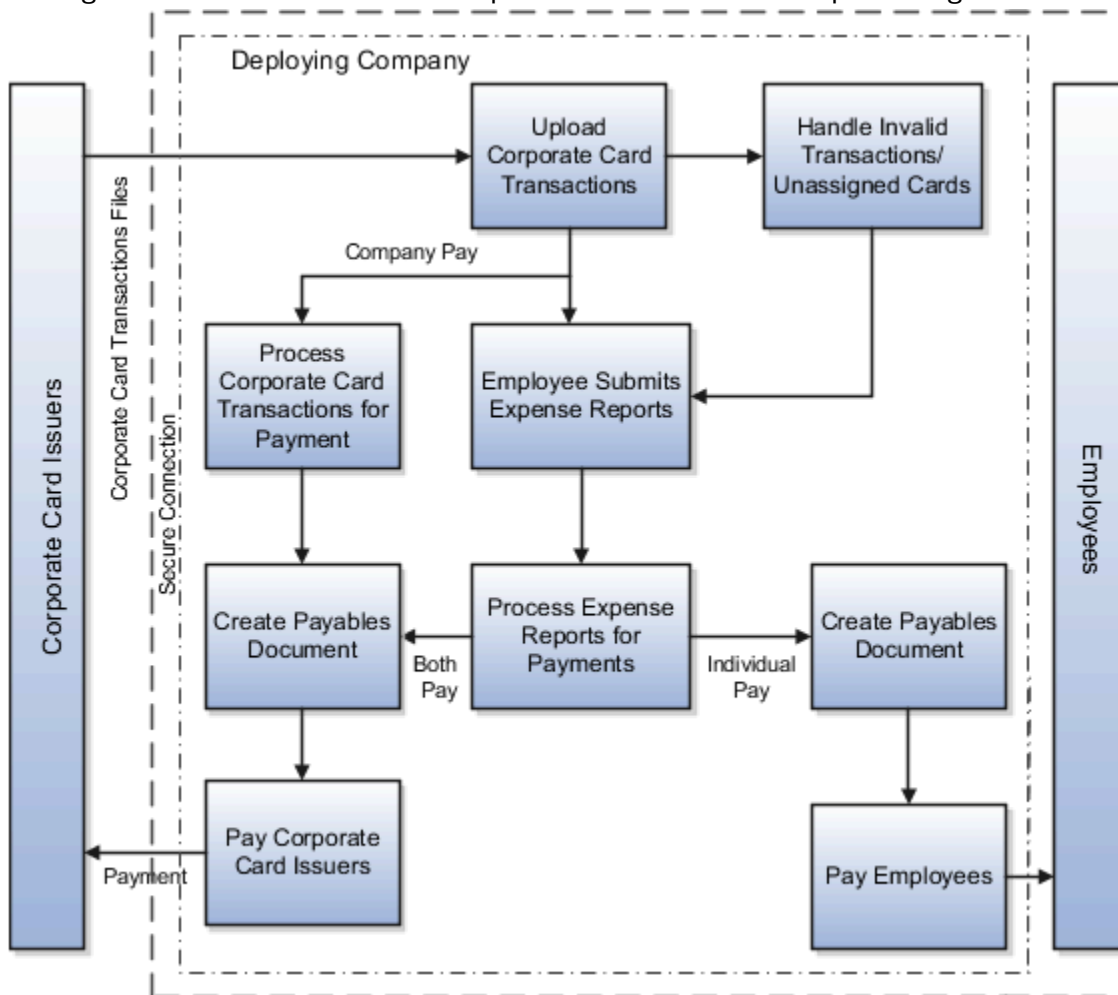
A Setting That Affects Corporate Card Transaction Files

The process flow of corporate card transaction files is based on which of the three payment options your company decides to implement. Your company can implement one, two, or all three of the payment options by geographical region, organizational hierarchy, or other criteria. For example, a global company might have Both Pay implemented in the US and Individual Pay implemented in the UK. Another company might have Both Pay for one set of organizations and Individual Pay for another set of organizations within the UK.

When creating a company account for a card program, select a payment option from the Payment Due From list on the Create Company Account page.

How Corporate Card Transaction Files Are Processed

This section provides examples of the corporate card transaction files process flow for each payment option. For each example, assume that an employee reports cash and categorizes card transactions as both business and personal when creating and submitting an expense report.

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Individual Pay

The Individual Pay payment option is simpler than Both Pay or Company Pay. Whether you identify corporate card transactions as business or personal expenses, the employee pays the corporate card issuer for both business and personal expenses. When the employee creates an expense report, both business and personal transactions are reported. The employee is, however, reimbursed by your employer for the corporate card business expenses.

The following table provides an example of Individual Pay corporate card transaction files processing:

Action	Description
Set up company account and download data file.	Obtain the corporate card transactions data file from your corporate card provider.
Upload data file into Expenses.	Upload and validate your corporate card transactions files.
Create and submit expense report.	When you create an expense report, you select the corporate card transactions that you want to submit on the report. You determine if transactions are business or personal expenses. By default, transactions are identified as Business. You're only reimbursed by your employer for business expenses. Once processed on an expense report, corporate card transactions are no longer available in the list of transactions to be added to expense reports. This rule applies to both business and personal expenses.
Review and approve expense report.	After you submit the expense report, your manager must approve it. After managerial approval, the report is verified to ensure that required receipts are attached and that the report is in compliance with your company's policies.
Reimbursement.	After the expense report has been reviewed and approved, it's ready for invoice creation in Payables to facilitate payment processing. To create an invoice with the amount due to the employee, run the Process Expense Reimbursements program. Then the payment to the employee is processed through Oracle Fusion Payments.

Company Pay

For the Company Pay payment option, your employer pays the corporate card issuer for all corporate card transactions incurred by its employees. The employee is only reimbursed for cash business expenses. Corporate card transactions reported as business expenses have no effect on the amount that is reimbursed to the employee.

> **Note:** If the employee reports any transactions as personal expenses, these transactions are offset against any cash business expenses reported. Therefore, the amount reimbursable to the employee is reduced by the amount of the corporate card personal expenses.

The following table provides an example of Company Pay corporate card transaction files processing:

Action	Description
Set up company account and download data file.	Obtain the corporate card transactions file from your corporate card provider.

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Action	Description
Upload data file into Expenses.	Upload and validate your corporate card transactions files.
Create and submit expense report.	When you create an expense report, select the corporate card transactions that you want to submit. You determine if transactions are business or personal expenses.

Cash expenses aren't charged to the company corporate card but are considered business expenses. Cash expenses aren't reimbursed as corporate card business expenses. Corporate card transactions designated as personal expenses reduce the amount you're reimbursed.

You are only reimbursed by your employer for cash business expenses. Once processed on an expense report, corporate card transactions are no longer available in the list of transactions to be added to expense reports. This rule applies to both business and personal expenses. |
| Review and approve expense report. | After you submit the expense report, your manager must approve it. After managerial approval, your report is verified to ensure that required receipts are attached and that the report is in compliance with your company's policies. Any corporate card transactions designated as personal expenses are also displayed to the managers for review. |
| Export the expense report from Expenses to Payables. | After the expense report has been reviewed and approved, it's ready for invoice creation in Payables to facilitate payment processing.

To create the invoice with the amount due to the employee, run the Process Expense Reimbursements program. Then the payment to the employee is processed through Oracle Fusion Payments.

To create an invoice with the amount due to the card issuer, run the Create Corporate Card Issuer Payment Requests process. Then the payment to the employee is processed through Oracle Fusion Payments. The card issuer can be paid at any time, regardless of the status of the expense report. |

Both Pay

For the Both Pay payment option, your company pays the corporate card issuer for transactions that are categorized as business expenses. The employee pays the corporate card issuer for all corporate card transactions reported as personal expenses. An invoice can't be created for the corporate card issuer until the expense report is exported to Payables as an invoice.

The following table provides an example of Both Pay corporate card transaction files processing:

Action	Description
Set up company account and download data file.	Obtain the corporate card transactions data file from your corporate card provider.
Upload data file into Expenses.	Upload and validate your corporate card transactions files.
Create and submit expense report.	When you create an expense report, select the corporate card transactions that you want to submit.

You are reimbursed only by your employer for cash business expenses. Once processed on an expense report, corporate card transactions are no longer available in the list of transactions to be added to expense reports. This rule applies to both business and personal expenses. |

Action	Description
Review and approve expense report.	After you submit the expense report, your manager must approve it. After managerial approval, your report is verified to ensure that required receipts are attached and that the report is in compliance with your company's policies. When the Payables review process is complete for an expense report, a new expense report containing only corporate card transactions is created. The new report is based on the existing report by copying only the business transactions, which are used to pay the card issuer. If the expense report contains transactions charged to two corporate cards, two reports are created to pay the corporate card issuers. These reports are named 1 and 2 respectively.
Process expense reimbursements.	After the card issuer expense report is created, it's ready for invoice creation in Payables to facilitate payment processing. To create the invoice with the amount due to the employee and to the card issuer, run the Process Expense Reimbursements program. Then the payment to the employee and the corporate card issuer is processed through Oracle Fusion Payments. The invoice due to the employee contains accounting distributions and project accounting, when applicable, for both the cash and corporate card expenses. The corporate card issuer invoice contains a single accounting distribution for all corporate card expenses against the expense clearing account.

Related Topics

- Options for Deciding Who Pays the Corporate Card Issuer

How You Upload Corporate Card Transactions with Encrypted Card Numbers

A data file is an electronic format in which your company receives its employees' corporate card charges. Using Oracle Fusion Expenses, your company can upload MasterCard CDF3 files and American Express GL1025 files with encrypted corporate card numbers.

Encrypting corporate card numbers:

- Prevents fraudulent activity by employees or administrators.

- Protects your corporate cards from hackers.

> **Note:** No setup or process change is necessary to receive corporate card transaction files from MasterCard or American Express with encrypted card numbers.

Encrypted corporate card numbers have digits that are both masked and unmasked. Expenses supports the following formats for encrypted corporate card numbers:

- American Express GL1025 files:

  - Last five digits unmasked
  - Last six digits unmasked
  - Last seven digits unmasked

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- MasterCard CDF3 files:

    o Last four digits unmasked

When encrypted American Express GL1025 files are uploaded to Expenses, they are stored as follows:

- A new encrypted corporate card number is created by concatenating an employee ID number with unmasked digits.

    If the new encrypted corporate card number is more than 12 digits, the last 12 digits are used as the card number.

    If the new encrypted corporate card number is less than 12 digits, the application adds zeros in front to total 12 digits.

- The new encrypted corporate card number is then stored against the employee.

Tip: When corporate card numbers are encrypted, transactions without employee ID numbers are rejected. To ensure receipt of all encrypted corporate card transactions, you must ask your corporate card provider to include an employee ID number for each transaction in the file.

Upload VISA, MasterCard, and Diner's Club Corporate Card Transactions Files

Before you can process VISA, MasterCard, and Diner's Club corporate card transaction files, you must set up an HTTPS server, configure the corporate card programs setup, and verify the HTTPS server setup.

Setting Up the HTTPS Server

When you set up the HTTPS server, ensure the following:

1. Install a web server and enable HTTPS.

    o The server must be externally accessible.

    o The server must have a valid certificate, such as Verisign.

2. Create the outbox directory on the server.

    o Create a directory on the HTTPS server to receive corporate card transaction files.

    o Secure the directory with a user name and password.

    o Enable the directory so it's visible to external users who have read access.

Note: You must either receive corporate card transaction files directly to the directory from the card issuers or move the transaction files to this directory from an alternate location where the transaction files are initially received.

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Configuring the Corporate Card Programs Setup

To configure the corporate card programs setup, perform the following steps:

1. In the Upload Parameters section on the Create or Edit Corporate Card Programs page, do the following:

   o Create a profile with your server address, user name, and password:

      For example, a server address of **Vision.com/outbox** represents the path to the directory, Vision.com/outbox, that you created.

   o Enter the full file name of the corporate card transaction file in the File Name Prefix field.

      Note: Use the same file name for all files. You must remove or rename the processed files on the server either manually or automatically after every run.

2. Schedule the Upload Corporate Card Transaction Files process to automatically pull and process the transaction files.

Note: The Upload Corporate Card Transactions process supports only user name and password-based authentication.

Verifying the HTTPS Server Setup

To verify the HTTPS server setup, perform the following steps:

1. Verify that the HTTPS server has a valid certificate.

   o In your browser, enter the server address, such as **https://Vision.com/outbox**.

      If you don't see an error message that indicates an invalid server certificate or an mistrusted server certificate, then the certificate is correctly installed.

2. Verify that the directory is accessible and secured.

   o After navigating to the server address, such as **https://Vision.com/outbox**, if you see a login screen, then the directory is accessible and secured.

   o Sign in with user name and password to ensure that the user has access to the outbox directory.

