2012

FAQ Spotlight – June

GA Travel & Expense System

Most Frequently Asked Support Questions

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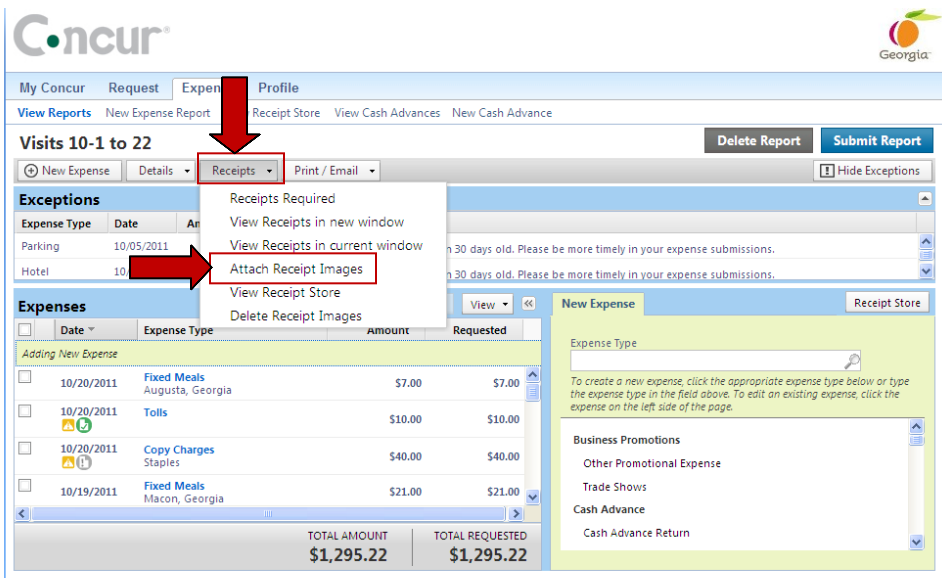
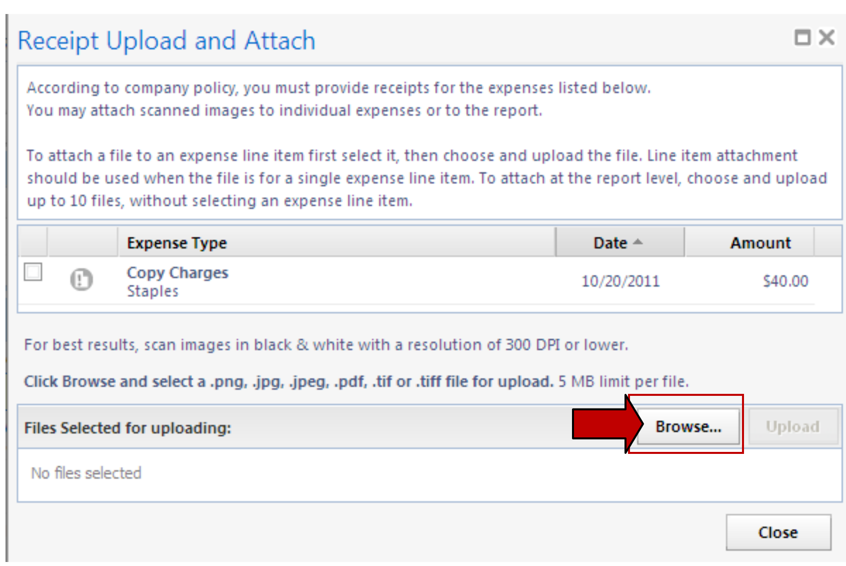
1. How do I attach the Cost Comparison Form to my Expense Report?

A. <u>If you have an image of the Cost Comparison Form on your computer and want to attach it to the Expense Report in general</u>:

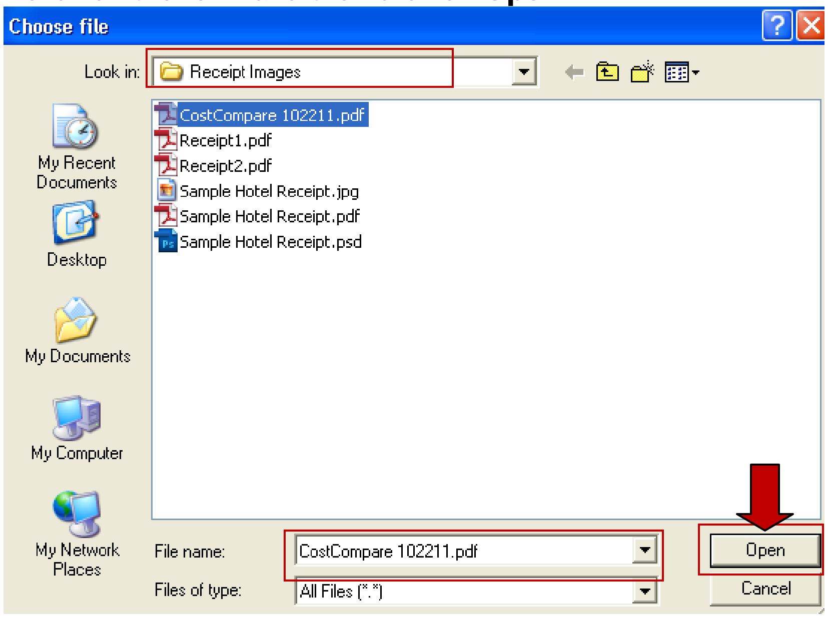
- o Open the Expense Report
- o Click on the **Receipts** tab and select **Attach Receipt Images**



- o Click on **Browse** and locate the copy of the Cost Comparison Form on your computer.

