Oracle Fusion Cloud Financials

Detailed Adoption Guidance: Expenses Agent

Oracle Fusion Cloud Financials
Detailed Adoption Guidance: Expenses Agent

G52941-01

Author: Irene Rodda Curran

Contents

Get Help

There are a number of ways to learn more about your product and interact with Oracle and other users.

Get Help in the Applications

Some application pages have help icons ⓘ to give you access to contextual help. If you don't see any help icons on your page, click your user image or name in the global header and select Show Help Icons. If the page has contextual help, help icons will appear.

Get Training

Increase your knowledge of Oracle Cloud by taking courses at *Oracle University*.

Join Our Community

Use *Cloud Customer Connect* to get information from industry experts at Oracle and in the partner community. You can join forums to connect with other customers, post questions, suggest *ideas* for product enhancements, and watch events.

Share Your Feedback

We welcome your feedback about Oracle Applications user assistance. If you need clarification, find an error, or just want to tell us what you found helpful, we'd like to hear from you.

You can email your feedback to *oracle_fusion_applications_help_ww_grp@oracle.com*.

Thanks for helping us improve our user assistance!

1 Detailed Adoption Guidance: Expenses Agent

About this Guide

This guide explains how you can:

- Understand the purpose and capabilities of Expenses Agent.
- Prepare the prerequisites required before configuring Expenses Agent.
- Enable the Expenses Agent feature for new and existing customers.
- Configure Expenses Agent:
  - Complete the core configuration tasks required to configure the feature.
  - Set up security roles and provide appropriate access to users.
  - Configure optional settings that enhance the functionality of Expenses Agent.
- Enable mobile functionality so users can upload receipts and create expenses.
- Validate by testing automated expense creation.
- Troubleshoot common issues that may occur during adoption.

Overview of Expenses Agent

Expenses Agent provides a modern expenses experience with capabilities such as automated expense creation (for example, from corporate card transactions and e-receipts), configurable autosubmission, optimized mobile experience, and support for scheduled notifications.

The feature uses intelligent document processing to capture receipt data and create expense entries with minimal user interaction.

Employees can charge the expense (with near-real-time notifications for Oracle-partnered cards) and forward the receipt. Expenses Agent then processes the receipt, extracts key details such as merchant name, date, and amount, and creates an expense item that can be added to an expense report.

Using Expenses Agent helps organizations:

- Reduce manual expense entry
- Improve accuracy of captured receipt data
- Accelerate expense submission and processing
- Improve employee productivity

Feature Availability

- **New customers**

For new customers, Expenses Agent is available by default and doesn't require additional opt-in. However, you must still complete the required Expenses configuration before you use the feature.

After enabling Expenses Agent, continue with the remaining setup tasks such as configuration, security provisioning, and validation.

For information about completing the base Expenses setup, see the *Implement Expenses*.

- **Existing customers**

  You must opt in to enable Expenses Agent. You must complete enablement steps first, then configuration, security, and validation.

Related Topics

- Implement Expenses

Before You Start

Before configuring Expenses Agent, ensure that the following prerequisites are completed.

Complete the Expenses Configuration

If your organization is setting up Oracle Expenses for the first time, complete the foundational Expenses configuration before enabling Expenses Agent.

Expenses Agent relies on existing setup components such as:

- Expense business units
- Expense types
- Expense policies
- Expense report templates

Confirm Environment Readiness

Ensure your test or pilot environment is on the expected release and you can access Setup and Maintenance, Security Console, and Scheduled Processes.

Decide Your Rollout Approach

- Phased rollout by Business Unit (BU) is supported. Expenses Agent enablement is performed at the BU level.
- If you want a limited-user pilot, plan to use the pilot controls (profile option and menu render conditions) described in *Validation and Testing*.

Prepare Required Information

- Expense business units that will use Expenses Agent

- Corporate card usage details
- E-receipts configuration (required)
- Users who will participate in pilot testing
- Email addresses for testing notifications

Create Required Roles

Security administrators must configure the roles required to set up and use Expenses Agent.

Oracle recommends creating custom roles rather than assigning delivered roles directly. Creating custom roles allows organizations to control access and align the configuration with internal security policies.