Related Topics
- How Corporate Card Transaction Files Are Processed

Wait Days

Using Oracle Fusion Expenses, you can hold the main corporate card transactions from use until the detail corporate card transactions arrive. This ensures that employees can include the itemization detail provided by the card issuer in their expense reports.

Two types of wait days control the maximum duration that the application waits for the detail transactions to arrive:

- Transaction detail wait days

- Merchant wait days

Note: Wait days are applicable only when the merchant provides Level 3 detail transaction data. No wait period is applicable for transactions from merchants who don't provide transaction detail.

Transaction Detail Wait Days

Transaction detail wait days are the number of days the application is set up to hold the main transaction data while waiting for detail transaction data from a merchant. Detail transaction data may or may not arrive.

You can set a wait period at the corporate card program level by selecting a value from the Transaction Detail Wait Days choice list on the Upload Rules tab of the Create Corporate Card Program page. If defined, the application uses the smaller value between the transaction detail wait days and the merchant wait days as the wait period for the main transactions.

Merchant Wait Days

Merchant wait days are calculated by the application. It's the difference, in days, between receiving the main transactions and receiving detail transactions when they arrive for the first time. Thereafter, merchant wait days are computed as follows:

- Detail Transactions Arrival Date minus Main Transactions Arrival Date plus Most Recent Merchant Wait Days for the Main Transactions Upload divided by two.

A merchant can provide detail transactions either with the main transactions or as a separate delivery. If they're provided as a separate delivery, the Upload Corporate Card Transaction File process holds the main transactions for a specified time period while waiting for the detail transactions. During this wait period, the main transactions aren't available for expense reports. After each delivery of detail transactions, the merchant's wait days are updated by the application according to the preceding formula.

Note: The actual time that data arrives isn't a factor in the merchant wait days or in the application's wait days' calculation.

The following table shows the calculations associated with detail transactions and merchant wait days based on transaction data arrival dates using sample data. The table data is based on a transaction detail wait days setting of five days.

Data Upload	Main Transactions Arrival Date	Detail Transactions Arrival Date	Merchant Wait Days	Application Transaction Wait Days	Latest Date Transactions are Available in Expense Report	Actual Date Transactions are Available in Expense Report
			First Time: Detail transactions arrival date minus main transactions arrival date	Application uses the minimum of transaction detail wait days or merchant wait days for the main	Date the transaction detail wait days end.	Actual date the main and detail transactions are available in the expense report.

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| Data Upload	Main Transactions Arrival Date	Detail Transactions Arrival Date	Merchant Wait Days	Application Transaction Wait Days	Latest Date Transactions are Available in Expense Report	Actual Date Transactions are Available in Expense Report
			Thereafter, detail transactions arrival date minus main transactions arrival date plus most recent merchant wait days for the main transactions upload divided by 2.	transactions upload plus 1 day.		
Main Transactions 1	May 1	N/A	N/A The merchant has never provided detail transactions. Therefore, no merchant wait days exist in the application.	0 Days The merchant didn't provide details transactions. Therefore, the application doesn't wait.	May 1 Available immediately.	May 1 Available immediately.
Detail Transactions 1	N/A	May 5	4 Days	N/A	N/A	May 5
Main Transactions 2	May 7	N/A	4 Days Previously calculated merchant wait days.	5 Days The application waits for the minimum of 5 transaction detail wait days or 4 merchant wait days plus 1 day.	May 11 May 7 + 5 application wait days = May 12.	N/A
Detail Transactions 2	N/A	May 9	3 Days (May 9 minus May 7) +4 /2.	N/A	N/A	May 9
Main Transactions 3	May 12	N/A	3 Days Previously calculated merchant wait days.	4 Days The application waits for the minimum of 5 transaction detail wait days or 3 merchant wait days plus 1 day.	May 15 May 12 + 4 application wait days = May 16.	N/A

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How Corporate Card Issuer Payment Requests for Company Pay Transactions Are Processed

You can run the Create Corporate Card Issuer Payment Requests process to generate payment requests for corporate card issuers when there are corporate cards that use the Company Pay payment option.

The Create Corporate Card Issuer Payment Requests process is run only when the Company Pay payment option is used.

> **Note:** You can run the process any time. Since your company's objective is to pay the card issuer on time, running the Create Corporate Card Issuer Payment Requests process isn't dependent on when an employee submits an expense report.

This following figure shows how the:Create Corporate Card Issuer Payment Requests process generates payment requests to pay corporate card issuers when corporate cards use the Company Pay payment option.Process Expense Reimbursement process generates payment requests to pay employees when corporate cards use the Company Pay Plus Cash payment option.

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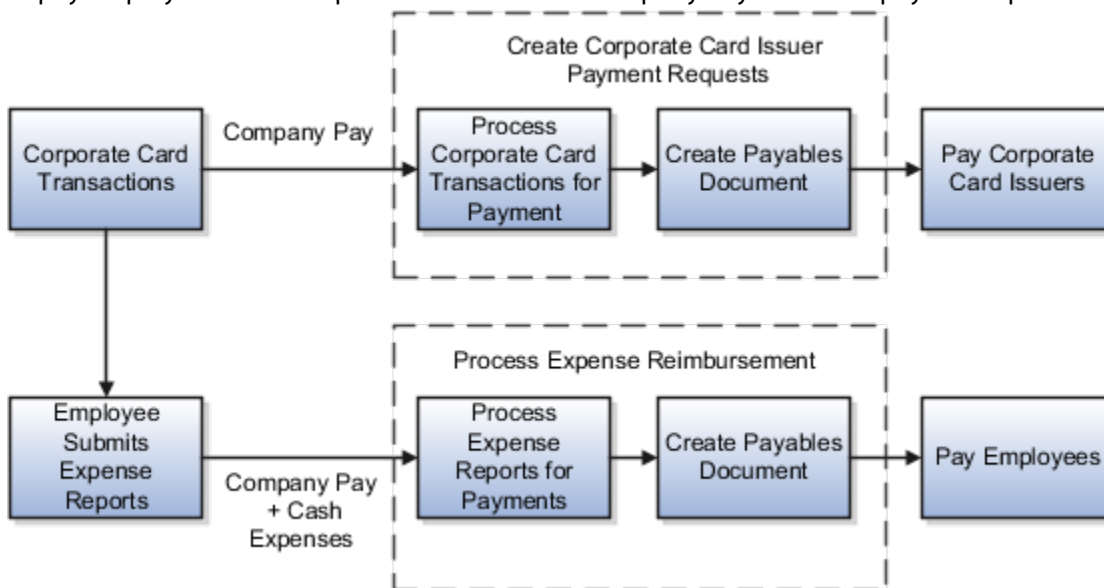
Settings That Affect Corporate Card Issuer Payment Requests for Company Pay Transactions

Settings that affect payment requests for Company Pay transactions are the following:

- **Employee Liability Account**: Set up as a system option on the Edit Expenses System Options page.

  > **Note:** To use the Payables default liability account, select the **Use setup from Oracle Fusion Payables** option. To define a specific liability account that's specific to a business unit, select the **Define value specific to business unit** option and then enter an account. This account is used only if there are cash expenses in the expense report and reimbursement is due to the employee.

- **Corporate Card Issuer Payment Liability Account**: Set up in Oracle Fusion Payables.

  This account records the amount the company reimburses corporate card issuers for expenses incurred by employees who use their corporate cards.

- **Expense Clearing Account** and **Payment Option:** Set up in the **Create Company Account** dialog box.

  This account temporarily holds accounting for corporate card transactions. It's cleared when the expense reports containing the corporate card transactions are processed by Payables.

How Corporate Card Issuer Payment Requests for Company Pay Transactions Are Processed

The Create Corporate Card Issuer Payment Requests process has the following components:

- Populate Payables Open Invoice Interface tables
- Create corporate card issuer payment requests
- Handle processed and rejected expense reports

Populating Payables Open Invoice Interface Tables

For each corporate card, the Create Corporate Card Issuer Payment Requests process creates one invoice header record in the Payables Open Invoice Interface table. All corporate card transactions for the corporate card are created as child lines. The accounting distributions for the transactions are created using the Expense Clearing Account for the corporate card.

Creating Corporate Card Issuer Payment Requests

After populating the Payables Open Invoice Interface table, the Create Corporate Card Issuer Payment Requests process invokes the Import Payables Invoices process in Payables. Payables creates payment requests using the information in the Payables Open Invoice Interface table. Tax processing isn't applicable for corporate card issuer payment requests.

Handling Processed and Rejected Expense Reports

During payment request creation, Payables rejects records in the Payables Open Invoice Interface table if errors exist, such as dates in closed accounting periods or invalid payment methods. After payment requests creation is complete, the Create Corporate Card Issuer Payment Requests process removes any rejected records from the interface table. You must then reprocess the corporate card transactions for reimbursement.

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Finally, all expense items corresponding to the corporate card transactions, for which payment requests are created, are updated with a corresponding payment request identifier.

The following table describes the types of payment options for corporate card transactions in expense reports and the processes that are run to generate their associated payment requests.

Expense Report Payment Options for Corporate Card Transactions	Process Run	Payment Requests Created
• Cash • Company Pay	• Process Expense Reimbursements • Create Corporate Card Issuer Payment Requests	• Employee Payment Requests • Corporate Card Issuer Payment Requests
• Individual Pay • Company Pay	• Process Expense Reimbursements • Create Corporate Card Issuer Payment Requests	• Employee Payment Requests • Corporate Card Issuer Payment Requests
• Cash • Individual Pay • Company Pay	• Process Expense Reimbursements • Create Corporate Card Issuer Payment Requests	• Employee Payment Requests • Corporate Card Issuer Payment Requests
• Both Pay • Company Pay	• Process Expense Reimbursements • Create Corporate Card Issuer Payment Requests	Corporate Card Issuer Payment Requests
• Cash • Both Pay • Company Pay	• Process Expense Reimbursements • Create Corporate Card Issuer Payment Requests	• Employee Payment Requests • Corporate Card Issuer Payment Requests
• Individual Pay • Both Pay • Company Pay	• Process Expense Reimbursements • Create Corporate Card Issuer Payment Requests	• Employee Payment Requests • Corporate Card Issuer Payment Requests
Company Pay only	• Process Expense Reimbursements • Create Corporate Card Issuer Payment Requests	Corporate Card Issuer Payment Requests

Related Topics
- How Expense Report Payment Requests Are Processed
- Options for Deciding Who Pays the Corporate Card Issuer

How Accounting Entries for Corporate Card Transactions Are Distributed

Accounting entries vary depending on which payment option is used by your company.

The following table illustrates a sample expense report with various payment liabilities and amounts.

Payment Method	Amount
Cash	500 USD
Corporate Card Business Expenses	650 USD
Corporate Card Personal Expenses	299 USD
Corporate Card Transactions from Corporate Card Issuer	949 USD

Data in the preceding table is used in subsequent sections to illustrate how accounting entries are distributed for each payment liability.

Settings That Affects Payment Options

The following options available from the **Payment Option** choice list in the Create Company Account dialog box affect payment liability: **Both**, **Company**, and **Individual**.

How Accounting Entries for Payment Options Are Calculated

When an employee's expense report is exported to Payables, the amount of the payment request equals the amount due the employee.

The following table summarizes amounts owed by a company to an employee and the corporate card issuer based on the payment liability.

Payment Liability	Expense Report Total	Amount Due Employee	Amount Due Corporate Card Issuer
Individual Pay	1,150 USD	1,150 US	0
Both Pay	1,150 USD	500 USD	650 USD
Company Pay	1,150 USD	201 USD	949 USD

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Accounting Entries for Individual Pay

Since the payment option is Individual Pay, a single payment request is created to reimburse the employee. It's the employee's responsibility to pay the card issuer.

The following table describes the accounting distributions for a corporate card with Individual Pay liability.

Account	Debit	Credit
Cash and other expenses	500 USD	Not Applicable
Corporate card business expenses	650 USD	Not Applicable
Employee liability	Not Applicable	1,150 USD

Accounting Entries for Both Pay

With Both Pay liability, two payment requests are created, one to pay the employee for any out of pocket expenses and a second one to pay the card issuer.

The following table describes the accounting distributions for a corporate card with Both Pay liability.

Account	Debit	Credit
Payment Request for Employee Cash and other expenses	500 USD	Not Applicable
Due to employee	Not Applicable	500 USD
Corporate card business expenses	650 USD	Not Applicable
Expenses clearing account		650 USD
Payment Request for Card Issuer Expenses clearing account	650 USD	Not Applicable
Due to card issuer	Not Applicable	650 USD

Accounting Entries for Company Pay

With Company Pay liability, a company can pay the card issuer at any time. The payment request for an employee is created when an expense report is approved and processed, while the payment request for the card issuer is created separately.

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The following table describes the accounting distributions for a corporate card with Company Pay liability.