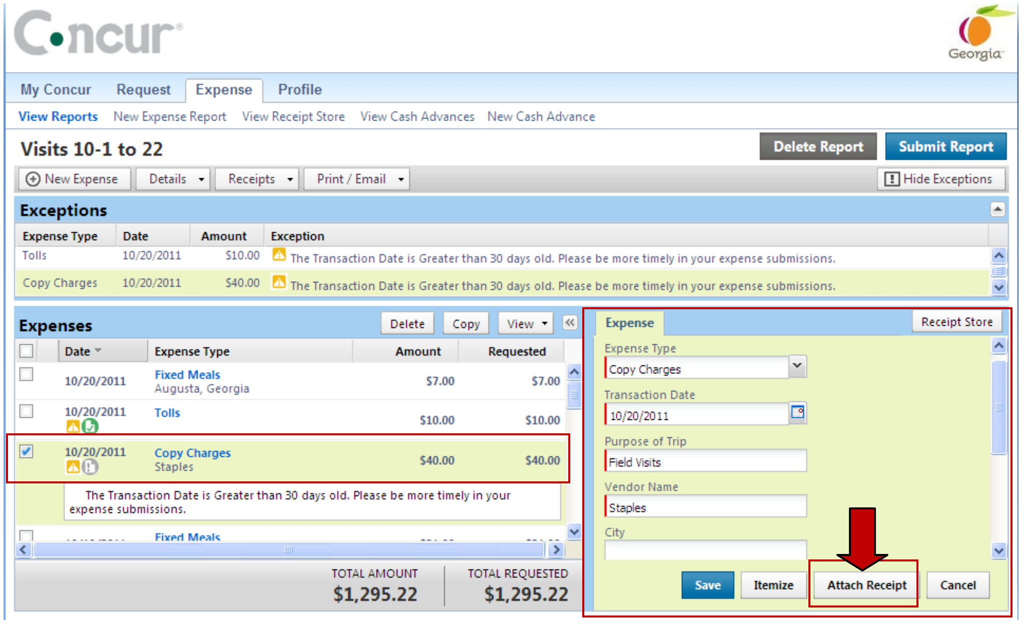


- Click on the form and then click on **Open**.

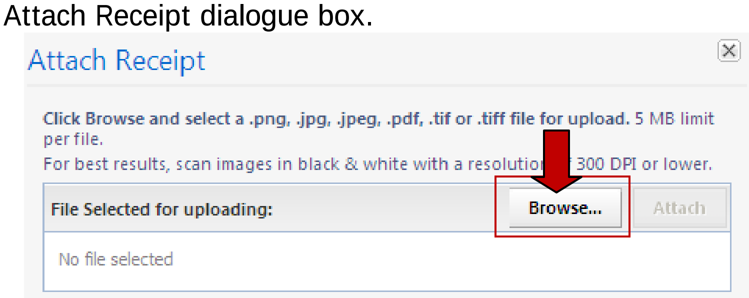


- Click on **Upload**.

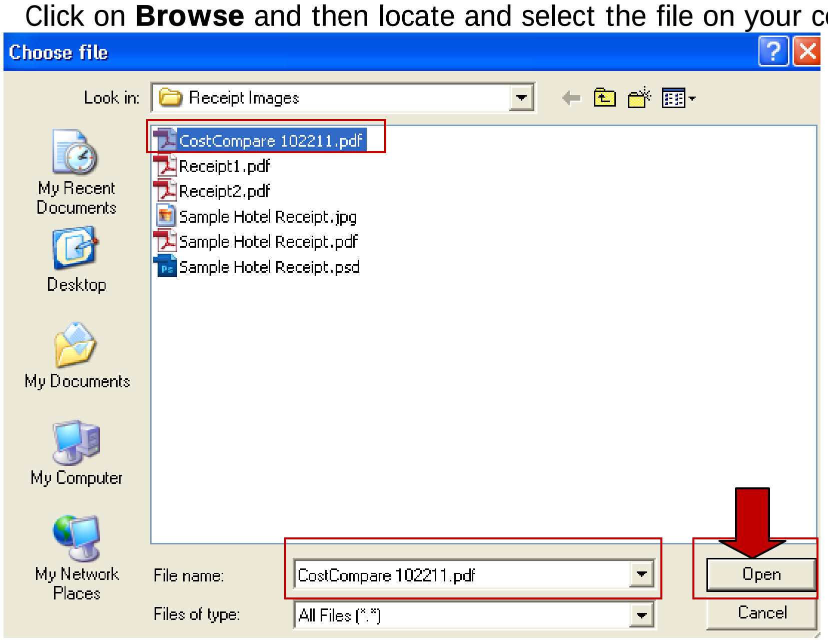
B. <u>If you have an image of the Cost Comparison Form on your computer and want to attach it to a specific expense item</u>:
- Open the Expense Report
- Click on the expense item you want to attach the Cost Comparison Form to on the left and the Expense detail opens on the right.



- Click on the **Attach Receipt** button (appears on the right) to open the Attach Receipt dialogue box.