Create custom roles based on the following roles for the configuration:

- Application Implementation Consultant

  Enables opt-in, configures BU enablement, lookups, profile options, DFF deployment, search index job, and optional configurations.

- Security Manager

  Creates and updates roles, enables permission groups, assigns required duty roles, and provisions users.

Related Topics

- Business Units
- Options for Configuring Expense Policies
- Create Roles in the Security Console
- Guidance for Assigning Predefined Roles
- Assign Roles to an Existing User

Core Configuration Steps

Use this section as your checklist to turn on Expenses Agent end-to-end, from feature enablement, to Business Unit rollout, to user access and navigation.

The tasks are ordered the way most teams configure: enable the feature, enable it for the right Business Units, grant access, and then verify users can actually find and use it through the home page entry point. Along the way, you'll also complete a small set of technical steps (DFF deployment and search indexing) that help ensure the Expenses Agent pages load correctly and expense items appear in search.

A few important points before you begin:

- New vs. existing customers: New customers typically start with Expenses Agent already enabled by default, while existing customers must explicitly opt in under the Financials offering.
- Business Unit-based rollout: Expenses Agent is enabled per BU. This allows you to roll out incrementally, but it also means you should confirm readiness and configurations BU by BU before switching it on.

- Receipt-forwarding workflow: Employees typically forward receipts by email instead of manually creating expense entries. Ensure employees know how to register their email addresses and forward receipts so expenses can be created automatically.
- Security and navigation: Ensure users have the required roles and that Expenses menu tiles are configured so users can access the correct entry point.
- Technical setup: Deploy the required DFFs and run the Expenses search index to avoid issues such as missing fields or incomplete search results.

Complete the tasks in the sections below to enable the core functionality of Expenses Agent.

Enable the Expenses Agent Feature (Existing Customers Only)

Skip this step if you're a new customer because Expenses Agent is already enabled by default for you.

For existing customers, Expenses Agent is available as an opt-in feature under the Financials offering. Here's how you can enable it:

1. Navigate to **My Enterprise** > **Offerings** > **Financials** > **Opt In Features**.
2. Enable **Expenses Agent Using Document IO Agent** for Expenses to proceed with the configuration.

Enable Expenses Agent for Business Units

You must enable Expenses Agent for each expense business unit that'll use automated expense processing.

Here's how you can enable Expenses Agent for a BU:

1. In the Setup and Maintenance work area, go to the **Manage Expenses System Options** task.
2. In the Specific Business Units section, select a business unit to edit or create a new one.
3. On the Corporate Options for Expense Report tab, select **Check Readiness** next to **Enable Expenses Agent**.
4. Review the readiness result:
   - If the business unit is ready, set **Enable Expenses Agent** to **Yes**.
   - If the business unit isn’t ready, download the readiness report and update the required configurations.
5. After completing the updates, run the readiness check again and enable the feature.
6. Repeat these steps for each business unit for which you want to enable Expenses Agent.

Provision Users

Users must have the appropriate roles to access Expenses Agent. Here’s how you can create and provision a custom role:

1. Sign in as the Security Manager.
2. Navigate to **Tools** > **Security Console** > **Roles**.
3. If reusing an existing role, proceed to editing it, otherwise select **Create Role**.
4. Enter the following details:
   - Role Name: Expenses Agent Role (rename as you prefer)
   - Role Code: EXM_TOUCHLESS_EXPENSES_ROLE (you may rename per your standards)
   - Role Category: Financials – Abstract Roles
5. On the Basic Information page, enable permission groups for the role.

> **Note:** If you don't see the **Enable Permission Groups** option, enable the ORA_ASE_SAS_INTEGRATION_ENABLED profile option in your environment. See *Set Profile Option Values*.

Generally impacts permission-group evaluation, but permission groups are enabled per role, so the impact is localized to roles you choose.

6. Add required role memberships (ERP Self Service User abstract role):

   On the Role Hierarchy page, search for ORA_FUN_ERP_SELF_SERVICE_USER_ABSTRACT and add it to the custom role.

   > **Note:** Consider auto-provisioning ERP Self Service role for existing employees and new hires (onboarding), and modify if you need to remove unnecessary duties.