Account	Debit	Credit
Payment Request for Employee Cash and other expenses	500 USD	Not Applicable
Corporate card business expenses	650 USD	Not Applicable
Expenses clearing account	Not Applicable	949 USD
Due to employee	Not Applicable	201 USD
Payment Request for Card Issuer Expenses clearing account	949 USD	
Due to card issuer	Not Applicable	949 USD

Related Topics
- Options for Deciding Who Pays the Corporate Card Issuer

Upload dual currency corporate card transactions

Corporate card administrators can enable a company account to accept corporate card charges in currencies other than the payment currency configured for the account by enabling the Allow multiple billed currencies option.

When this option is enabled, Expenses converts the billed amounts in other currencies from the card feed file to the payment currency of the company account using the daily currency conversion rates available in Oracle Fusion General Ledger. If the conversion rate isn't defined in the General Ledger Daily Rates table, the transaction is marked invalid with the status Missing currency conversion rate.

Card issuers in certain countries bill their customers in two currencies through dual currency corporate cards. The local transactions made within the country are billed in local currency. The foreign transactions are billed in an agreed upon stable currency. For example, all foreign charges are billed in USD. The transaction file of dual currency corporate cards contain transactions with billed currencies in local currency and a foreign currency. When the company pays the card issuer, all the charges are paid in the local currency. To support this payment in local currency, the card issuer provides an average conversion rate separately.

To enable this feature, perform these steps:

1. Log in as the Corporate Card Administrator.
2. On the Manage Corporate Card Programs page in the Setup and Maintenance work area, select the corporate card program.
3. In the Company Accounts section, click the company account to modify.
4. In the Edit Company Account dialog box, select the **Allow multiple billed currencies** option.

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5. Click **Save and Close**.
6. On the Edit Corporate Card Program page, click **Save and Close**.

The following scenario illustrates how the transactions of a dual currency corporate card are processed when the **Allow multiple billed currencies** option is enabled. AMEX GL1025 file format is considered for this scenario.

Linda is an employee based in Argentina and her employer has a dual currency card program with ARS as the payment currency and USD as the currency for foreign billing. The dual currency card charges her expenses in Argentina in ARS, which is the local currency. When Linda travels to the US, all the transactions are billed in USD. If Linda travels to Spain, all the transactions are billed in EUR and converted to USD in the card feed file. The transactions in ARS and USD are sent in the same card feed file and can be uploaded to Expenses for processing.

In this scenario, Expenses processes the card feed file and pays the card issuer in ARS when:

- Payment Option is set to Both Pay

- Payment Currency of the company account is ARS

- Allow multiple billed currencies option is enabled for the company account

The transactions are processed and all the charges in the file for that company account are converted to ARS using the conversion rates from GL Daily Rates as of the transaction dates.

These transactions were made on her card:

1. Purchased an item for personal use for 1000 ARS. This transaction was made in the local currency ARS and captured in ARS in the file.

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2. Paid 120 USD for a business meal which was captured in USD in the file. When the file is uploaded and processed, the transaction made in USD is converted to ARS by Expenses and is displayed as follows on the Review Corporate Card Transactions page:

Validation Status	Valid transaction
Transaction Date	8/3/21
Transaction Amount	120.00 USD
Posted Date	8/3/21
Posted Amount	120.00 USD
Billed Date	8/3/21
Billed Amount	11,636.40 ARS
Original Billed Amount	120.00 USD

The transaction is rejected if the conversion rates aren't available in GL Daily Rates for a given currency or a transaction date. You must ensure that conversion rates are available for those currencies for the time ranges applicable to the transactions.

Validation Status	Missing currency conversion rate
Transaction Date	8/3/21
Transaction Amount	120.00 USD
Posted Date	8/3/21
Posted Amount	120.00 USD
Billed Date	8/3/21
Billed Amount	120.00 ARS
Original Billed Amount	120.00 USD

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3. Purchased a computer peripheral for 25 EUR. This transaction was converted to 30 USD in the card feed file. The transaction is converted to ARS by Expenses and is displayed as follows on the Review Corporate Card Transactions page:

Validation Status	Valid transaction
Transaction Date	8/2/21
Transaction Amount	25.00 EUR
Posted Date	8/2/21
Posted Amount	25.00 EUR
Billed Date	8/2/21
Billed Amount	2,909.10 ARS
Original Billed Amount	30.00 USD

American Express sends the billed amounts in two currencies in the data file, which are ARS and USD, and expects a payment in the local currency as per the market regulation. A total payment of 15,545.50 ARS is to be made.

After successful validation, the transactions are available to employees in their Expenses work area. They can view the billed amounts converted to ARS and the original receipt amounts.

This image shows the Expenses work area displaying the transaction of 1000 ARS.

Miscellaneous 8/1/21 ⓘ

Date	8/1/21
Template	Travel
Type	Miscellaneous
Expense Location	Argentina
Amount	ARS 1,000.00
Number of Days	1
Daily Amount	1,000.00 ARS
Personal Amount	1,000.00 ARS
Business Amount	0.00 ARS
Billed Amount	1,000.00 ARS
Reimbursable Amount	0.00 ARS
Description	
Tax Code	
Merchant Name	

This image shows the Expenses work area displaying the transaction of 120 USD and its equivalent amount in ARS.

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Miscellaneous 8/3/21 ⓘ

* Date	8/3/21
* Template	Travel ⌄
* Type	Miscellaneous ⌄
* Expense Location	Argentina ▽
* Amount	USD ⌄ 120.00
* Conversion Rate	96.97
Number of Days	1
Daily Amount	120.00 USD
Personal Amount	0.00 USD
Business Amount	120.00 USD
Billed Amount	11,636.40 ARS
Reimbursable Amount	11,636.40 ARS
Description	
Tax Code	▽

This image shows the Expenses work area displaying the transaction of 25 EUR and its equivalent amount in ARS.

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Miscellaneous 8/2/21 ⓘ

* Date	8/2/21 📅
* Template	Travel ⌄
* Type	Miscellaneous ⌄
* Expense Location	Argentina ▽
* Amount	EUR ⌄ 25.00
* Conversion Rate	116.364
Number of Days	1
Daily Amount	25.00 EUR
Personal Amount	0.00 EUR
Business Amount	25.00 EUR
Billed Amount	2,909.10 ARS
Reimbursable Amount	2,909.10 ARS
Description	
Tax Code	▽

Employees can add these expenses to their expense reports and submit them for reimbursement.

After the expense report is approved and audited, the auditor runs the Process Expense Reimbursement process to create payment requests for the employees and the card issuers. The payment request is generated in ARS for the card issuer.

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At statement close, American Express converts the foreign currencies to local currency using the conversion rates as of the cutoff date. These may differ from the conversion rates in the GL Daily Rates tables. The organization must identify the variations arising out of such differences in conversion rates outside Expenses, and pay any remaining amounts to the card issuer or use the debit memo to get refunded for any additional amounts paid.

FAQs for Credit Card Data

How can I enforce corporate card usage policies?

Your company can set up corporate card usage rules to enforce its policies regarding the use of corporate cards.

On the Manage Corporate Card Usage Policies page, you can define the allowable amount expense category that can be charged as a cash expense. Over this cash limit, employees are required to use their corporate cards. Employees who exceed the cash limit receive either a warning message or an error message while completing expense entry. A warning reminds employees to use the corporate card. An error prevents submission of the expense report. Expenses notifies the expense auditor and the employee's manager of the policy violations. Alternatively, if no cash limits are defined, you can submit cash expenses of any amount.

When will I receive email notifications for my credit card charges?

If your company chooses to send email notifications when new corporate card expenses are added to your Expenses work area after corporate card transaction files are processed, you will receive the notification as soon as corporate card expenses are added to your Expenses work area.

The application sends the notification email to your work email. The notification lists all the new card transactions created from the transaction files. If no new card expenses are added to your Expenses work area or if you don't have a work email, you will not receive the notification email.

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Click the **Go to Expenses** button on the email notification to navigate to the Expenses work area to review the complete list of card charges and submit the expenses.

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8 Trips

Manage Trip Expense Reports

This worked example shows you how to manage trip information in Oracle Expenses and in the corporate travel partner site.

This example uses GetThere as the corporate travel partner. The example also demonstrates how to automatically create an expense report from a trip.

It covers the following tasks:

- Explore the Trips tab
- Sign into the travel partner site
- Review booked trips in the travel partner site
- Review booked trips in Expenses
- Consolidate bookings
- Create an expense report from a trip

Explore the Trips Tab

To explore the Trips tab, complete these steps:

1. On the Home page, click **Me > Expenses**.
2. In the Travel and Expenses work area, click the **Trips** tab.

   The Trips tab displays details of your booked trips. By default, Expenses creates a name for each trip, but you can change it. You can also see the start and end dates of your trip, the type of reservations booked, and the total amount.

   > **Note:** The Trips tab is visible only when travel is enabled for your business unit.

Sign into the Travel Partner Site

You sign into the travel partner site to book travel or review the previous bookings. This example uses GetThere as the travel partner. To sign into GetThere, complete these steps:

1. In the Trips tab, click **Book Travel**.

   The GetThere travel site opens in a new browser tab.
2. On the GetThere login page, enter your user name and password.
3. Click **Log in**.

Review Booked Trips in the Travel Partner Site

After signing into the travel partner site, you can immediately book travel or review previous bookings.

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To review booked trips in GetThere, complete these tasks:

1. Click the Book Travel tab to book new travel.
2. Click the Manage Trips tab to display previously booked trips.

Review Booked Trips in Expenses

To review booked trips in Expenses, complete these steps:

1. Click the Travel and Expenses browser tab and return to the Trips tab.

   The updated itineraries are displayed in Expenses after your Travel Administrator runs the process to import or validate bookings from the corporate travel partner.
2. After the itineraries are available in Expenses, you can view them in the Trips tab.
3. To review the details of a trip, click the trip.

   The Edit Trip page appears. The itinerary details are the same reservations that were booked in the travel partner site. If you want to make changes to your trip, make them in travel partner site. The updated itinerary is fetched from the travel partner again.

Consolidate Bookings

Employees don't always book their airfare, accommodations, and car rental at the same time. To consolidate separately booked reservations into one, complete these steps:

1. On the Edit Trip page, click **Add Travel Item to Trip**.
2. Select a booking that you want to add to the trip.
3. Repeat Steps 1 and 2 for additional separate bookings.

Create an Expense Report from a Trip

After you take a trip, you can automatically create an expense report from the trip. The trip expense report selects all eligible corporate card transactions within the date range of the trip. If corporate cards aren't used by employees, the trip expense report creates cash expense lines for dates and amounts found in the itinerary.

To create an expense report from a trip, complete this step:

1. On the Edit Trip page, click **Create Report from Trip**.

Submit the Expense Report

On the Create Expense Report page, you can see the expense report that was created from the trip. For each expense, you can see all the details.

1. To indicate that you have read and accept the travel and expense policies, click the **I have read and accept the corporate travel and expense policies** check box.
2. To submit the expense report, click **Submit**.
3. In the Warning message regarding missing receipts, click **Yes**.

   Although you have missing receipts, you can still submit the expense report now and attach or email the missing receipts later.
4. In the Confirmation message, click **OK**.
5. Click **Cancel** to return to the Travel and Expenses work area.

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Now you can see the trip expense report you created.

Automatic Trip Expense Reports

Your company can choose whether to automatically or manually create expense reports from business trips. A business trip is a collection of items that make up an employee's business travel.

For example, a trip may include a travel itinerary and a cash advance. The contents of an automatic trip expense report is based on whether an employee was issued a corporate card or uses cash only. The application automatically creates a trip expense report if the employee selects the application to initiate report creation on the Expenses Preferences page.

If an employee was issued a corporate card, the automatic trip expense report contains corporate card transactions. Expenses attempts to match the travel itinerary reservation with a corporate card transaction.

If an employee doesn't have a corporate card, the automatic trip expense report process creates a report with cash expense items that correspond to each travel reservation item. Other nontravel cash expenses generated by the employee aren't included in this trip expense report.

Generate Trip Expense Reports When Matching Card Transactions Are Unavailable

You can configure the application to allow expense report creation from trips for corporate card employees, even if the corporate card charges from the trip aren't available in Expenses work area.

For example, an employee booked a business trip using a centrally billed card. When the application creates corporate card transactions in Expenses from the feed files, these card transactions of the trip will not be available in the employee's Expenses work area.

You can configure the application to allow expense report creation from trips for these bookings. When you set the value of Enable Report Creation for Users Before Card Charges Appear to Yes, the application creates a trip expense report, even if the corporate card charges from the trip aren't available in the Expenses work area when initiated. The default setting is No.

The application uses available data from the trip and creates the trip expense report. When creating an expense report from the trip, the application checks for any matching card charges for the reservation:

- If there are matching card charges, the application creates an expense report with these card charges. In this case, employees can't update the expense amount.