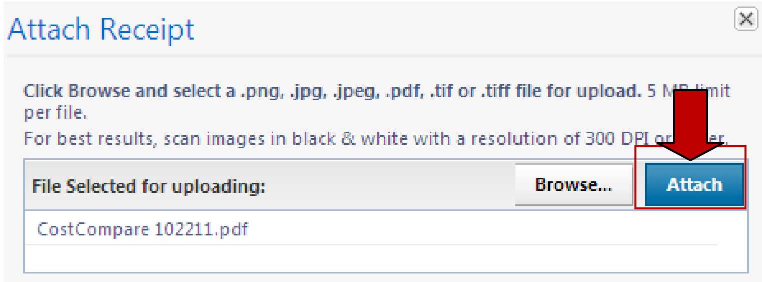


- Click on **Browse** and then locate and select the file on your computer

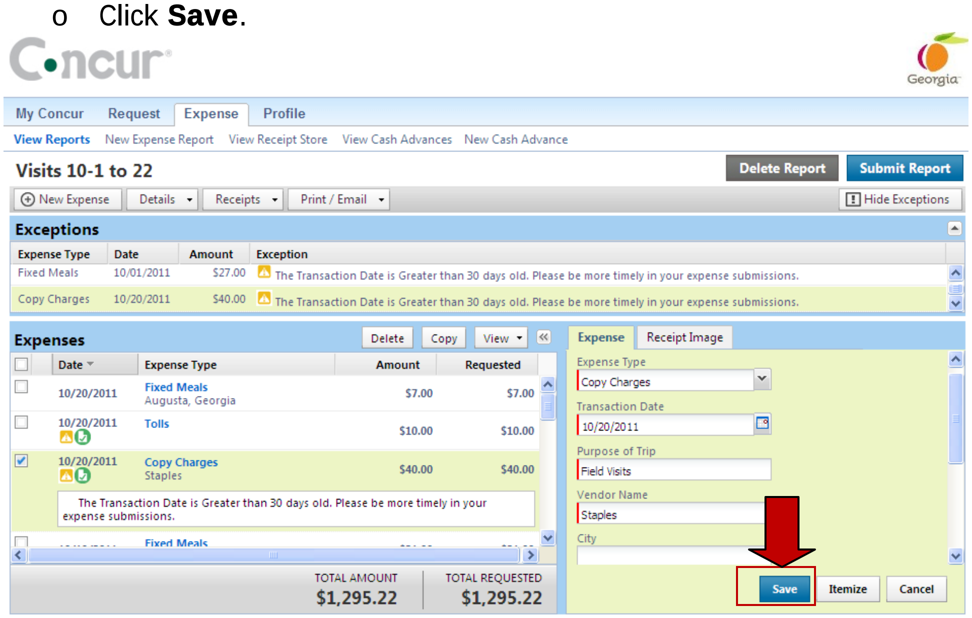


- Click **Open**.

- Click **Attach**.

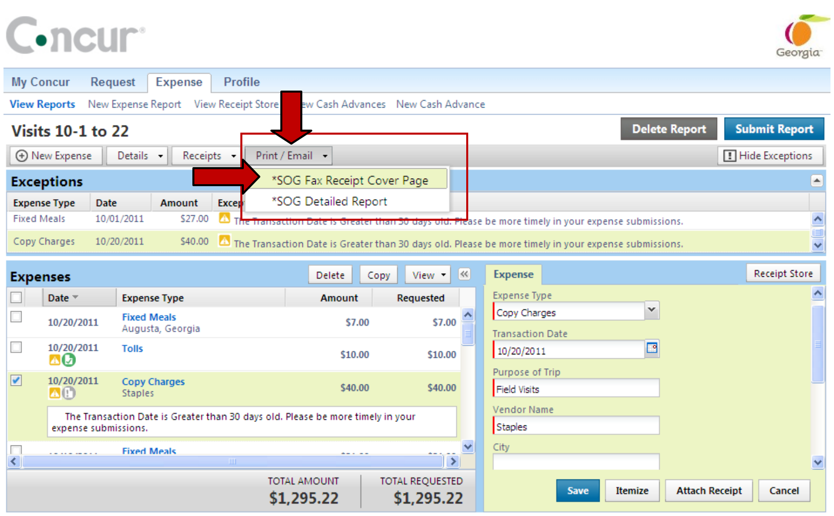


- Click **Save**.



C. <u>If you only have a hard copy of the Cost Comparison Form and want to attach it to your expense report you must FAX it.</u>

- Open the expense report you want to attach the form to
- Click on **Print/Email**
- Select ***SOG Fax Receipt Cover Page** and print it.



- Fax the cover page and the form to the phone number printed on the cover page.

TOP TOP TOP

FAX COVER PAGE

(see instructions below)

Fax this page and your receipts to:
866-428-9026 Inside US/Canada

Report Summary

Report Name :	Visits 10-1 to 22
Employee Name :	Abercrombie, William A.
Report Key :	1044
Employee ID :	00911407
Company ID :	T3802
Report Total :	$1,295.22
Amount Due Employee :	$545.22
Amount Due Company Card	$0.00

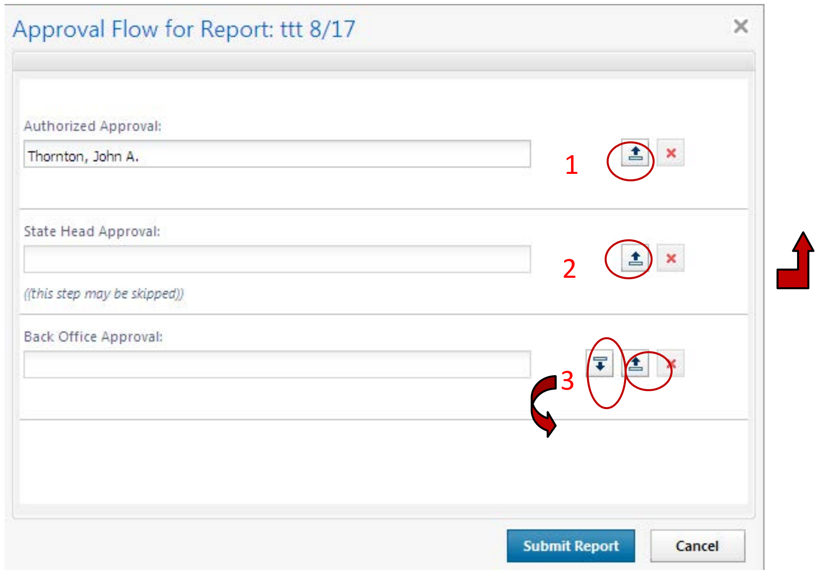
Receipts to Fax

- ☐ 10/20/2011; Copy Charges; $40.00;
- ☐ 10/05/2011; Hotel; $402.46;