   As an alternative, use the Expenses Self Service Duty role approach if you prefer not to assign the ERP Self Service User role:

   Assign the ORA_DR_EXM_SELF_SERVICE_EXPENSES duty role by adding it to a custom role and ensuring permission groups are enabled for that role.
7. On the Users page, add individuals who should have Expenses Agent enabled.
8. Review the details on the Summary page and save your changes.

Related Topics

- Create Roles in the Security Console
- How do I provision roles to users?

Configure Email Receipt Forwarding

Expenses Agent supports automated expense creation when employees forward receipts to the designated receipt-processing email address. After the email is received, the application processes the receipt, extracts key details such as merchant name, date, and amount, and creates an expense item for the employee.

Configuring receipt forwarding helps establish the Expenses Agent workflow, where employees charge the expense and forward the receipt instead of manually creating expense entries.

Prerequisites for Email Receipt Processing

Before configuring email receipt forwarding, ensure that the following features are enabled:

- Enable electronic receipt processing:

  Electronic receipt processing must be enabled for your business unit to process emailed or imported receipts and automatically create expense items.

  Here's how you can do this:

  a. In the Setup and Maintenance work area, go to the **Manage Auto Submission and Matching Options** task.
  b. Set **Enable Electronic Receipts Processing** to **Yes**.

  See *Enable Creating Expenses from Email Receipts* for more information.

- Enable credit card notifications:

  Credit card notifications allow users to receive email updates about receipt processing outcomes, such as success or failure messages.

  Here's how you can enable credit card notifications for your business unit:

  a. In the Setup and Maintenance work area, go to the **Manage Expenses System Options** task.
  b. Set **Enable Notifications for Credit Card Charges** to **Yes**.

  See *Enable Notifications for Credit Card Charges* for more information.

Register Additional Email Addresses

Here's how you can register additional email addresses so receipts sent from those addresses are recognized and associated with the user account:

1. From the application home page, navigate to **Me** > **Personal Information**.
2. Select **Contact Info**.
3. Click **Add** and select **Email Details**.
4. Enter the additional email address that may be used to send email receipts.
5. If the address will be used as the primary email for sending receipts, select **Primary**.
6. Save your changes.

After the email address is registered, receipts forwarded from that address can be processed and linked to the correct employee account.

Required: Schedule the Receipt Processing Job

When you start testing forwarding receipts to Expenses Agent using email, don't forget to run the Create Expenses from Email Receipts process at regular intervals. This process is what picks up and processes the email receipts received from users.

- You can run the process manually, or set a recurrence schedule to run at specific intervals.
- In production, customers commonly schedule this in 10-minute intervals. For testing, choose a frequency that fits your needs.
- If you're forwarding receipts and not receiving any email response (success or failure), the most likely reason is that receipts are still pending this process.

Best Practices for Receipt Forwarding

When enabling receipt forwarding, consider the following recommendations:

- Provide employees with the receipt-forwarding email address and include it in training materials.
- Encourage forwarding receipts soon after the transaction so expenses are created promptly.
- Send one receipt per email to improve processing accuracy.
- Ensure receipt images are clear and legible so the system can extract the required information.

Receipt forwarding becomes the primary entry point for expense capture in the Expenses Agent experience.

Configure the Expenses Root Menu

You can configure the navigation menu to allow users to access Expenses Agent from the application home page. This ensures users see the right Expenses entry point, and supports pilots.

> **Note:** This configuration is required only in the following scenarios:
> - If you've already customized your root menu and need to control how Expenses entries are displayed.
> - If you're running a pilot program to incrementally onboard a subset of users (for example, within a business unit) for the Expenses Agent adoption.
>
> If neither applies, this step can be skipped.

Here's how you can configure the navigation tiles:

1. Sign in as an Application Implementation Consultant.
2. Navigate to **Configuration** > **Sandboxes**.
3. Enable the **Structure** tool and click **Create Sandbox**.
4. Enter the sandbox details. For example:
   - Name: Expense Root Menu Configuration
   - Description: Navigation setup for Expenses Agent
5. Click **Create and Enter**.
6. Navigate to **Tools** > **Structure**, and expand the **Me** menu.
7. Update the **Show on Navigator** render conditions.

