

2012

FAQ Spotlight – June



GA Travel & Expense System

Most Frequently Asked Support
Questions

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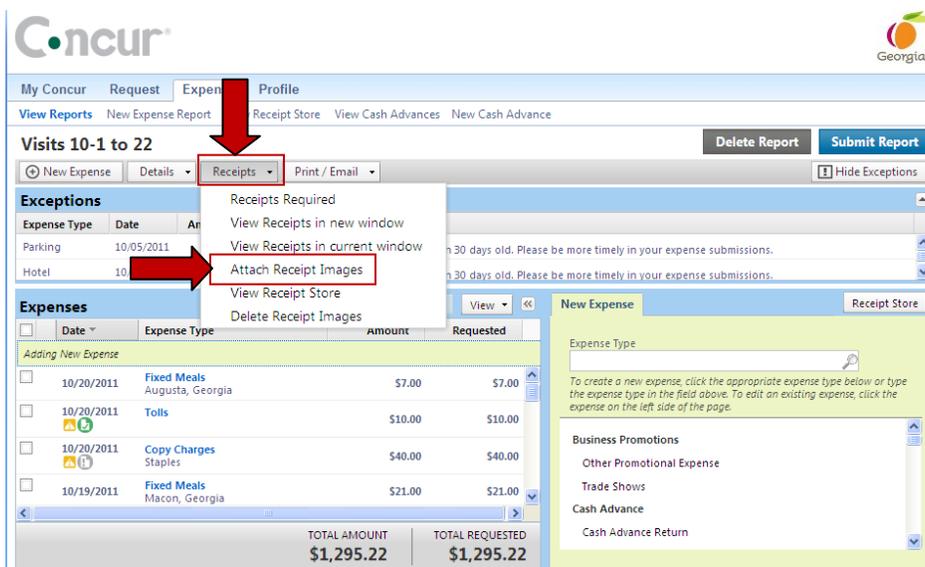
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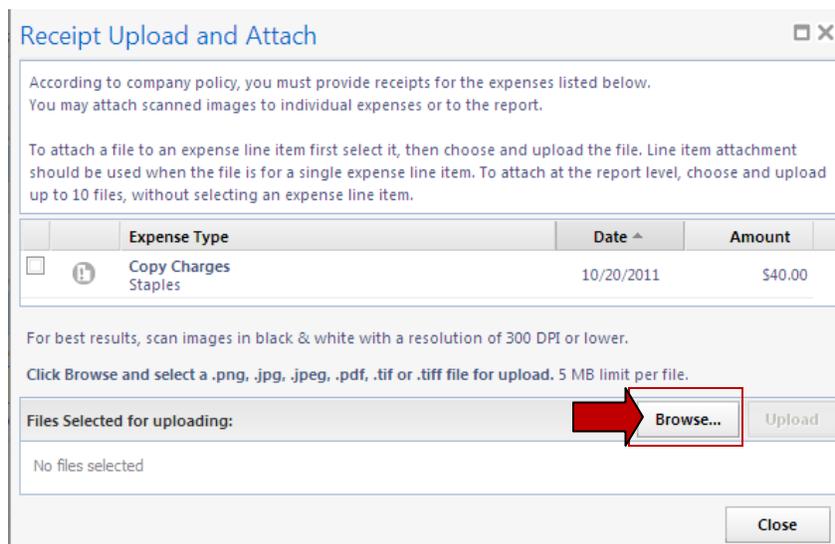
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1. How do I attach the Cost Comparison Form to my Expense Report?
 - A. If you have an image of the Cost Comparison Form on your computer and want to attach it to the Expense Report in general:
 - o Open the Expense Report
 - o Click on the **Receipts** tab and select **Attach Receipt Images**



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

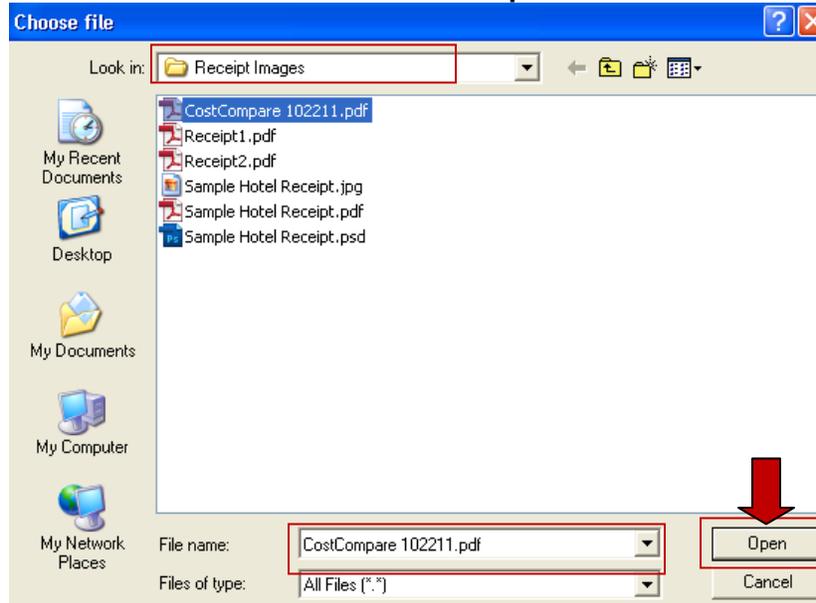




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- Click on the form and then click on **Open**.