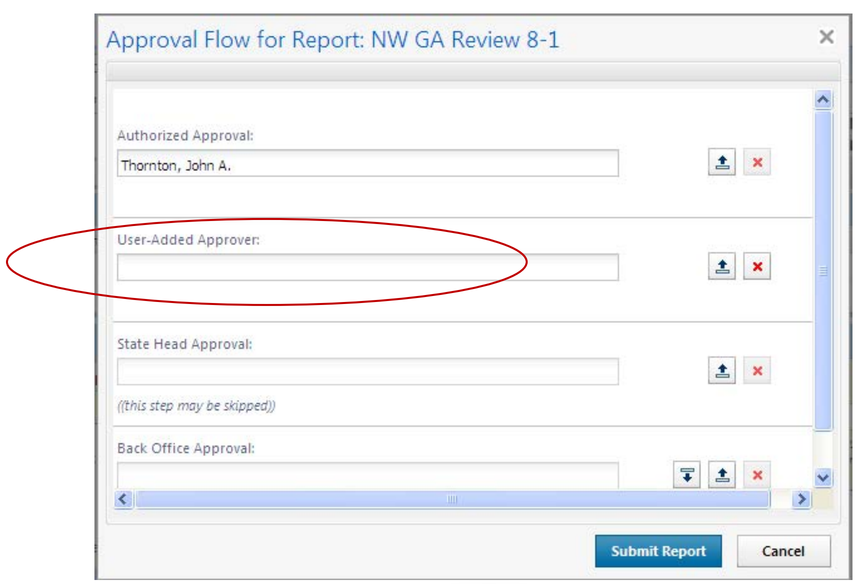
- The form will be attached to your expense report.
  - The Fax Cover page must be generated for each Expense Report you want to send receipts to. The bar code is unique to that particular Expense Report

2. How do I add an additional approver to the workflow?

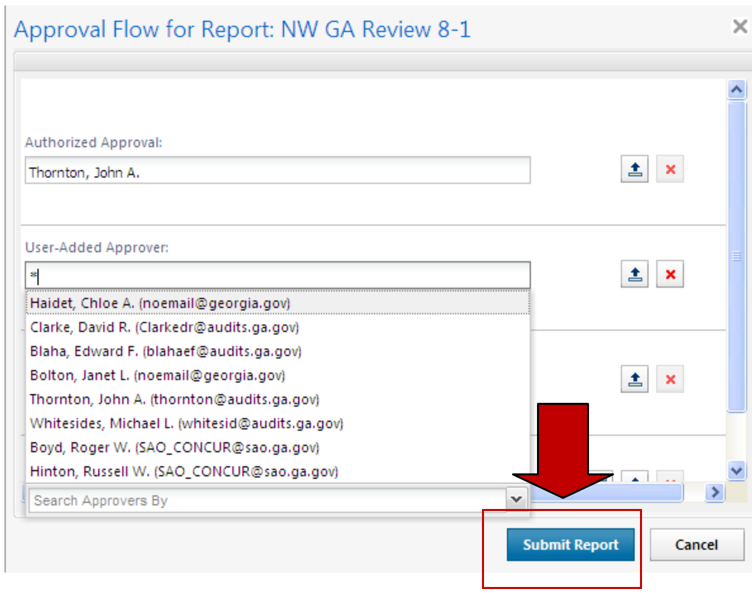
- After you click **Submit Report** and **Accept & Submit** a screen similar to the following will appear showing your default Authorized Approver.
  - Note: Your Approval form may appear different depending on the configuration for your Agency.



- Note the blue arrows available for each level of approval.
  - Clicking an up arrow will insert an additional approver <u>before</u> that normal level of approval.
  - Clicking a down arrow will insert an additional approver <u>after</u> that normal level of approval.
  - Examples:
    - **#1** Click on the blue up arrow in #1 to add an approver *before* #1.
    - **#2** Click on the blue up arrow in #2 to add an approver *after* #1 but *before* #2.
      - In our example we have clicked on the up arrow in #2
    - **#3** Click on the blue up arrow in #3 to add an approver *after* #2 but *before* #3.
    - **#4** Click on the down arrow in #3 to add an approver *after* #3.
- Once you select an arrow a new section called **User-Added Approver** appears.

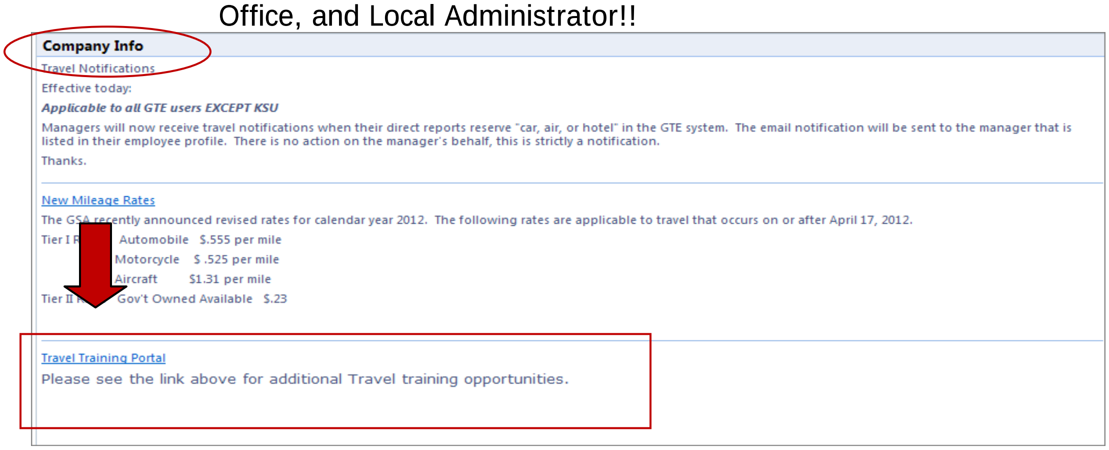


- o If you know the approver's name: Type in the last name of the approver you want to send the report to.
    - ▪ Select that approver from the list that appears and click **Submit Report**.
- o If you don't know the approver's name: Type in an *. A list of ALL the approvers in your agency will appear.
    - ▪ Select the correct person from the list and click **Submit Report**.