   If you previously used Fusion Expenses, you may see two **Expenses** links that must be updated with EL Expression render conditions to control which tile appears.
   - **Render conditions**
     - **Standard Expenses tile** (first Expenses link)

       Set render condition to:

       ```
       #{!(Offerings.isFeatureEnabledForImplementation.ORA_EXM_SEQUOIA_EXPENSE or
       Offerings.isFeatureEnabledForImplementation.ORA_EXM_TOUCHLESS_EXPENSE_DOCIO)}
       ```

       This ensures standard menu isn't impacted.
     - **Expenses Agent tile** (second Expenses link)

       Set render condition to:

       ```
       #{Offerings.isFeatureEnabledForImplementation.ORA_EXM_SEQUOIA_EXPENSE or
       Offerings.isFeatureEnabledForImplementation.ORA_EXM_TOUCHLESS_EXPENSE_DOCIO}
       ```

- **Pilot-only render condition variants**

  If you're conducting a pilot in a test instance with a limited number of users, use the following conditions instead.

  - Standard menu (pilot):

    ```
    #{!Offerings.isFeatureEnabledForImplementation.ORA_EXM_TOUCHLESS_EXPENSE_DOCIO or
    Profile.values.EXM_TOUCHLESS_EXP_DOCIO != 'Y' }
    ```

  - Expenses Agent menu (pilot):

    ```
    #{Offerings.isFeatureEnabledForImplementation.ORA_EXM_TOUCHLESS_EXPENSE_DOCIO and
    Profile.values.EXM_TOUCHLESS_EXP_DOCIO eq 'Y' }
    ```

8. Publish the sandbox changes.

Related Topics

- Create and Activate Sandboxes

Deploy Required Descriptive Flexfields (DFFs)

Here's how you can deploy the required flexfields even if they aren't used in your configuration:

1. In the Setup and Maintenance work area, go to the Manage Descriptive Flexfields task.
2. Deploy the following flexfields:
   - EXM_EXPENSES
   - PROJECTS_STD_COST_COLLECTION

   Note: You must deploy the Projects flexfields regardless of whether you require project and task information on expenses.
3. Wait until deployment completes, then check **Actions** > **Flexfields Business Object Synchronization Status**.

   Wait for status APM_DEPLOYMENT_DEFAULTED.

Related Topics

- Deploy Descriptive Flexfields

Create the Expenses Search Index

Here's how you can create the search index to ensure expense items appear in the Expenses search interface and keep results current:

Note: This is a one-time setup step. You don't need to schedule this process.

1. Navigate to **Tools** > **Scheduled Processes**.
2. Select **Schedule New Process**.
3. Run the process:
   - Job: ESS job to create index definition and perform initial ingest to OSCS
   - Index Name to reingest: fa-fin-exm-expenses
4. Wait for the process to complete successfully and rerun as needed if changes aren't reflected on the search page.

Related Topics

- Overview of Search Indexes
- What are scheduled processes?

Upload Policy Documents

Upload corporate travel and expense policy documents so Expenses Agent can reference them when answering employee questions about company policy through natural language queries.

> **Note:** Starting in 26B, policy documents are uploaded and managed in AI Agent Studio. Customers who used the policy agent before 26B must enable the FSM opt-in **Email-Based Expense Completion Using Expenses Agent (ORA_EMAIL_BASED_EXM_CMPLTN_USING_EXM_AGNT)**. Additionally, customers upgrading from earlier releases must upload their existing policy documents in Agent Studio to use the enhanced 26B functionality. New customers using Expenses Agent in 26B or later have this functionality enabled by default. For details, see *Expense Policy Inquiry Enhancements Using Expenses Agent*.

Upload a Policy Document

1. Sign in with Administrator credentials.
2. Navigate to **Tools** > **AI Agent Studio**.
3. Search for **Get Expense Policy Document**.
4. In the Documents section, select **Add**.
5. Enter the document name, and drag and drop the file you want to upload.
6. Set the Status to **Ready to Publish** and save.

Process and Publish the Document

After adding, editing, or deleting a document:

1. Sign in as an Application Implementer.
2. Run the **Process Agent Documents** scheduled process.
3. After the process completes, return to AI Agent Studio.
4. Select the document from the **Get Expense Policy Document** tool, and change the Status to **Published**.