- Click on **Upload**.

Receipt Upload and Attach

According to company policy, you must provide receipts for the expenses listed below. You may attach scanned images to individual expenses or to the report.

To attach a file to an expense line item first select it, then choose and upload the file. Line item attachment should be used when the file is for a single expense line item. To attach at the report level, choose and upload up to 10 files, without selecting an expense line item.

	Expense Type	Date ^	Amount
<input type="checkbox"/>	Copy Charges Staples	10/20/2011	\$40.00

For best results, scan images in black & white with a resolution of 300 DPI or lower.

Click Browse and select a .png, .jpg, .jpeg, .pdf, .tif or .tiff file for upload. 5 MB limit per file.

Files Selected for uploading: CostCompare 102211.pdf [Remove](#)

Browse... Upload

Close

- B. If you have an image of the Cost Comparison Form on your computer and want to attach it to a specific expense item:
- 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.





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My Concur Request Expense Profile

View Reports New Expense Report View Receipt Store View Cash Advances New Cash Advance

Visits 10-1 to 22 Delete Report Submit Report

New Expense Details Receipts Print / Email Hide Exceptions

Exceptions

Expense Type	Date	Amount	Exception
Tolls	10/20/2011	\$10.00	The Transaction Date is Greater than 30 days old. Please be more timely in your expense submissions.
Copy Charges	10/20/2011	\$40.00	The Transaction Date is Greater than 30 days old. Please be more timely in your expense submissions.

Expenses

Date	Expense Type	Amount	Requested
10/20/2011	Fixed Meals Augusta, Georgia	\$7.00	\$7.00
10/20/2011	Tolls	\$10.00	\$10.00
10/20/2011	Copy Charges Staples	\$40.00	\$40.00

TOTAL AMOUNT: \$1,295.22 | TOTAL REQUESTED: \$1,295.22

Expense Receipt Store

Expense Type: Copy Charges

Transaction Date: 10/20/2011

Purpose of Trip: Field Visits

Vendor Name: Staples

City:

Save Itemize Attach Receipt Cancel

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

Attach Receipt

Click Browse and select a .png, .jpg, .jpeg, .pdf, .tif or .tiff file for upload. 5 MB limit per file.
For best results, scan images in black & white with a resolution of 300 DPI or lower.

File Selected for uploading:

No file selected

Browse... Attach

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

Choose file

Look in: Receipt Images

- CostCompare 102211.pdf
- Receipt1.pdf
- Receipt2.pdf
- Sample Hotel Receipt.jpg
- Sample Hotel Receipt.pdf
- Sample Hotel Receipt.psd

File name: CostCompare 102211.pdf

Files of type: All Files (*.*)

Open Cancel

- Click **Open**.





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- o Click **Attach**.

Attach Receipt

Click Browse and select a .png, .jpg, .jpeg, .pdf, .tif or .tiff file for upload. 5 MB limit per file.
For best results, scan images in black & white with a resolution of 300 DPI or higher.

File Selected for uploading:

CostCompare 102211.pdf

- o Click **Save**.

Concur Georgia

My Concur Request Expense Profile

View Reports New Expense Report View Receipt Store View Cash Advances New Cash Advance

Visits 10-1 to 22

Details Receipts Print / Email Hide Exceptions

Exceptions

Expense Type	Date	Amount	Exception
Fixed Meals	10/01/2011	\$27.00	The Transaction Date is Greater than 30 days old. Please be more timely in your expense submissions.
Copy Charges	10/20/2011	\$40.00	The Transaction Date is Greater than 30 days old. Please be more timely in your expense submissions.

Expenses

Date	Expense Type	Amount	Requested
10/20/2011	Fixed Meals Augusta, Georgia	\$7.00	\$7.00
10/20/2011	Tolls	\$10.00	\$10.00
10/20/2011	Copy Charges Staples	\$40.00	\$40.00

TOTAL AMOUNT \$1,295.22 TOTAL REQUESTED \$1,295.22

Expense Receipt Image

Expense Type: Copy Charges
Transaction Date: 10/20/2011
Purpose of Trip: Field Visits
Vendor Name: Staples
City: []

- C. 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.

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

Concur Georgia

My Concur Request Expense Profile

View Reports New Expense Report View Receipt Store New Cash Advances New Cash Advance

Visits 10-1 to 22

Details Receipts Print / Email Hide Exceptions

Exceptions

Expense Type	Date	Amount	Exception
Fixed Meals	10/01/2011	\$27.00	The Transaction Date is Greater than 30 days old. Please be more timely in your expense submissions.
Copy Charges	10/20/2011	\$40.00	The Transaction Date is Greater than 30 days old. Please be more timely in your expense submissions.