3. Where can I locate Training materials?

- Training materials can be accessed 24 x 7 from:
    - o GTE Travel Training Portal on My Concur Page of GTE System
        - ✓ Log in to GA Travel and Expense and scroll to the Company Info page on the My Concur page
        - ✓ Select the Recommended Training Document to view simulations, videos FAQ's, print documents targeted to a Traveler, Assistant, Approver, Back Office, and Local Administrator!!



Or: Click [here] to open the document

- “**Recommended Training**” Document on SAO website
  - ✓ This document has links that will take you directly to simulations, videos FAQ’s, print documents. It is also organized by user type such as Traveler, Assistant, Approver, Back Office, and Local Administrator!!

4. How do I find out who my Local Travel Administrator is?

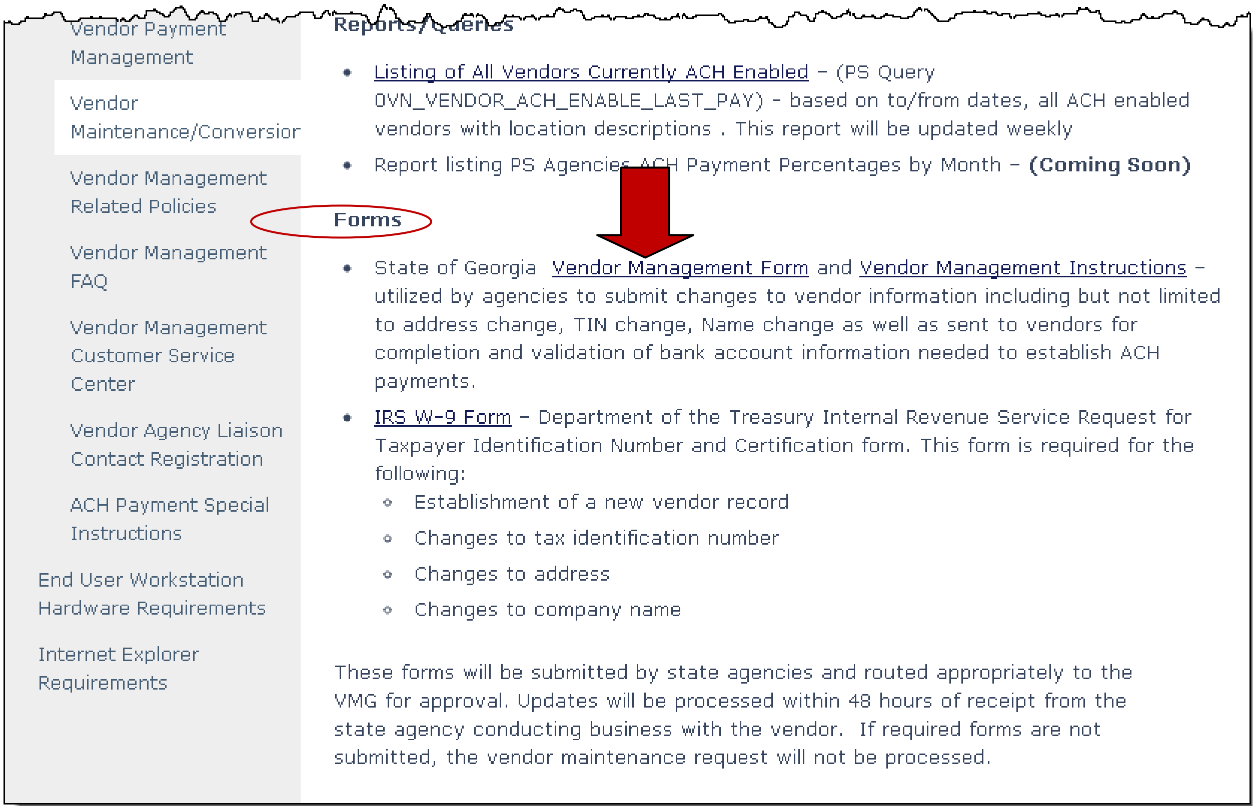
- The *GA Travel & Expense Participating Agencies and Local Administrators* document located on the State Accounting Office webpage contains contact information for Agencies on the GTE system.

5. How do I obtain my Vendor ID?

- Access **Vendor Management** on the State Accounting Office website

- Select the **Vendor Maintenance/Conversion** option

- Scroll to the **Forms** section at the bottom of the page and click on the **Vendor Management Form** link