Enable Automatic Expense Submission

You can configure the application to automatically submit expense reports so employees don't curate reports. Completed expenses are bundled and submitted on the configured day.

Here's how you can do it:

1. In the Setup and Maintenance work area, go to the **Manage Auto Submission and Matching Options** task.
2. Select the business unit.
3. Enable **Schedule Auto Submission**.
4. Select the day and time when the process should run.
5. Save your changes.

The system automatically groups completed expenses into a report and submits them based on the configured schedule.

Related Topics

- Enable Auto Submission

Optional Configurations

The following configurations enhance the functionality of Expenses Agent but aren't required for basic configuration.

Configure Card Payment Due Notifications

You can configure notifications to remind users about corporate card transactions that may be pending.

Here's how you can create a lookup to enable a card payment due notification scheduled job:

1. In the Setup and Maintenance work area, go to the **Manage Standard Lookups** task.
2. Create a lookup type as follows:
   - Lookup Type: **EXM_SEQ_ENABLE_JOBS**
   - Meaning: **EXM_SEQ_ENABLE_JOBS**
   - Description: Lookup type to enable the Expenses Agent scheduled jobs
   - Module: **Expenses**
   - REST Access Secured: **Secure**
3. Add the lookup code as follows:
   - Lookup Code: **CARD_PAYMENT_DUE_JOB**
   - Meaning: Notify users of credit card transactions that may be pending due
   - Description: **Y**
4. Save your changes.

Note: Notification timing depends on whether auto-submit is enabled and BU configuration. Defaults apply if not configured.

Configure Company Segment Processing

Disable the company segment for specific business units if your organization doesn't use this segment. Here's how:

1. In the Setup and Maintenance work area, go to the **Manage Applications Core Profile Categories** task.

2. Add the **EXM_DISABLE_COMPANY_SEGMENT** profile option to the following profile categories:
   - ORA_FND_AUTH_REST_ACCESS
   - ORA_FND_SERVICE_INTERFACE

Related Topics
- Overview of Profile Options
- Overview of Lookups

Enable Mobile Experience

To access Expenses Agent on a mobile device and receive push notifications, you must install the Progressive Web App (PWA) and sign in using your credentials. Here's how:

> **Note:** This isn't a traditional mobile app from app stores (like the App Store or Google Play) and doesn't require installation via those platforms. It's a browser-based app that you add to your home screen or save as a shortcut.

1. Open a mobile browser and go to your environment URL:

   ```
   <company domain>/fscmUI/redwood/expense/home
   ```
2. Sign in using SSO and two-factor authentication (2FA).
3. Add the app to your home screen:
   - iOS (Safari/Chrome): **Share** > **Add to Home Screen**
   - Android: **Menu (three dots)** > **Add to Home Screen** > **Create shortcut**
4. Launch the saved app or shortcut. Allow push notifications if required.
5. In the app settings, turn on automatic submission (if enabled for your organization) and set your user preferences.

Validation and Testing

After completing the setup, validate the configuration.

Configure Pilot Users

Here's how you can create and run a pilot program in a test environment before enabling Expenses Agent for all users.

1. In the Setup and Maintenance work area, go to the **Manage Profile Options** task.
2. Create the EXM_TOUCHLESS_EXP_DOCIO profile option used for pilot testing and ensure it's enabled and updatable at site and user levels.
3. Add it to the ORA_FND_AUTH_REST_ACCESS profile category.
4. In **Manage Administrator Profile Values**, set:
   - Site to **N**
   - User to **Y** for specific pilot users (bulk import supported)

5. Save your changes.

Configure Testing Notifications

Here's how you can configure a test email so pilot notifications don't reach real users:

1. In the Setup and Maintenance work area, go to the **Manage Standard Lookups** task.
2. Create a new lookup type as follows:
   - Lookup Type: **EXM_AUTO_APPROVAL_PREF**
   - Meaning: **Test email setup**
   - Description: **Lookup type configuration for test email setup**
   - Module: **Expenses**
   - REST Access Secured: **Secure**
3. Add lookup code as follows:
   - Lookup Code: **DIGEST_TEST_EMAIL**
   - Meaning: (your designated test email address)
4. Save your changes.