- If there are no matching card charges, the application creates cash expense lines for the reservation and adds them to the report. The application marks the cash expense lines as prepaid when the reservations are marked as prepaid on the itinerary. Employees can modify the expense data, such as prepaid flag, amounts, and so on, if needed.

To automate expense reports based on trips, the following people perform these setup tasks:

- The system administrator chooses to automate trip expense reports.

- The system administrator chooses to generate trip expense reports even if the matching card transaction data isn't available for the corporate card users in the Expenses work area.

- Each employee selects the timing of the automatic trip expense reports.

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Allow Automatic Trip Expense Reports

If your company chooses to automate expense reports from trips, your implementor selects Yes from the Enable Expense Report Automatic Creation choice list in the Processing Options for Expense Report section on the Manage System Options page.

In the Setup and Maintenance work area, use the following to navigate to the Manage System Options page:

- Offering: Financials

- Functional Area: Expenses

- Task: Manage Expenses System Options

Allow to Create Trip Expense Reports When Matching Card Transactions Are Unavailable

To create expense reports from trips for corporate card employees, even if the card charges from the trip aren't available in Expenses, complete these steps:

1. Sign in as an Application Implementation Consultant.
2. In the **Setup and Maintenance** work area, use the following:

   - Offering: **Financials**
   - Functional Area: **Expenses**
   - Task: **Manage Expenses System Options**

3. On the **Manage Expenses System Options** page, in the **Processing Options for Expense Report** section, set **Enable Report Creation for Users Before Card Charges Appear** to **Yes**.

   > **Note:** You can set the value of **Enable Report Creation for Users Before Card Charges Appear** to **Yes** only when the **Enable Automatic Travel Expense Report Creation** is set to **Yes**.

4. Click **Save** or **Save and Close**.

You can enable this at the implementation level on the Manage Expenses System Options page, which applies to all business units. Alternatively, you can enable this for specific business units on the Create/Edit Business Unit window in Corporate Options for Expense Report tab.

Select Timing of Automatic Trip Expense Reports

Once your implementor chooses to automate expense reports from business trips, employees can then select whether they want themselves or Expenses to initiate automatic trip expense reports. Employees specify their preference by selecting an option in the Expense Report Automatically Created from Trip section. Navigation: **User's name choice list > Set Preferences > Expenses Preferences**

The following table describes the timing of the initiation options.

Initiation Option	Description
Employee initiates	Employee selects a trip on the Trips page in the Expenses work area and clicks Create Report from Trip or navigates to the Edit Travel Itinerary page.

Initiation Option	Description
Application initiates upon first expenditure	This option is the default value. The process, Process Trip Expense Report, automatically creates an expense report when the first corporate card transaction related to a trip is uploaded to Expenses. When the process is subsequently run, the expense report is updated with any new corporate card transactions that are related to the trip. If a new expense report is needed, the application creates one. For example, the application generated one expense report, which was submitted for approvals. Any remaining transactions are added to a new trip expense report.
Application initiates upon trip completion	The process, Process Trip Expense Report, automatically creates an expense report when a trip is completed that contains corporate card transactions that are related to the completed trip. When the process is subsequently run, the expense report is updated with any new corporate card transactions that are related to the trip. If a new expense report is needed, the application creates one. For example, the application generated one expense report, which was submitted for approvals. Any remaining transactions are added to a new trip expense report.

Tip: Mobile device users who download corporate card transactions and submit them from their mobile devices are advised to select the Employee initiates option.

Add Filters to Trip Age Filter

Using the View filter you can filter trips by status and trip age. Trip Age filter provides the following default values: Any, Less than 30 days, Less than 60 days, and Less than 90 days. You can add filters to the Trip Age Filter if required.

To add a filter to the Trip Age Filter, perform the following steps.

1. In the **Setup and Maintenance work** area, go to the following:

   - Offering: **Financials**
   - Functional Area: **Expenses**
   - Task: **Manage Travel Policy Lookup Types**

2. On the **Manage Travel Policy Lookup Types** page, in **Search** section, enter ORA_EXM_TRIP_AGE_FILTER in the **Lookup Type** field and click **Search**.
3. In the ORA_EXM_TRIP_AGE_FILTER: Lookup Codes section, click the **New (+)** icon to add lookup codes.
4. In the **Lookup Code** field, enter TRIP_AGE_LESS_THAN_xx, where xx indicates the number of days, for example. TRIP_AGE_LESS_THAN_45, and TRIP_AGE_LESS_THAN_120.
5. In the **Meaning** field, enter the description of the filter.
6. Click **Save** or **Save and Close**.

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9 Mobile Devices

How You Submit an Expense Report from a Mobile Device

Using mobile devices, such as iPhone and iPad, you can create and submit expense reports with both cash and corporate card transactions. Cash transactions include cash, checks, or personal credit cards to pay for business expenses.

If your business unit is enabled to do so, you can select your preferred method of payment using the **Payment Method** option while submitting expense reports on your mobile app. This option is available in the Create section of the Submit Report screen.

While adding or modifying expenses on your mobile app, use the **Template** field on the Add Expense or Edit Expense screen to select or change the expense template. This field lists all the templates available for your business unit. By default, it displays the last used expense template. However, if you're adding an expense for the first time, the default value is the expense template defined for your business unit.

You can upload receipts in PDF format or images from your mobile device when you submit the expense report. You can also preview the attached PDF file before you submit the expense report. For example, you receive PDF receipts for airfare, hotel, and car rental for a business trip. You can upload the PDF receipts from the mobile device instead of taking a screen capture and uploading the receipts.

> **Note:** If you lost your receipts or don't have them readily available, you can submit the expense report without receipts. You can do this only if your company policy permits you to submit expense without receipts. While submitting an expense, select the Receipt Missing check box and enter a reason for not attaching the receipts in the Justification field. You can attach or email the missing receipts later.

When you submit an expense report from the mobile device, you might observe the following:

- The Submit Expense screen doesn't display the expense items with missing information or error.
- If you submit an expense report and if it fails any validations, then the expense report is Saved as a draft in the web application.

When you submit your expenses from the mobile application, and if all validations pass, the expense report gets submitted successfully. If you submit an expense report with missing or invalid information, the Expenses web application saves the report with a Saved status.

You can use the Expenses mobile application to withdraw an expense report that's been previously submitted, edit it and resubmit it. You can also edit and resubmit an expense report that's been rejected by approvers or returned by auditors. See the "Withdraw, Edit, and Resubmit Expense Reports" section in this topic for more information.

Expense Items with Missing Information

The Submit Expenses screen displays only the expense items without errors or missing information. The following could be one of the reasons why you don't see an expense in the Submit Expenses screen:

- Expenses without descriptions as required by the applicable business unit

- Expenses without justifications

- Expenses without project and task information as required for a project user.

You must provide the missing information to clear these errors.

> **Tip:** You can upload the expenses with errors or missing information to the Expenses web application without providing the missing information.

Expense Report with a Status of Saved

If you submit an expense report from a mobile device with invalid or missing information, the Expenses web-based application saves the report with a status of Saved in the following conditions:

- Expense report violates a policy that is over the allowed limit and company policy prevents submission of a report if a policy violation occurs.

- Expense type requires itemization.

- Expense type selected for the expense is not applicable for the date selected.

- Company policy prevents submission of the expense report if you don't attach the required receipts in image format.

- Cost center for one or more expenses doesn't exist in the Expenses web-based application, and will not create the cost center account automatically.

- Project assigned to Expenses is invalid.

- Required descriptive flexfield for expense items is missing.

- Required tax fields for expense items are missing.

- Required category-specific fields for expense items are missing.

Withdraw, Edit, and Resubmit Expense Reports

To withdraw an expense report that's been previously submitted:

1. Click **History** on the Home screen of your mobile Expenses application, and then select the expense report that you want to withdraw.
2. On the View Report screen of your selected expenses report, click **Withdraw**.

   > **Note:** The **Withdraw** option appears only for expense reports that have been submitted but whose status have not yet reached "Ready for Payment Processing" (which means they have not yet been approved by an expense auditor). It also doesn't appear on expense reports that have already been withdrawn.

3. Click **Yes** on the warning message that appears to confirm your withdrawal.

   The report now appears with a Withdrawn status on the Submitted Reports screen.
4. To resubmit a report that's been withdrawn, select it, and click **Resubmit**.

To edit an expense report that was returned or rejected:

1. Click **History** on the Home screen of your mobile Expenses application and select the rejected or returned report.
2. Click **Edit**.
3. Make your necessary changes and click **Resubmit**.

How You Capture Attendee Information for Expenses from a Mobile Device

You can add employee and nonemployee attendee details using the below options in the Expenses mobile application:

- Add from calendar events
- Add from mobile contacts
- Add manually

Add attendees from calendar events

Employees can add attendees to an expense from a calendar event on their mobile devices. The mobile application displays the list of all attendees from the calendar event and employees can choose the attendees to add from this list. The application categorizes these attendees as employee or nonemployee based on their email address, and will allow to add to expense only the category of attendees that is defined in the policy. For example, if you define the policy to include only employee attendees then the application excludes the nonemployee attendees from the expense.

Add attendees from mobile contacts

Employees can add attendees to an expense from your mobile contacts. The application will categorize the attendees based on their email address and adds only the allowed category of attendees to the expenses. If the application identifies a contact as an employee attendee, it matches the contacts' name against the employee record and updates the attendee list with the name on the record.

Add attendees manually

Employees can add attendees manually to expenses. To add an employee attendee, search for the employees using their first name, last name, or email address, and add from the search results. The application alerts when employee attendees are missing if the policy mandates employee attendees. Similarly, the application alerts when a nonemployee is added if the policy mandates only employee attendees.

To add nonemployee attendee, provide the attendee details such as first name, last name, company, email, and phone number.

After adding attendees, employees can distribute the expense amount between the attendees manually or select the check box to split the amount equally among all the attendees. The application displays an error if the distributed amount is not equal to the total expense.

How You Add Project Expenditure Organization to Expense from a Mobile Device

You can select the project expenditure organization in the Expenses mobile application for project-related expenses to ensure that it's charged to the right organization.

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sIf you do not add a project expenditure organization for an expense when the policy mandates it then the application will not allow you to submit the expense.

To capture the project expenditure organization, navigate to the Add Mileage page from the Add Expense page, select the project-related expense, and select a relevant expenditure organization in the project expenditure organization field.

How You Match Mobile Device Expenses to Online Corporate Card Expenses

Oracle Fusion Expenses provides you with the convenience of using mobile devices to create expense items on the fly. You can use the Expenses mobile application to track all your business expenses, including corporate card transactions.

You can download corporate card transactions to your mobile device, review and edit the expense details, and tag corporate card transactions as personal. When you upload expenses in an expense report to the web-based application, any resulting duplicate expenses must be reconciled.

To eliminate duplicate expenses, the web-based application automatically finds potential matches between your uploaded expenses and your corporate card transactions. The web-based application handles matches in the Expense Items section of the work area in different ways, depending on whether the match is a:

- One-to-one automatic match
- One-to-many manual match
- One-to-one or one-to-many manual match

One-to-One Automatic Match

When the web-based application identifies a one-to-one match between a mobile device expense and a card expense, it automatically merges the two lines into one. The web-based application alerts you to a match by displaying a **Match** icon, which displays as double pages, on the merged line.

To review the automatic match identified by the web-based application, click the **Match** icon in the Expense Items section of the work area. The **Matched Expense Items** dialog box appears. If a match exists, you take no further action.

If you think the potential match identified by the web-based application isn't a match, click the **Delete** icon. Both the mobile device expense and the corporate card expense return to the Expense Items section of the Expenses work area as two separate expenses.

One-to-Many Manual Match

When the web-based application identifies a one-to-many potential match, a **Potential Match** icon appears. This occurs, whether it's a single corporate card expense versus multiple mobile device expenses or a single mobile device expense versus multiple corporate card expenses. The icon displays as an exclamation point on the single expense. For example, if a one-to-many match exists between one card expense and two mobile expenses, the web-based application displays the **Potential Match** on the card expense.

For the one-to-many potential match, the web-based application doesn't automatically merge expense lines. Instead, you must manually identify the correct match.

To manually review potential matches, click the **Potential Match** icon. To identify the correct match, visually compare the following fields for the single expense against the same fields for the multiple expenses:

- Expense Type

- Date

- Amount

- Merchant

- Location

- Description

If you think a potential match is a duplicate, select the applicable expense, and delete it. You may select one or multiple expenses to delete.

Note: You can delete only mobile cash expenses. You can't delete corporate card expenses.

After you determine the correct match, select the applicable expense, and click the **Match** button.

Note: You can select only one expense from multiple potential matches as a valid match. Remaining expenses return to the Expense Items section of the work area as separate expenses.

One-to-One or One-to-Many Manual Match

After adding expenses to a report, the web-based application may identify one or more expenses as a one-to-one match or as a one-to-many potential match. For either case, you must manually match the expenses.