Vendor Payment Management

Vendor Maintenance/Conversion

Vendor Management Related Policies

Vendor Management FAQ

Vendor Management Customer Service Center

Vendor Agency Liaison Contact Registration

ACH Payment Special Instructions

End User Workstation Hardware Requirements

Internet Explorer Requirements

Reports/Queries

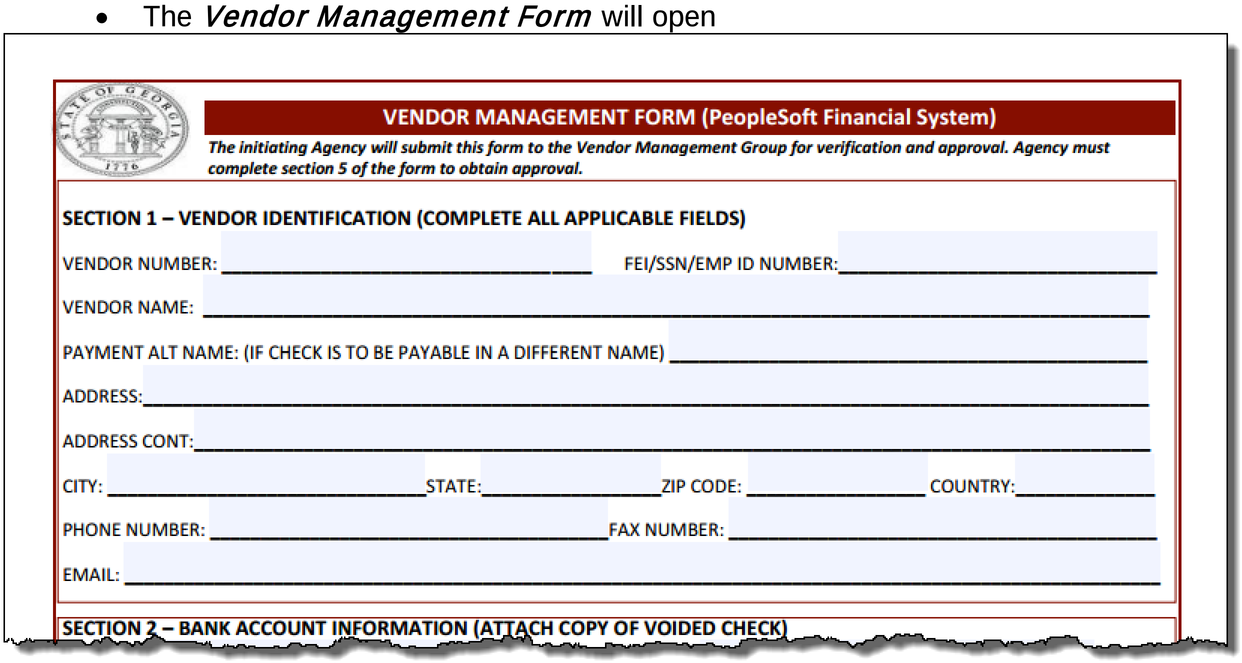
- Listing of All Vendors Currently ACH Enabled – (PS Query 0VN_VENDOR_ACH_ENABLE_LAST_PAY) – based on to/from dates, all ACH enabled vendors with location descriptions . This report will be updated weekly
- Report listing PS Agencies ACH Payment Percentages by Month – **(Coming Soon)**

Forms

- State of Georgia Vendor Management Form and Vendor Management Instructions – utilized by agencies to submit changes to vendor information including but not limited to address change, TIN change, Name change as well as sent to vendors for completion and validation of bank account information needed to establish ACH payments.
- IRS W-9 Form – Department of the Treasury Internal Revenue Service Request for Taxpayer Identification Number and Certification form. This form is required for the following:
  - Establishment of a new vendor record
  - Changes to tax identification number
  - Changes to address
  - Changes to company name

These forms will be submitted by state agencies and routed appropriately to the VMG for approval. Updates will be processed within 48 hours of receipt from the state agency conducting business with the vendor. If required forms are not submitted, the vendor maintenance request will not be processed.

- The *Vendor Management Form* will open



VENDOR MANAGEMENT FORM (PeopleSoft Financial System)

The initiating Agency will submit this form to the Vendor Management Group for verification and approval. Agency must complete section 5 of the form to obtain approval.

SECTION 1 – VENDOR IDENTIFICATION (COMPLETE ALL APPLICABLE FIELDS)

VENDOR NUMBER: ________________________ FEI/SSN/EMP ID NUMBER: ________________________

VENDOR NAME: ________________________

PAYMENT ALT NAME: (IF CHECK IS TO BE PAYABLE IN A DIFFERENT NAME) ________________________

ADDRESS: ________________________

ADDRESS CONT: ________________________

CITY: ____________ STATE: ____________ ZIP CODE: ____________ COUNTRY: ____________

PHONE NUMBER: ____________ FAX NUMBER: ____________

EMAIL: ________________________

SECTION 2 – BANK ACCOUNT INFORMATION (ATTACH COPY OF VOIDED CHECK)

- The ***Vendor Management Form*** must be completed and sent it to the Vendor Management Group at the State Accounting Office
- You will be advised of your Vendor ID.
- Once you have your Vendor ID you must request access to the GA Travel and Expense System by completing an online request form in the Travel section of the State Accounting Office Website

- Click on GA Travel & Expense Access Request Form

- Complete the online form and click **Submit** to send

State Accounting Office of Georgia
Fiscal Leadership for Georgia

GA Travel & Expense Access Request

200 Piedmont Avenue, Suite 1604 West Tower, Atlanta, GA 30334 Phone (404) 656-2133, Fax (404) 463-5089

If you are a state employee, have a vendor ID and need access to GA Travel & Expense complete the following information and press submit. A travel administrator will contact you with your travel & expense access and instructions.

*** Employee Name:**

*** Employee ID:**

*** Employee Phone Number:**

*** Employee Email Address:**

*** Agency:**

*** Manager:**

*** Vendor ID:**

* Indicates Response Required

Submit

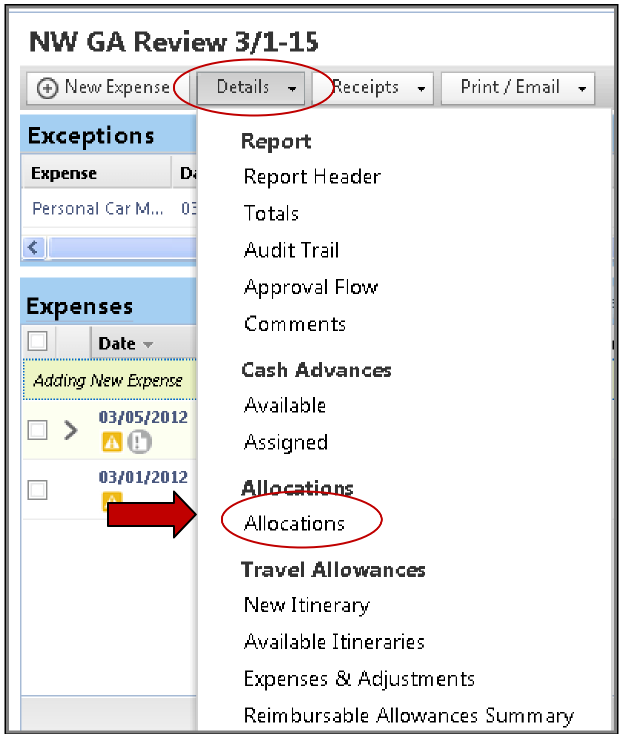
- The State Accounting Office will forward your GA Travel & Expense login credentials via email

NOTE: The process for applying for a Vendor ID and requesting access to the GA Travel & Expense System is expected to change over the next couple of months. It will be easier!!

