

FREQUENTLY ASKED QUESTIONS – USAGE REPORTING SYSTEM

QUESTION: An error message pops up when I attempt to submit my report. What do I need to do?

ANSWER: The image below is a snapshot of the template and will be used as a reference to troubleshoot your submission issues.

	A	B
1	CONTRACT NUMBER----->	
2		
3	REPORTING QUARTER----->	
4	REPORTING YEAR----->	
5		
6	TOTAL USAGE ----->	
7		
8		
9	CUSTOMER NAME	INVOICE TOTAL
10		

1. Verify you are using Google Chrome or Mozilla Firefox browser. Internet Explorer is not compatible with the website.
2. Verify you are using the most recent template. The most recent version can be found here: [Usage Report Template](#).
3. Enter in your contract number into cell B1. Include the MA, PA or any other letters that may proceed the numbers. Do not include any spaces.
4. For cell B3 and B4, select the drop down with the corresponding dates for your usage. This needs to match exactly what was selected on the Upload Usage Fee report main screen.



Upload

Usage Fee Report

Internet Explorer not compatible with this website.
Please use Google Chrome or Mozilla Firefox browser

Contract #
MA904

Date
Jul 1 - Sep 30

Year
2024

Total Sales Amount
1000

5. The total usage amount in cell B6 automatically calculates. Verify the total there matches what was entered on the Upload Usage Fee report main screen.
6. Verify that no formulas are listed under Customer Name or Invoice Total.
7. Upload the corrected template. If the problem persists, contact your contract manager or email salesreports@utah.gov for further assistance.

QUESTION: The dropdowns don't work in the Excel sheet.

ANSWER: This issue occurs in older versions of Microsoft Excel. Please make sure you are using an up-to-date version of the software.

QUESTION: Do I need to use .xlsx as the file type?

ANSWER: Only .xlsx extensions are accepted. Do not upload files with other file extensions.

QUESTION: I am getting a never-ending spinning wheel when I select my file. How do I avoid this moving forward?

ANSWER: Please make sure you are using the most current version of the template. The most recent version can be found here: [Usage Report Template](#)

QUESTION: I never get a password to my email address.

ANSWER: First, review your junk/spam folders within your email. Oftentimes because the email is coming from a different email address, your inbox may not recognize it and will inadvertently send it there. If that does not work please try the following.

Contact your IT department and ask them to whitelist email addresses coming from the @utah.gov domain. It appears firewalls may be catching our emails because the sent from address and the reply to address are different. This is because the from address is not an actively monitored account. Once your IT department has done this, please try accessing the system again, and you should be able to log in.

QUESTION: I am receiving an error that says "invalid password."

ANSWER:

1. Make sure you are not using Internet Explorer. Unfortunately, the system is not compatible with Internet Explorer. Google Chrome or Mozilla Firefox both work well.
2. Please delete all emails containing passcodes you have previously received from the reports system.

3. Clear your browser cache and history. Then proceed to close and reopen your browser and start the process fresh with the new passcode you will receive in your email.

IMPORTANT NOTE: If you close out of the sales reports system after entering your email address and before you enter your passcode, the passcode you receive in your email will not work. Make sure you keep the system up in one window throughout the entire process, and you access your email in another tab or window.

QUESTION: I can log into the system, but my contract number does not appear in the dropdown. What do I do?

ANSWER: This error occurs when your email address is not associated with the contract you need to report on. Contact your contract manager to have them add you. After they add you to the associated contract, it should appear in the dropdown.

QUESTION: I uploaded my usage report to the wrong contract number? How do I correct this?

ANSWER: Contact your contract manager and let them know the following:

1. What contract number did you intend to upload to.
2. What contract number did you accidentally upload to.
3. Let them know if you paid the invoice that was generated off of the incorrect upload.

Your contract manager will walk you through the rest of the process to have the issue resolved.

QUESTION: I've submitted my report, but I keep getting reminder emails. What is going on?

ANSWER: If you are receiving reminder emails it means we have not received your report and you will need to upload it. Check the body of the email and verify the missing contract number. Oftentimes a vendor has received a new contract for the same portfolio and usage reports have been uploaded to the old contract number not the new.