Test Prerequisites

Before testing, confirm:

- Expense templates and supported expense types are configured.
- E-receipts setup is complete
  - Configure receipt forwarding to the designated email address.
  - Schedule the required processing jobs.
  - Follow best practices (for example, clear image resolution and one receipt per email).
  - Verify that expenses are created and notifications are received.
- If using corporate cards:
  - Verify that the corporate card program exists.
  - Review MCC mappings to ensure transactions default to correct expense types.

Test Automated Expense Creation

1. A pilot user uploads a receipt using the mobile application.
2. The system processes the receipt.
3. Receipt information is extracted automatically.
4. An expense item is created.
5. The expense is added to an expense report.

Functional Testing Checklist

Verify:

- Completed expenses are included in a report without manual intervention.

- Expense types match expected MCC mappings (for corporate card).
- Submission timing aligns with user preferences.
- Notifications trigger and approval workflows behave correctly for automatically submitted expenses.

Related Topics

- Overview of Lookups
- Expense Reports

Troubleshooting and Tips

Review the following common troubleshooting steps and practical tips for working with Expenses Agent. These checks can help you identify and resolve typical setup and usage issues to ensure the feature works as expected for your users.

Receipts Not Processing

Verify that:

- The Create Expenses from Email Receipts scheduled job is running at regular intervals.
- Lookups are configured correctly.
- Search indexing has completed successfully.

Expenses Not Created Automatically

Verify that:

- The feature was enabled through Feature Opt-In (for existing customers).
- Business units are enabled for automation.
- Profile options are configured correctly.

Other Troubleshooting Tips

- BU readiness check fails:

  Download the readiness report, fix listed configuration gaps, then rerun readiness (steps must be repeated).
- Can't see **Enable Permission Groups** on the role:

  Set profile option ORA_ASE_SAS_INTEGRATION_ENABLED = Yes at Site level.
- Search results missing or stale:

  Rerun the index ingest job with index name fa-fin-exm-expenses.
- Pilot safety:

  Use the test email lookup so pilot notifications don't reach real users.
- Navigation issues:

Validate your sandbox is published, and ensure EL expressions have no extra spaces/new lines.

- Irreversible decision:

  BU enablement can’t be undone; plan pilots carefully before broad rollout.

Expenses Agent FAQ

The FAQ in this section are generic and don’t include any customer specific information. You can use them as is without additional customization. Add specific details, such as the e-receipt forwarding address, where needed.

What's Expenses Agent and what problem does it solve?

Expenses Agent uses AI to make expense management simpler and more consistent for employees, approvers, auditors, and expense managers.

Instead of building expense reports by hand, employees can follow a straightforward approach by just charging the expense and forwarding the receipt. From there, Expenses Agent pulls key details, matches receipts to card charges, and checks the expense against policy, only flagging items that look like real exceptions.

The result is faster reimbursement, stronger compliance, and less manual effort throughout the process.

What does Expenses Agent mean in practice for employees?

With Expenses Agent, forwarding receipts becomes the default starting point instead of manually creating expenses, and employees no longer have to build expense reports.

Expenses Agent creates and completes expense items, asks employees only for missing or out-of-policy details using natural language (email or in-app), and then submits expenses on a schedule.

Employees mostly just answer a few targeted questions, rather than navigating screens and forms.

How do I enable Expenses Agent?

Here's a high-level configuration summary of how to enable Expenses Agent:

1. Opt in to the Expenses Agent feature in Functional Setup Manager under **Financials** > **Expenses**.

   > **Note:** Enabled by default for new customers.

2. Enable Expenses Agent at the business unit level:
   a. Navigate to **Manage Expenses System Options**.
   b. Run the readiness check.
   c. If your business unit is ready, set **Enable Expenses Agent** to **Yes**.

   You can enable Expenses Agent at the business unit level to support a phased rollout.

The readiness check provides assessment details and reporting to help you plan your deployment.

What's automatic submission and how do I enable it?

Automatic submission groups completed expenses into an expense report and submits the report on a defined schedule. This feature reduces the need for employees to manually create and submit expense reports.