The web-based application doesn't automatically match expenses that already exist in an expense report.

Tip: If you download corporate card transactions to a mobile device, similar matching capability exists on the device.

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10 Expense Assistant

Overview of Expense Assistant

The Oracle Expense Assistant is a skill within the Oracle Fusion Applications Digital Assistant that lets you create and manage your expenses using a conversational experience.

It uses conversational channels such as native SMS, Slack, or Microsoft Teams on your mobile device to guide you through common expense tasks. As you interact with the assistant, it directly communicates with the Oracle Expenses web application to perform the tasks.

Here are the different expense tasks that you can perform using the Expense Assistant:

- Creating an expense and submitting it for manager approval
- Modifying an expense
- Checking the status of expense reports

You can also capture the number of attendees in the meals and entertainment expenses that exceed the limit specified by the company policy. Auditors can view the cost per attendee when auditing the expense.

You can sign into the Expenses web application to review the results of tasks that you performed with the help of the Expense Assistant, or to perform interactions that are more detailed.

Before You Start

Here are some things to note before you start using Oracle Expense Assistant:

- Supported languages: English
- Supported channels: SMS
- Intended user: Company employee
- Required privileges: An active employee with privileges to create expenses
- Security: You are authenticated using your single sign-on (SSO) credentials before you get access to the expense skill. Before you create an expense, you receive a one-time personal identification number (PIN) to ensure data security and prevent spoofing on the SMS channel.

Get Started with the Expense Assistant

You can start using the Expense Assistant by sending a message to the SMS phone number that was provided by your company. If you're not sure how to start, you can begin with a generic greeting or ask for help.

Here are some sample phrases you can use:

- Hi
- Hello

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- Hey

- Get started

- Help

- What can you do?

- What can I do?

Signing In and Authorization

You must be signed into Oracle Fusion Applications to begin an interaction with the Expense Assistant. If you aren't, the conversation prompts you to sign in. After you sign in using your single sign-on (SSO), you will be guided through a two-factor authentication process. Then return to the Expense Assistant to get started. The security authentication process occurs once a week, but will be maintained if you use the Assistant more frequently.

Here's a screenshot of a sample conversation where SSO is required.
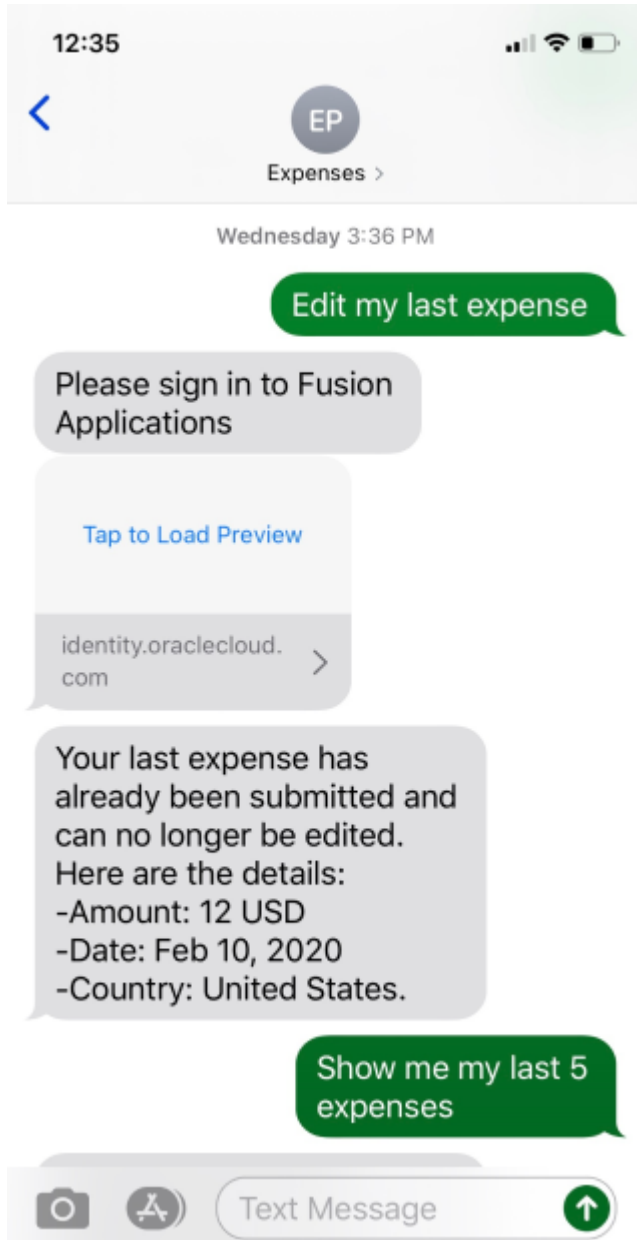
Create Expenses

You can request Oracle Expense Assistant to create an expense for you. Just upload an expense receipt, which the Expense Assistant processes and submits to your manager as an expense report.

Here are the different ways in which you can create an expense:

- Create an expense with a receipt
- Create an expense using text details

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Create an Expense with a Receipt

If you have the receipt of your expense, it's a good idea to create the expense by uploading the receipt using the Expense Assistant. The Assistant analyzes the receipt, extracts the relevant data, and populates the important fields for you. Follow along as the Assistant guides you through the process. Ensure that you verify the details that the Assistant records.

- Upload the receipt in image format such as .png or .jpg. Receipt in PDF format isn't supported.

- If the Assistant can't read detail on the receipt, it prompts you to fill in the information.

- Review the extracted details including the date and amount before proceeding with the next steps.

- Occasionally, the Assistant prompts you to provide additional details after it saves a draft of the expense for specific types of expenses depending on the setup of your company.

Here's a screenshot of how you create an expense with a receipt.

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Create an Expense Using Text Details

If you don't have a receipt or your company doesn't require you to submit receipts for a specific expense, then you can create the expense by providing expense details through text.

> **CAUTION:** If your company requires a receipt for the expense and you don't have one, you may be asked to provide an explanation for its absence. In some cases, your expense may be rejected even when accompanied by an explanation. It's best to work with the supplier and get the required receipts. If you obtain a copy of the receipt later, you can attach it to your expense using the Expenses web application.

Provide Expense Details

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Here are some guidelines and examples for creating an expense using text details:

- Describe your expense to the Assistant by stating your intent followed by the expense details, such as expense type, amount, date, merchant, payment method, and purpose. Here are some examples:

  - Create $30 expense for coffee at Green Cafe today with new hire

  - Start a $40 meal expense at Big BBQ on January 15 with ACME sales customer

  - Coffee for $10 yesterday, paid in cash

- Include the expense type in your description. For example, the expense type could be meals, lodging, taxi, parking, entertainment, gas, airfare, and so on.

- Feel free to use common synonyms in your descriptions. For example, you can use cab, Uber, Lyft, or shuttle as synonyms for the Taxi and other Transportation expense type.

- Provide the total amount that includes tips. Also, mention the currency.

- Specify the payment method for the expense as personal funds or corporate card. If you don't specify the payment method, uses your default payment method to create the expense. If you have corporate card, Expense Assistant considers corporate card payment as the default payment method. Otherwise for users who don't have a corporate card on file, it considers cash as the default payment method.

- Additional information in your statement helps the Assistant understand your intent. It's included as the expense description. Over time, the Assistant will be able to parse more and more details from your intent expressions.

- In some cases, the expense description might be useful or even required by your company. So, it's good practice to provide additional information for expense description. Here is an example:

  - Lunch today for 3 government employees from City of Fremont during sales meeting

- The Assistant may not always extract the details correctly on the first try, but you can provide the details when the Assistant asks you follow up questions.

Here is a screenshot that shows how you create an expense with a receipt using text details.
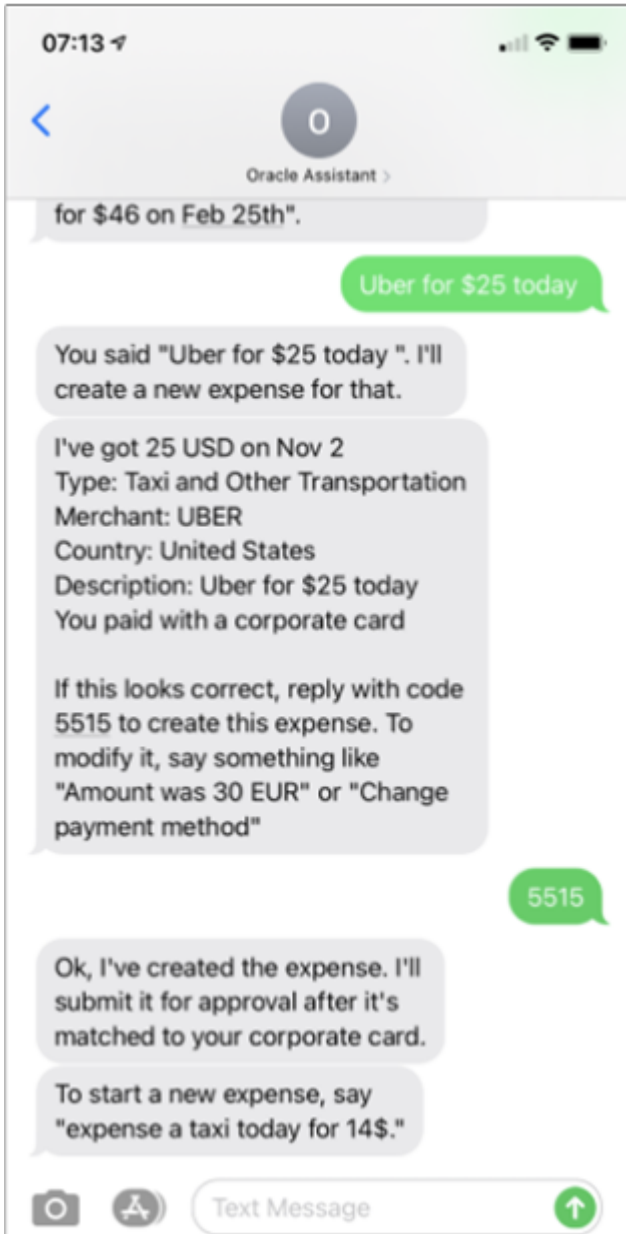
Provide Mileage Expense Details

Using Expense Assistant, you can create mileage expenses to claim reimbursement for expenses incurred when you use your personal vehicles for business activities. Here are some sample phrases you can use to create a mileage expense:

- Add 250 km mileage expense for a meeting with customer
- I drove 25 miles round trip for my meeting
- Expense travel back home

Expense Assistant requires information such as distance, distance unit, start location, end location, date, and country to create a mileage expense. In case you didn't provide these information, Expense Assistant asks follow up questions to get these details. The application always considers a mileage expense as a personal expense.

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Enter the Security Code

Before creating the expense, Expense Assistant asks you to review the details for accuracy and enter a unique four-digit security code. It's advisable that you make all the required changes to your expense before you enter the code.

If there are errors or missing information, the Assistant may ask for additional expense details to be provided using Expense Assistant or the Expenses web application. For example, after entering the security code, the Assistant may ask you whether a meal or entertainment expense was for employees, public sector, or private sector individuals.

Handling Receipts

You may receive different types of receipts for your expense. Here are some guidelines on how to upload the different types of expense receipts:

Type of Receipt	How to Upload
Paper receipts	- Use your phone's camera to take a picture of a paper receipt and upload it to the Expense Assistant. - Try to take clear pictures on a flat background in even lighting, with few or no creases in the paper. - Details for a handwritten receipts might not be extracted properly. However, do upload them and type the expense details in the Assistant.
PDF or email receipts	- Take a screenshot of PDF or emailed receipts using your phone's screenshot feature and upload them as an image attachment in SMS. If your PDF receipt is longer than one page, use the Expenses web application to upload it. - If you receive email receipts and electronic receipts processing is enabled for your organization, forward the email with the receipt using your work email account to the expenses email address provided to you. An expense is created based on the email receipt. You can see the expense in the Expenses web application.

Here are some important tips for managing your expense receipts:

- If you have multiple receipts for the same expense, upload only one to the Expense Assistant. However, provide the correct total amount in the Assistant. Use the Expenses web application to upload the other receipts associated with the expense. For example, if you have an itemized receipt and the credit card receipt for the same meal expense, upload only one of them to the Assistant. You can add the second receipt using the Expenses web application.

- If you upload an incorrect receipt, you can cancel it at the Assistant's next prompt.

- Don't upload duplicate receipts for an expense.

- Start entering a new expense item or upload another receipt only after the previous expense item is completed. Note that an expense is complete after you enter the unique security code, and the Expense Assistant informs you that the expense will be automatically submitted for approval or directs you to the Expenses web application to provide additional details.

- Sometimes, Uber and some other merchants may bill your corporate card separately for the ride and the tip you gave the driver, even though you may have received only one receipt after your ride. In such a case, enter the combined total in the Assistant and upload the final receipt that you received. If there's a mismatch between the amount of your expense and the charges to your corporate card, you will be notified.