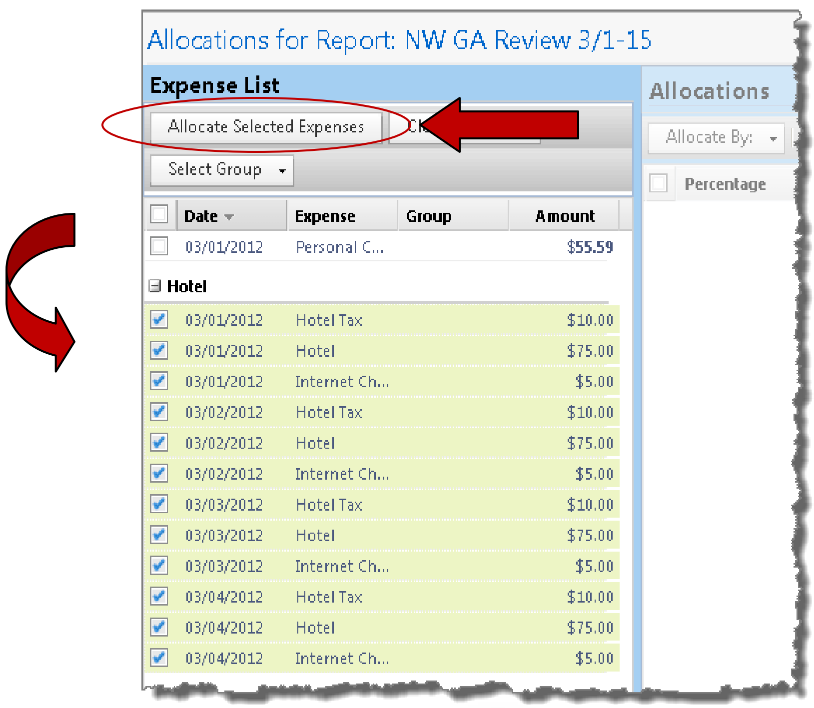
6. What's new in GTE!!

A. Add a Favorite Allocation to reuse on other Expense Reports.

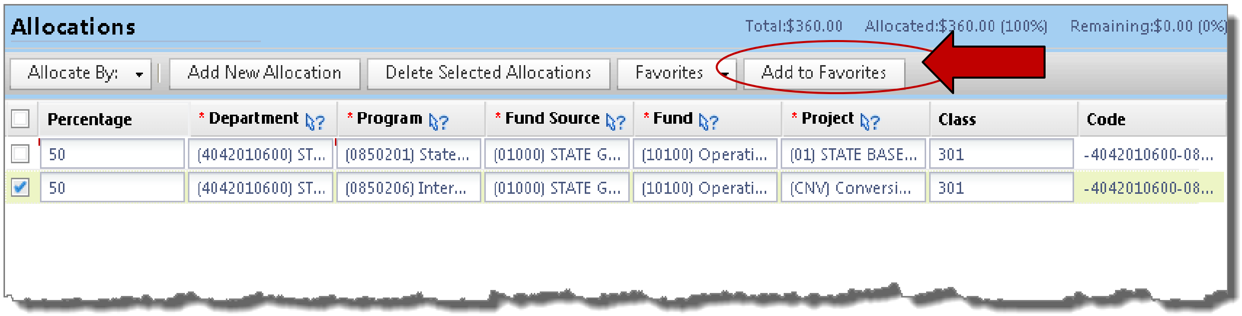
- With the Expense Report open, click on the **Details** Tab and select **Allocations**



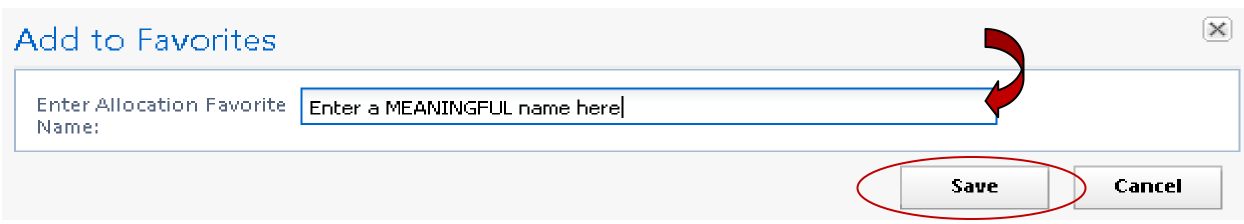
- Select the item to be allocated and select **Allocate Expenses**.



- Create the necessary Allocation and click on **Add to Favorites**.