Here's how admins can enable automatic submission:

1. Navigate to **Manage Auto Submission and Matching Options**.
2. Select the applicable business unit.
3. Set **Schedule** to **Yes**.
4. Specify the submission frequency, including the day and time.

You configure automatic submission at the business unit level. This helps ensure consistent and predictable expense report submission when using Expenses Agent.

Where can I register additional email accounts to email expense receipts from?

Here's how you can register additional email accounts to send expense receipts to Expenses Agent:

1. From the Fusion home page for Self Service Applications, navigate to **Me** > **Personal Information** > **Contact Info**
2. Click **Add**.
3. Enter the email details.

You can send expense receipts from any email address listed on this page.

I’m a delegate and I can’t switch to view my delegator’s expense profile in Expenses Agent. What should I do?

To switch to view other expense profiles, the delegator must sign in to Expenses Agent at least once. The system registers users in the new application only when they sign in for the first time.

After the delegator you support has signed in, you should be able to switch to view their profile.

I’m a delegate. Can I change the autosubmission day for the delegator I support?

Yes. Both delegates and delegators can update the automatic submission schedule for the delegator.

To make changes, go to the **Settings** page and update the automatic submission day as needed.

I’m a delegate. Can I forward email receipts on behalf of a delegator I support?

No. Delegates can’t send email receipts on behalf of a delegator. The sender’s email address is used to associate receipts with the correct employee.

Here are the recommended ways to upload receipts for a delegator:

- **Paper receipts:**

  The delegator provides the physical receipts to the delegate. The delegate then signs in to Expenses Agent and uploads the receipts. This either creates a separate expense for each receipt or it's automatically matched to a corporate card expense.
- **E-receipts:**

  The delegator can forward each e-receipt to Oracle Expenses and copy the delegate so the delegate is aware of the submission. Alternatively, if the delegator forwards the e-receipt directly to the delegate, the delegate can sign in to Expenses Agent and upload the e-receipt for the delegator.

How do I save an expense report?

You can't save expense reports in Expenses Agent. Expenses are collected and combined into a report only when you submit them.

If autosubmission is enabled, expenses are automatically combined into a report and submitted once a week on the configured day.

If autosubmission is disabled, you can add expenses to a report when you’re ready to submit.

After a report is submitted, you can view its status and details on the Expenses Agent home page.

Can I add additional expense items to an existing report?

No, you can’t add additional expense items directly to an existing report.

Here's how you can include additional expenses:

1. Remove the expense items from the existing report.

   The removed items appear again on the home page.
2. Create a new expense report.
3. Add the removed expenses along with any additional expense items.

I want to change an expense that was autosubmitted. What are my options?

If an expense report was automatically submitted and hasn't been approved, you can withdraw it to make changes.

Here's how you can do it:

1. Go to the **Recent Reports** section.
2. Select the report tile to open the report.
3. Click **Withdraw**.

The report is returned to you so you can make the required updates and resubmit it.

How do I change autosubmission settings and submission day?

You can enable or disable automatic submission and update the submission day from the **Settings** page in Expenses Agent.

Select your preferred day of the week for submission. Your completed items are automatically submitted for approval once per week.

Your administrator sets up the permitted submission days for Expenses Agent.

Expenses that require additional information or are waiting for final charges aren't included in the current submission cycle. These expenses remain on the home page and are submitted automatically after they're complete and eligible on the next scheduled submission day.

Can I attach supporting documents to a submitted expense item?

No. You can't attach supporting documents to an expense item after the report is submitted.

Here's how you can add supporting documents after a report is submitted:

1. Withdraw the expense report.
2. Edit the expense item.
3. Attach the required supporting documents.
4. Resubmit the report.

Can I attach supporting documents at the expense report header level?

No, in Expenses Agent, supporting documents are included only at the individual expense line level.

If you need to attach supporting documents, attach them to the specific expense item.

Does Expenses Agent automatically classify expenses as personal? How is this classification determined?

Yes. Expenses Agent can automatically classify certain expenses as personal.

The application uses the merchant category code (MCC) associated with each credit card transaction to determine the classification. The MCC reflects the type of goods or services provided by the merchant.