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- In case of receipts with handwritten tips, the Assistant extracts the machine-printed amount but doesn't include the handwritten tip in the total. In such a case, you can:

    - Enter the total amount of expense in the Assistant even if it records a lesser amount when it reads the receipt.

        > **Note:** If you're using personal funds and expect reimbursement, then it's especially important to enter the full amount of the expense in the Assistant. This is because corporate card charges aren't available with application to match the expenses.

    - If you didn't correct the amount, don't worry; you don't need to edit the total in the Expense Assistant to make it match the corporate card charge. If you have a handwritten tip for service, the application allows up to 20% more than the printed records on your receipt while matching the expense to the corresponding corporate card charge.

Duplicate Expenses

When the Assistant finds that the expense under creation is a duplicate, it notifies you and lets you resolve the duplicate.

The duplicate detection algorithm determines whether two expenses are duplicates of each other based on the expense field such as amount, date, currency, expense type, merchant and so on. It notifies you to take an action. The duplicate detection also considers the values on a receipt to identify duplicate expenses created with the same receipt. This notification appears in two ways:

- When you enter all the details while creating a new expense, the duplicate detection algorithm runs when you save the expense. It notifies you with a warning message that the expense under creation is a duplicate of an existing expense. You can take one of the following actions:

    - Delete the current expense.

    - Continue expense creation it if it isn't actually a duplicate.

- When you create two duplicate expenses from sources other than the Expenses web application (such as email forwarding or Digital Assistant), they're marked as duplicates on the Expenses web application. You get a notification in the form of a banner on the work area.

How Expenses are Created and Submitted

After you review the extracted expense details and enter the four-digit code to confirm expense creation, the Assistant creates the expense and makes it ready for submission if all the details are fine.

You get a message confirming by when the expense will be submitted.

Here's a screenshot of how the Assistant confirms creation of an expense.

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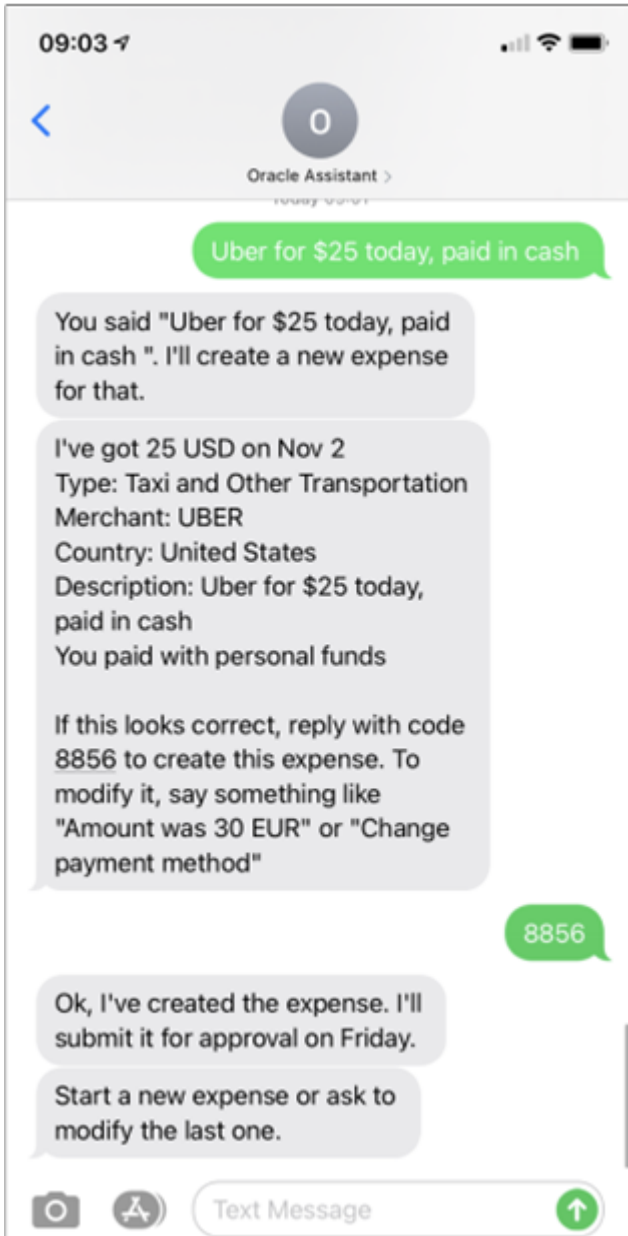
Now, you can't delete the expense in the Assistant, but you can still modify it. To delete such an expense, you need to use the Expenses web application.

Matching an Expense with Corporate Card Charges

If you've paid for an expense using your personal funds, then the expense is ready to be submitted for approval and further processing soon after it's created. Generally, Expense Assistant informs you about the date when the expense will be submitted.

For expenses paid using corporate cards, the application first tries to match the expense to the existing credit card charge data received from the corporate card company. Here are possible outcomes of the matching process:

- If the application finds an exact match, Expense Assistant informs you about the match and date when the expense will be submitted.

- If the application finds a potential match, Expense Assistant informs you about the potential corporate card charge match and waits for your confirmation.
  - If you confirm the potential match, the application merges the expenses and makes it ready for submission. Expense Assistant informs you about the date when the expense will be submitted.
  - If you reject the potential match, the application creates the expense but it can't be submitted. The application waits for new credit card charge data from the corporate card company. Expense Assistant updates the Expenses web application with the automatic submission date when a matching corporate card charge for the expense is found.

- If the application finds several potential matches, the expense is created but it can't be submitted. Expense Assistant informs you about the several corporate card charges that could match the expense. In this case, you must resolve the match using the Expenses web application.

- If the application can't find a matching corporate card charge, it creates the expense but the expense can't be submitted. Expense Assistant informs you that the expense can be submitted after it matches a corporate card charge.

Automatic Submission of Expenses

After an expense item is created in Expense Assistant, it needs to be submitted for approval and further processing. If your administrator has enabled automatic submission of expenses, then at periodic intervals, expenses that are ready for submission are automatically submitted for approval as part of an expense report.

For corporate card expenses, the application looks for a matching corporate card charge. If the match is found, the application merges the expense and makes the expense ready for submission. If the application doesn't find a matching corporate card charge, it waits for a match indefinitely. In some cases, the application may match a corporate card charge to multiple expenses and sometimes it's the other way around. In such cases, you must resolve the match using the Expenses web application.

If you don't have a corporate card, these are the expense items that are eligible for automatic submission:

- Expense items that were created using the digital assistant.

- Expense items with no missing information.

- Expense items that have required receipts.

- Expense items that have justification for policy violations.

If you have a corporate card, these are the expense items that are eligible for automatic submission:

- Expense items that were created using the digital assistant and corporate card wasn't used. Instead, payment was made using personal funds.

- Expense items that were created using the digital assistant and exactly matched to corporate card charges.

- Tip charges on corporate card from merchants, such as Uber and Lyft, where a receipt was sent for the base fare.

Here are the expense items created from Expense Assistant that aren't eligible for automatic submission:

- Expense items with missing information.

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- An expense item without an exact match or requires match confirmation.

- An expense item that matches multiple corporate card charges.

- A corporate card charge that matches with multiple expenses.

- Expenses that violate company policies.

To make these expense items eligible for automatic submission, you may have to resolve the issues using the Expenses web application.

After your expenses are submitted automatically, you receive an email informing you about the submission. If you want to withdraw the submission of expenses, you can do that directly from the email.

Manual Submission of Expense Reports from Expense Assistant

There may be instances when you may want to submit multiple expenses together in a single report. In such as case, you can choose to submit your expenses manually from the Expense Assistant. However, if automatic submission of expenses is enabled, you must first turn off the automatic submission by using conversations. Here are some examples of phrases you can use to turn off the automatic submission of expenses:

- Manual submit

- Let me decide when to submit
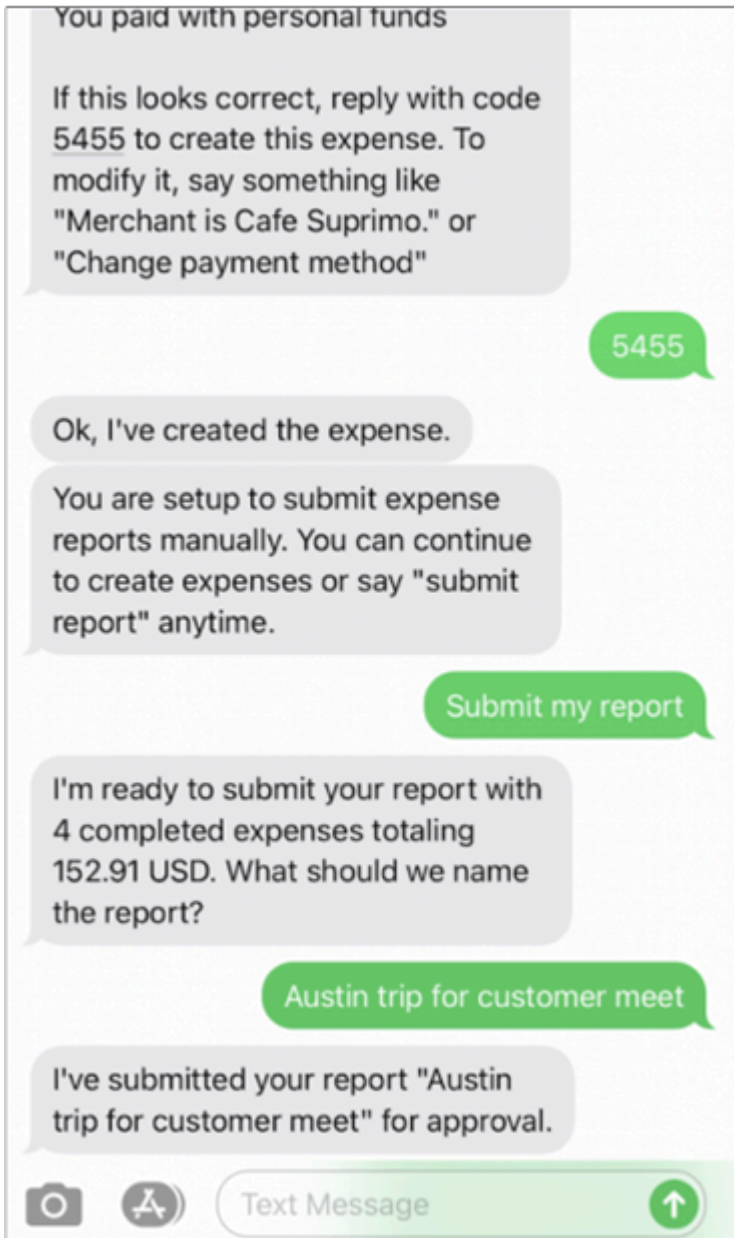
- Don't submit yet

- Stop auto submit

After the automatic submission is turned off and all your required expenses are ready for submission, you can submit expense reports using phrases such as:

- Submit expense

- Submit my report

Expense Assistant identifies all expenses that are ready for submission, tells you the total number of expenses and amount. It also asks you to provide a name for the expense report. If you provide a report name, the Assistant submits the report. If you're not sure of the report name, you can let the Assistant assign a name and submit the report. Here are examples of phrases you use to let Expense Assistant assign a name and submit the report:

- I don't have a name

- I don't care

Here is a screenshot that shows how you can submit an expense report manually.

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You paid with personal funds

If this looks correct, reply with code
5455 to create this expense. To
modify it, say something like
"Merchant is Cafe Suprimo." or
"Change payment method"

5455

Ok, I've created the expense.

You are setup to submit expense
reports manually. You can continue
to create expenses or say "submit
report" anytime.

Submit my report

I'm ready to submit your report with
4 completed expenses totaling
152.91 USD. What should we name
the report?

Austin trip for customer meet

I've submitted your report "Austin
trip for customer meet" for approval.

Text Message

To cancel a manual expense report submission that's in progress, enter a phrase such as "Cancel".

After the manual expense report submission is complete, you can easily turn on the automatic submission again by using these phrases:

- Turn on auto submit
- Auto Submit
- Submit for me
- Switch to auto

Note: In addition to submitting expenses from Expense Assistant, you can manually submit all expenses from the Expenses web application.

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Modify an Expense

You can modify an expense you created by providing the required details. You can use the Expense Assistant to modify only those expenses that you created by the Expense Assistant.

If you created the expense in the Expenses web application, you can modify it only in the Expenses web application. You can modify the amount, date, merchant, description, or type of expense.

Here's the list of sample phrases you can use to modify an expense:

- Modify the date to yesterday

- Change the amount to $65

- Edit the merchant name to Big BBQ

- Update the expense type to entertainment

- The mileage distance was 35 miles

- Paid my last expense using a corporate card

When can You Modify an Expense

You can modify an expense using the Expense Assistant only if it's not yet submitted.