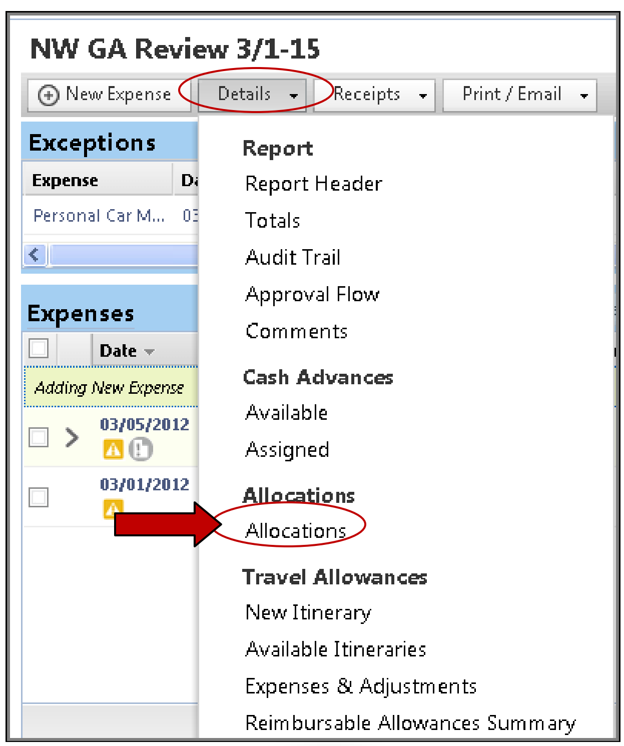
- The Add to Favorites dialogue box will open. Enter a meaningful name for the allocation and click **Save**. This will now appear in the **Favorites** list in Allocations with the name you entered.



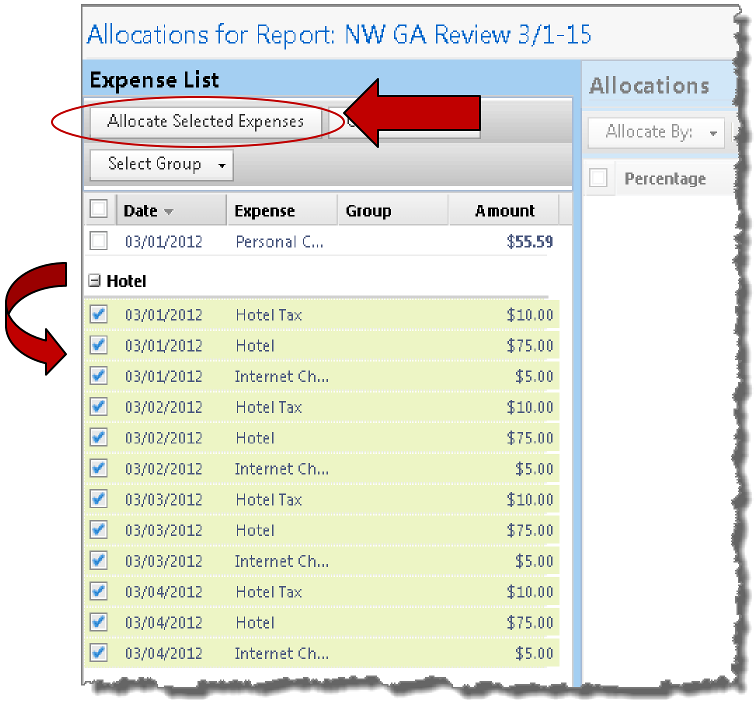
- Don't forget to complete this allocation for the Expense Report; click **Save** and then **Done**.

B. **How to use a Favorite Allocation on an Expense Report?**

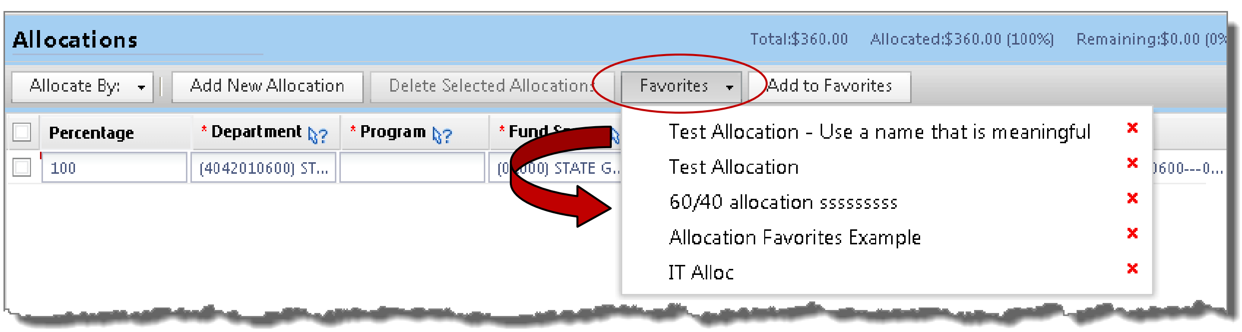
- With the Expense Report open, click on the **Details** Tab and select **Allocations**.



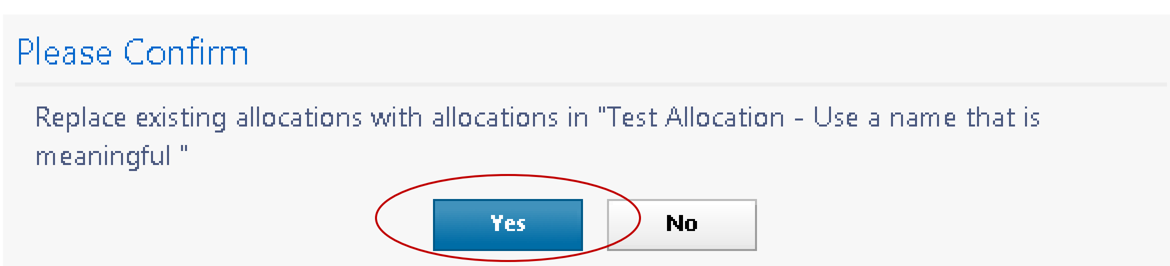
- Select the item to be allocated and select **Allocate Expenses**.



- Click on **Favorites** and select the Allocation you wish to use from the list.



- Click **Yes** in the Confirmation box that opens. The allocation will be applied.



- Click **Save**; click **Done** to complete the Allocation entry.