For example, if a transaction has an MCC such as Barbers, Expenses Agent classifies the charge as personal because it isn't considered a valid business expense.

I have a credit from a returned or canceled corporate card transaction. How do I expense the credit?

You can't submit a credit (negative) transaction on its own. The expense report must include offsetting corporate card expenses that equal or exceed the credit amount.

To expense a credit:

- Keep the credit on the Expenses Agent home page.
- Include it in a future expense report with other charges that offset the credit amount.

Submission is allowed only when the total expenses in the report equal or exceed the credit.

How can I remove older or duplicate expense items that are pending final charges?

Expenses pending final charges remain on the home page until they're matched to a corporate card transaction.

To manage these expenses:

- Delete items that aren't linked to corporate card data:
  a. Swipe the expense item.
  b. Select **Delete**.
- If the expense isn't a duplicate, you can manually merge it with the corresponding corporate card transaction.

Expenses linked to corporate card data can't be removed until they're matched or processed.

I received an email stating I have an overdue expense, what should I do?

An expense is considered overdue when a corporate card transaction hasn't been submitted within 21 days, or within the timeframe defined by your company policy.

To resolve this, simply submit the expense as soon as possible.

How's the default expense type derived?

Expenses can automatically suggest an expense type based on the information available for an expense. This reduces manual entry and helps ensure a consistent user experience.

The default expense type depends on the source of the expense such as

- Uploaded receipts
- E-receipts
- Corporate card transactions

In each case, the application evaluates available transaction details along with existing setup configurations to determine the most appropriate expense type.

Uploaded Receipts and E-Receipts

For uploaded receipts and e-receipts, the application analyzes receipt details, primarily the merchant and the receipt type (for example, meals, travel, or miscellaneous), and attempts to match them with expense types defined in the organization's default template.

Derivation logic

1. Employee's Expense History (Highest Priority)

   The application checks the employee's past expenses for the same combination of merchant and receipt type.

   If found, it selects the most frequently used expense type.

   If there's a tie, the most recently used expense type is selected.
2. Business Unit Expense History

   If no match is found in the employee's history, the application checks usage within the employee's business unit using the same logic (frequency, then recency).
3. Default Template (Single Expense Type)

   If no history-based match is found and the default template contains only one expense type, that expense type is used.
4. No Match Found

   If none of the above conditions are met, the expense type remains blank for manual selection.

> **Note:** If a receipt is from a new or unfamiliar merchant, select or correct the expense type once. The system learns from this and applies it automatically in future transactions.

Corporate Card Transactions

For corporate card transactions, expense type derivation is based on predefined mapping rules.

Derivation logic

1. Card Expense Type Mapping

   The application derives a card expense type using the transaction source mapping rule assigned to the corporate card program.

   Mapping is based on either:
   - Merchant Category Code (MCC)
   - Standard Industrial Classification (SIC) code

   If a matching MCC/SIC code is found, the corresponding card expense type is used.

   If no match is found, the default card expense type defined in the mapping rule is used.
2. Mapping to Expense Type

   The application identifies the default template for the employee's business unit.

   It then looks for an expense type mapped to the derived card expense type. If found, that expense type is used. If not, the default expense type is applied.

Summary of Defaulting Behavior

Expense type defaulting varies based on the source and available data.

Expenses may use:

- Merchant and receipt type details
- Employee and business unit expense history
- Default templates
- Subcategory defaults (for e-receipts)
- Corporate card mapping rules

If no applicable rule is found, the expense type may remain blank depending on the configuration.

Customer Guidance

To ensure accurate expense type defaulting, review and maintain the following setup elements:

- Default expense type templates
- Merchant and receipt type-based history
- Subcategory default mappings (for e-receipts)
- Corporate card transaction source mapping rules

Keeping these configurations up to date improves both accuracy and consistency.

Tips to Improve Accuracy

- Regularly review and maintain default expense templates for business units.
- Validate and update MCC/SIC mappings in corporate card programs.
- Confirm lookup values for subcategory defaults (for example: TAXI, FUEL, PARKING in miscellaneous flows).
- Monitor usage patterns and incorporate user feedback to refine mappings.
- Include merchant and receipt type combinations, especially for multi-service vendors, to prevent misclassification.