Here are the two stages where you can modify an expense before it's completed

- After the Assistant extracts relevant details from your description or the uploaded receipt, it summarizes the details and prompts you to verify their correctness. You can make the required changes at this stage. At this

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point, you haven't entered the security code provided by the Assistant to create the expense. Here's a sample screenshot of how you modify an expense before you enter the security code.
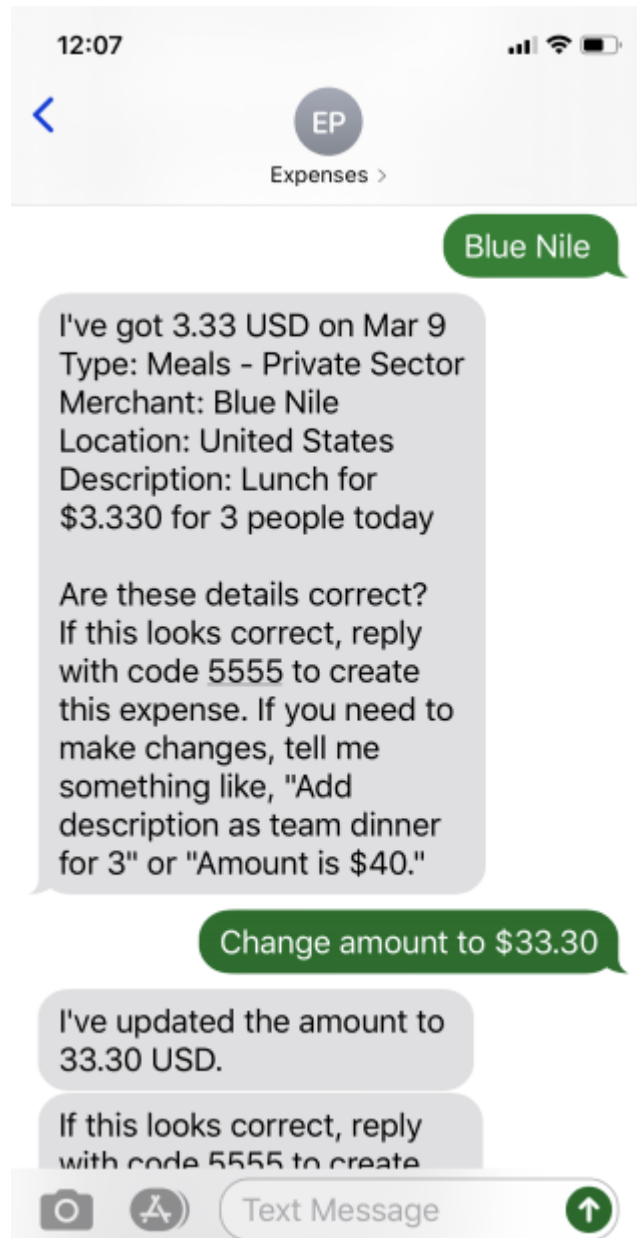
Note: You are always asked to enter a unique 4-digit code to save an expense.

- After you enter the security code to create an expense, you receive a message informing when the expense will be submitted. You can make the required changes at this stage as well. Here's a sample screenshot of how you modify an expense after you have entered the security code.
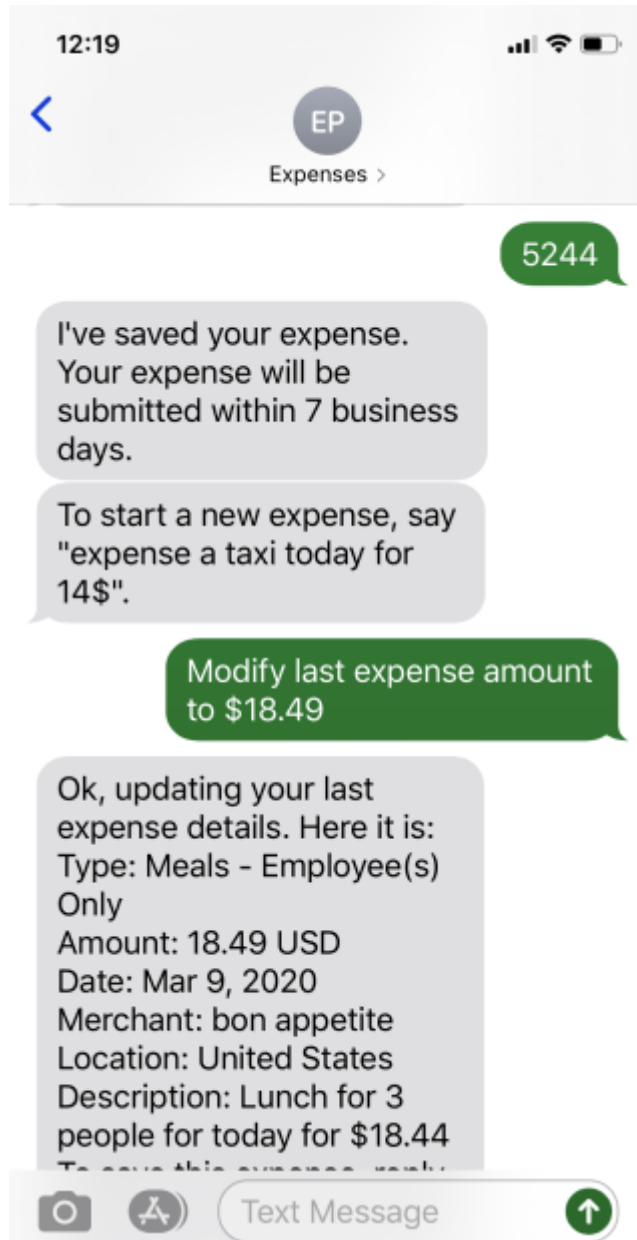
After the expense is saved, you can edit it, but you can't delete it from the Assistant. To delete or cancel submission of a saved expense, you need to go to the Expenses web application.
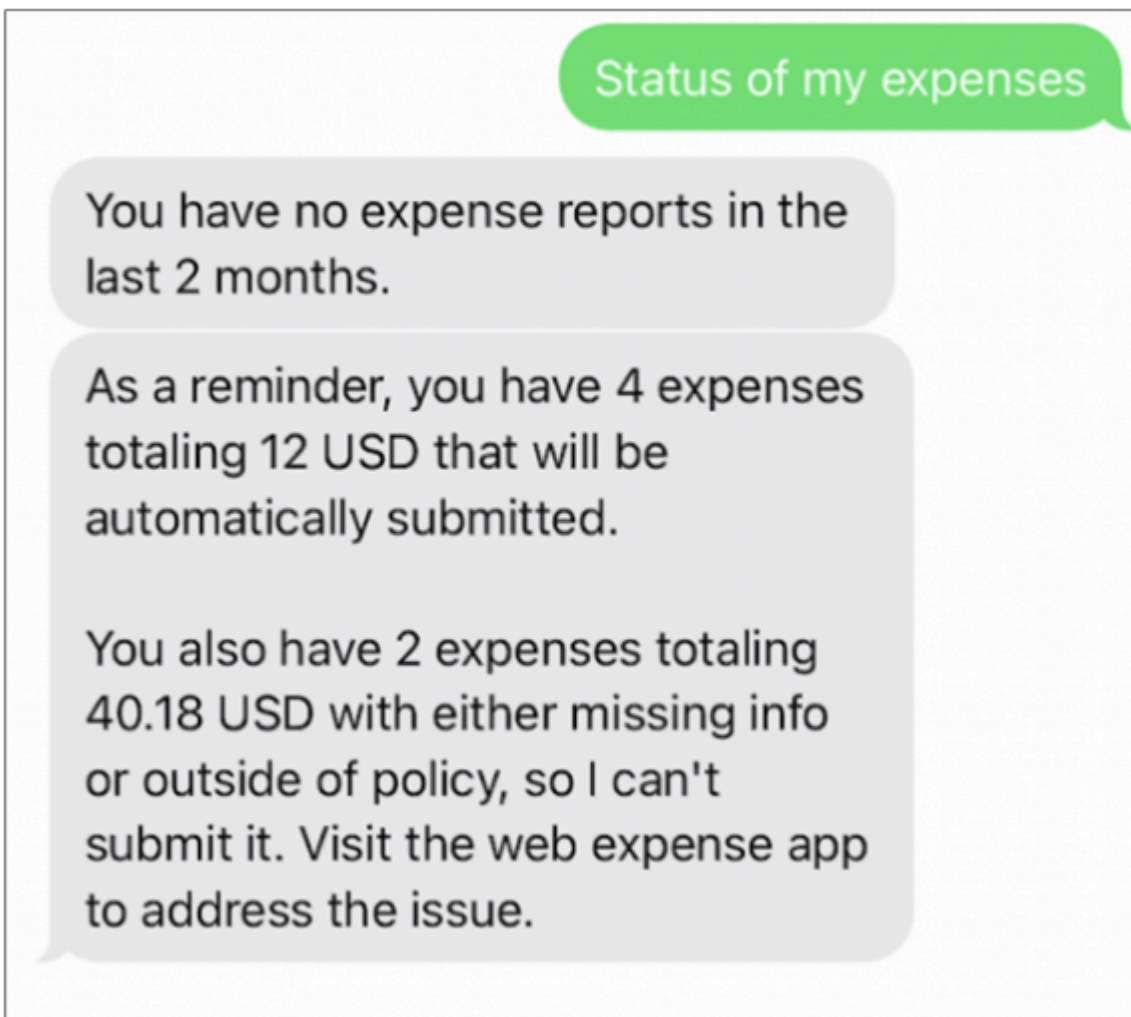
Check the Status of an Expense Item or Report

You can check the status of an expense item or expense report that you created earlier.

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Here are some sample phrases you can use:

- Show me the status of my expense reports.
- Have my last reports been paid?
- Did my manager approve my recent expense reports?
- What is the current status of my expense reports?
- Status of my expenses
- Where is my last expense report

Here's an image of how you can check status of your expenses.

A status request shows the status of up to five reports from the past two months. The status of the most recent report appears first. You can see the status of expense reports as paid or pending approval. You're also notified if an expense item has issues that you must address in the Expenses web application. For example, if an expense is missing a receipt or the expense amount isn't matching the corresponding corporate credit card item, you're notified to resolve the issue using the Expenses web application.

The Expense Assistant responds with a list of pending expense reports, the total number of expenses that are ready for submission and the total amount, and the total number of expenses that require attention and correction. If required,

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you can ask for detailed information. The Expense Assistant groups expenses that require your attention into these categories:

- Missing information or expense is outside of policy

- Pending match to a corporate card charge

- Potential duplicate

- Charges that must be manually submitted

To process such expenses, you must resolve the issues using the Expenses web application.

FAQs for Expense Assistant

What languages does Expense Assistant Support?

Expense Assistant supports only English language.

Do I need to download an app to use Expense Assistant?

There's no app to download Expense Assistant. It operates on your phone's SMS text channel.

How can I create an expense report myself in Expense Assistant?

You can't create an expense report in Expense Assistant. Expenses created in the Assistant are automatically rolled up into an expense report and submitted to your manager. This process occurs few times a week.

You can't specify a named report or assign an expense to a specific report using Expense Assistant.

However, before the expense is automatically submitted to your manager, you can use the Expenses web application to create a named expense report or add the expense to an existing report. In this case, you must submit the expense report to your manager for approval. The application doesn't automatically submit such reports.

How can I enable Microsoft Teams for the Expenses Digital Assistant?

To enable Microsoft Teams for Expenses Digital Assistant, you need to create a Microsoft bot using either App Studio, Azure Bot Service, or Microsoft Bot Framework.

See the Microsoft Teams section in the Using Oracle Digital Assistant guide for more information.

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# Where can I get the phone number to use for Expense Assistant?

Your organization's administrator provides you the phone number for Expense Assistant.

How can I get help to complete tasks in Expense Assistant?

When you start your conversation with Expense Assistant, you can use phrases, such as Help or What can you do?. You receive a list of tasks that the Assistant can do for you.

Similarly, when you perform an expense task in Expense Assistant, you can get helpful tips if you use phrases, such as Tips, Show me some tips, or Do you have tips?

