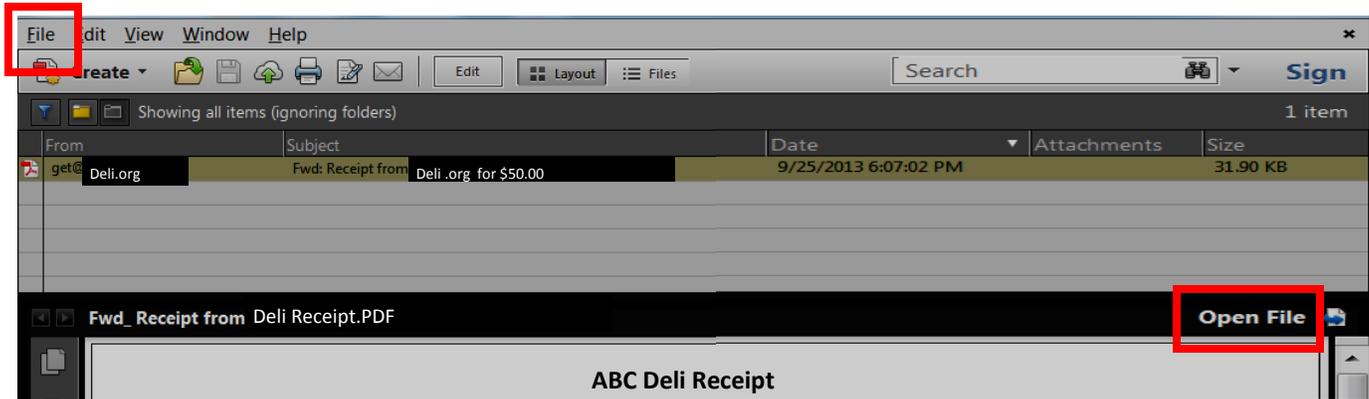


ALERT

Receipt Image Issues with PDF files

Over the past few weeks, we have received an increasing number of issues with receipt images that are coming to our users, from vendors, in the form of a PDF Portfolio. A PDF portfolio looks like a regular PDF with a file extension of PDF. A portfolio can contain multiple files in addition to different file types such as Word documents, Power Point, Images, to name just a few. Here is an example of a receipt within a Portfolio:



PDF Portfolios cannot be attached to expense reports. If you attach a portfolio to your report the following error message will appear when you hover over the green receipt icon:



To prevent the above error message you must extract the receipt from the Portfolio. You have two options to accomplish this. The first is to:

- Select "File" and from the drop down choose "Extract File from Portfolio".
- Give your receipt a file name then select "Save". The receipt is now saved outside of the Portfolio to the file location you chose when saving and you are ready to attach it to your expense report.

Your second option is to:

- Select "Open File" to the right of the Portfolio.
- The receipt will open outside of the Portfolio.
- Give your receipt a file name then select "Save". The receipt is now saved to the file location you chose when saving and you are ready to attach it to your expense report.

Please be Aware:

It is the responsibility of the user and approver to ALWAYS hover over the green receipt icon  to verify the image is readable. If it is not readable, re-attach the image.

Any expense report that Account Payable receives where receipts are unreadable will be returned to the user.