Here are the screenshots for list of tasks that Assistant can do and tips that Assistant displays.
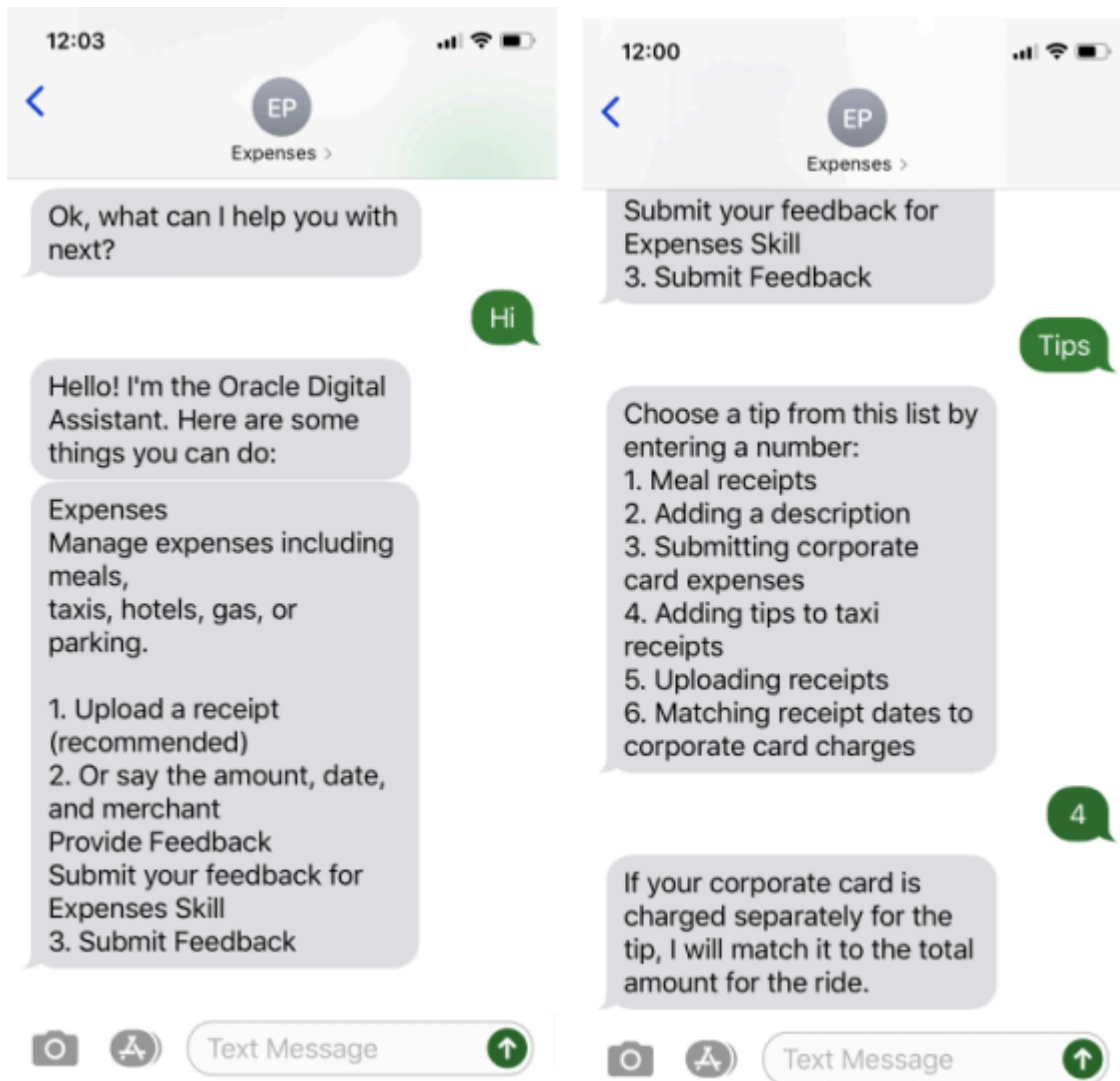
How can I approve expense reports in Expense Assistant?

You can't approve expense reports in Expense Assistant. But you can create or edit expenses. You can also check the status of your expenses using the Expense Assistant.

How can I select an option from a list in Expense Assistant?

To select an option from a numbered list, enter the number of your choice. For example, 1, 2, 3, and so on. The Assistant may not recognize a textual reply or spelled out item numbers, such as one, two, or three.

Here's how you can select an option from the list in Expense Assistant.

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Choose a tip from this list by entering a number:
1. Meal receipts
2. Adding a description
3. Submitting corporate card expenses
4. Adding tips to taxi receipts
5. Uploading receipts
6. Matching receipt dates to corporate card charges

(509) 309-0515 · 10:39 AM

2   R

11:06 AM

You can add a description to any expense by either telling me in your initial message to create the expense, or when you send me your receipt.

(509) 309-0515 · 11:06 AM

Can I use symbols and emojis in my conversations with Expense Assistant?

It's advisable not to use emojis or the quick reply bubbles that your SMS application may offer, when Expense Assistant prompts you with a question or replies to you.

What can I do if my handwritten tip didn't show up in the receipt total while creating an expense?

Sometimes, the optical scanner picks up the printed amount from your meal or taxi receipt, but it doesn't include your handwritten tip in the total.

If you used a corporate credit card for the expense, you don't need to correct the amount that Expense Assistant captured. Expense Assistant will accommodate a tip for up to 20% more than the printed records on your receipt.

If you paid with your personal card, you must ensure the expense total you entered in Expense Assistant includes the tip.

Can I email electronic receipts directly to Expense Assistant?

If your company administrator has provisioned an email address for Expense Assistant, you can forward the email with the receipt to that email address. An expense item is created and you can view it in the Expenses web application.

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Can I upload multiple receipts and create several expenses at once?

No, you must upload only one receipt at a time. Wait until the processing is completed for the expense that you're working on and the Assistant notifies you that the expense will be submitted for approval within seven business days.

Then, you can upload another receipt to create a new expense.

When will my expense be sent to my manager for approval?

If automatic submission of expenses is enabled, you will know the expense is complete and prepared for submission to your manager when the Expense Assistant tells you that the expense will be automatically submitted to your manager.

If expense details are complete and the expense is ready for submission, the application also provides the automatic submission date.

If you paid for an expense with personal funds or don't have a corporate card, the application submits the expense in the next scheduled auto submit run. Auto submit runs are set up by your Expense Assistant's administrator and the frequency of these auto submit runs is communicated to you..

If you used your corporate card to pay for an expense, the application waits to receive the credit card charge data from the corporate card provider. Then, it matches your filed expense with the charge record. By default, the application pays matched charges to the corporate credit card provider. However, if the corporate card charges aren't received or they don't match your expense, the application keeps waiting indefinitely to find the corporate card match. In such a case, you can submit the expense from the Expenses web application.

If you have disabled automatic submission, the application waits for you to submit your expenses manually through the Expense Assistant or the Expenses web application.

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11 Troubleshoot

Fix Expense Account Issues

Employees sometimes see this error in the Expenses work area:

```
You're missing a valid expense account for an expense item. Please remove the item to continue with the expense
report and contact your help desk. (EXM-630424)
```

```
Share this info with your help desk: In the Settings and Actions menu, use the Run Diagnostic Tests option to
search for and run the Expense Distribution Diagnostics test to review the expense account combinations.
```

To fix this error, you must be assigned a role to run diagnostic tests, such as the predefined Application Diagnostics Administrator job role. You need to run the Expense Distribution Diagnostics test, review issues with the expense account setup, and take corrective action.

Here's how to run the diagnostics test:

1. In the Settings and Actions menu, select **Run Diagnostics Tests**.
2. In the Search for Tests or Search for Tags panes, search for **Expense Distribution Diagnostics**.
3. Select the check box and click **Add to Run**.
4. In the Input Status column, click the check box icon to supply or edit input parameters.
5. In the Input Parameters dialog box, enter a value in the Expense Number parameter and click **OK**.
6. Click **Run**, then **OK**.
7. Click **Refresh** to display the latest status information.
8. In the row for the selected diagnostic test, click the **View Test Results** icon in the Report column.

This table lists the possible test results and the suggested actions:

Test Result	Action

`[ERROR] Assignment <ID>`
`(effective_start_date = <start`
`date>): The 1st record of`
`assignment has NULL set_of_`
`books_id`
 	
Or
 	
`[ERROR] Assignment <ID>`
`(effective_start_date = <start`
`date>): The 1st record of`
`assignment has NULL chart_of_`
`accounts_id`
 	
Or
 	
`[ERROR] Assignment <ID>`
`(effective_start_date = <start`
`date>): The 1st record of`
`assignment has NULL company_seq_`
`num`
 	
Or
	The user is missing setup information. Run the Employment Diagnostic Auto Correct test in Report, Validate, and Commit modes to fix the error:
	
	1. In the Settings and Actions menu, select **Run Diagnostics Tests**.
	2. In the Search for Tests or Search for Tags panes, search for **Employment Diagnostic Auto Correct**.
	3. Select the check box and click **Add to Run**.
	4. In the Input Status column, click the check box icon to supply or edit input parameters.
	5. In the Input Parameters dialog box, leave person number as blank to run the diagnostic test for all employees.
	6. Enter the run mode as Report and click **OK**.
	7. Click **Run**, then **OK**.
	8. Click **Refresh** to display the latest status information.
	9. In the row for the selected diagnostic test, click the **View Test Results** icon in the Report column.
	10. In the displayed report, click the link following Execution ID to display the test output. The incorrect id_flex_num should be displayed.
	11. To correct the error, rerun the **Employment Diagnostic Auto Correct** test in Validate mode.
	12. To commit the modified record, rerun the **Employment Diagnostic Auto Correct** test in Commit mode.

Test Result	Action
[ERROR] Assignment <ID> **(effective_start_date = <start** **date>): The 1st record of** **assignment has NULL cost_center_** **seq_num** Or **[ERROR] Assignment <ID>** **(effective_start_date = <start** **date>): The 1st record of** **assignment has NULL natural_** **account_seq_num**	
[ERROR] Not found any assignment **with expense date <expense date>**	The expense date is outside of the employee assignment dates. The expense report owner will need to update the expense date to fall within the active assignment dates: 1. On the Home page, click **Me > Expenses**. 2. Click the card for the expense report. 3. On the Edit Expense Report page, click the date link for the expense item. 4. Edit the **Date** field to assign a date that falls between the employee's assignment start and end dates. 5. Click **Save and Close**. Things to keep in mind: • If the employee assignment information is incorrect, the employee needs to work with HR to update the assignment dates. For more information on updating dates in HR, see the Using Global Human Resources guide.
[ERROR] Failed to get segments **of employee default account** **identified by <code combination** **id>. Skip overlaying and BSV** **validation.**	The employee's default expense account doesn't match the ledger. Update the employee's record to reassign a default expense account: 1. On the Home page, click **My Client Groups > Person Management**. 2. On the Person Management page, search for and select the employee. 3. In the Assignment section, click **Edit**, then **Correct**. 4. Click **OK**. 5. In the Expenses Information section of the Assignment Details tab, update the default expense account. 6. Click **Save**, then **Save and Close**.
[ERROR] Invalid balancing **segment to** **ledger <ledger ID>** Or **[WARNING] Unexpected exception** **when calling GL API to validate** **BSV. Please check BSV manually.**	The balancing segment value for the default expense account isn't valid for the legal entity associated with the user's business unit. Here are some ways to modify the company segment value: • Correct the default expense account Work with HR to update the employee's record to correct the default expense account: a. On the Home page, click **My Client Groups > Person Management**. b. On the Person Management page, search for and select the employee. c. In the Assignment section, click **Edit**, then **Correct**. d. Click **OK**. e. In the Expenses Information section of the Assignment Details tab, update the default expense account. f. Click **Save**, then **Save and Close**.

Test Result	Action
	• Correct the company segment value
	If the expense isn't imported to Payables, the expense owner can correct the company segment value by modifying expense items:
	a. On the Home page, click **Me > Expenses**.
	b. Click the card for the expense report.
	c. On the Edit Expense Report page, click the date link for the expense item.
	d. Edit the **Account** field to provide the correct company segment value.
	e. Click **Save and Close**.
	Things to keep in mind:
	• To modify the company segment value, the user must have full account or company segment override privileges.

`[ERROR] Failed to create/ validate account <concatenated segments>`
 	
Or
 	
`[ERROR] concat new segment is missing`
 	
Or
 	
`[ERROR] Not able to get CCID. This might be due to: 1. Cross Validation Rules 2. Segment Security 3. Missing CCID from the assignment of expense date`
	The new account code combination ID couldn't be validated. For example, the selected cost center might not be compatible with the selected company. Review the error message details to correct the invalid code combination.
	
	Things to keep in mind:
	
	• You can either select a valid account combination, or work with a General Ledger administrator to update the accounting cross validation rules to allow the desired account combination.

`[ERROR] Expense <ID>: Both start_date and end_date are NULL`	The expense report is missing dates. Update the expense report to add dates to the expense items: **1.** On the Home page, click **Me > Expenses**. **2.** Click the card for the expense report. **3.** Select the expense items that don't have dates. Click **Actions**, then **Edit**. **4.** In the **Date** field, enter a date for the expense item. **5.** Click **Save and Close**.

If your issue isn't listed, contact My Oracle Support for assistance. You'll need to log an SR and attach your diagnostic results.

Related Topics
- Can't run diagnostic tests?
- How Expense Item Accounting Is Derived

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