Expenses

Date	Expense Type	Amount	Requested
10/20/2011	Fixed Meals Augusta, Georgia	\$7.00	\$7.00
10/20/2011	Tolls	\$10.00	\$10.00
10/20/2011	Copy Charges Staples	\$40.00	\$40.00

TOTAL AMOUNT \$1,295.22 TOTAL REQUESTED \$1,295.22

Expense Receipt Store

Expense Type: Copy Charges
Transaction Date: 10/20/2011
Purpose of Trip: Field Visits
Vendor Name: Staples
City: []





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- 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.



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Approval Flow for Report: ttt 8/17

Authorized Approval:
Thornton, John A. 1

State Head Approval:
2

((this step may be skipped))

Back Office Approval:
3

Submit Report Cancel

- Note the blue arrows available for each level of approval.
 - Clicking an up arrow will insert an additional approver before that normal level of approval.
 - Clicking a down arrow will insert an additional approver after 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.

Approval Flow for Report: NW GA Review 8-1

Authorized Approval:
Thornton, John A.

User-Added Approver:

State Head Approval:

((this step may be skipped))

Back Office Approval:

Submit Report Cancel





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- 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**.
- 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**.

Approval Flow for Report: NW GA Review 8-1

Authorized Approval:
Thornton, John A.

User-Added Approver:
*
Haidet, Chloe A. (noemail@georgia.gov)
Clarke, David R. (Clarkedr@audits.ga.gov)
Blaha, Edward F. (blahaef@audits.ga.gov)
Bolton, Janet L. (noemail@georgia.gov)
Thornton, John A. (thornton@audits.ga.gov)
Whitesides, Michael L. (whitesid@audits.ga.gov)
Boyd, Roger W. (SAO_CONCUR@sao.ga.gov)
Hinton, Russell W. (SAO_CONCUR@sao.ga.gov)

Search Approvers By

Submit Report Cancel

3. Where can I locate Training materials?

- Training materials can be accessed 24 x 7 from:
 - 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!!

Company Info

Travel Notifications

Effective today:
Applicable to all GTE users EXCEPT KSU
Managers will now receive travel notifications when their direct reports reserve "car, air, or hotel" in the GTE system. The email notification will be sent to the manager that is listed in their employee profile. There is no action on the manager's behalf, this is strictly a notification.
Thanks.

New Mileage Rates

The GSA recently announced revised rates for calendar year 2012. The following rates are applicable to travel that occurs on or after April 17, 2012.

Tier I Rate	Automobile	\$.555 per mile
	Motorcycle	\$.525 per mile
	Aircraft	\$1.31 per mile
Tier II Rate	Gov't Owned Available	\$.23

[Travel Training Portal](#)
Please see the link above for additional Travel training opportunities.

Or: Click [here](#) to open the document



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- **“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!!

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State Accounting Office of Georgia Fiscal Leadership for Georgia

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Travel

Home > Travel > GA Travel and Expense Training

State Travel Policy

GA Travel and Expense

GA Travel and Expense Training

Non Georgia Travel System Users

GA Travel and Expense Training

Refer to the recommended travel training for each of the roles in the GA Travel & Expense system. All GA Travel & Expense users can access the Concur Training portal after logging into to GA Travel & Expense website.

- [Recommended Training](#)

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.

georgia.gov Official Portal for the State of Georgia

State Accounting Office of Georgia Fiscal Leadership for Georgia

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Travel

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State Travel Policy

GA Travel and Expense

GA Travel & Expense Online Booking Tool

Travel Related Links/Travel Resources

International Links

GA Travel and Expense Training

Non Georgia Travel System Users

GA Travel & Expense Online Booking Tool

- [Log in to Concur](#)
- [Car Cost Compare/DOAS](#)
- [GTE System User Reference Guide](#)
- [Hotel-Motel Tax Exemption Form](#)
- [Waiver Form/DOAS](#)
- [Who To Call?](#)
- [GA Travel & Expense Participating Agencies and Local Administrators](#)
- [GA Travel & Expense Access Request Form](#)
- [State of Georgia Meal Allowances](#)





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5. How do I obtain my Vendor ID?

- Access **Vendor Management** on the [State Accounting Office](#) website

The screenshot shows the State Accounting Office website. The navigation menu includes: About Us, Systems, Reporting, Policies, Training, Travel, Tools, and News. The 'Systems' dropdown menu is open, showing categories like Human Capital Management, Financials, End User Workstation Hardware Requirements, and Internet Explorer Requirements. Under 'Financials', 'Vendor Management' is highlighted with a red arrow and a red circle. Other items in the Financials dropdown include Asset Management, Accounts Receivable, Accounts Payable, Commitment Control, General Ledger, Labor Distribution, Project Costing, Purchasing, Salary Travel & Per Diem, and Local Administrators.

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

The screenshot shows the 'Vendor Management' page. The breadcrumb trail is: Home > Systems > Financials > Vendor Management. The page title is 'Vendor Management'. Below the title, there is a search bar and a 'GO' button. The main content area contains a paragraph about the Vendor Management Group (VMG) and its responsibilities. At the bottom of the page, there are two links: 'Vendor Payment Management' and 'Vendor Maintenance/Conversion'. The 'Vendor Maintenance/Conversion' link is highlighted with a red arrow and a red circle.



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

<ul style="list-style-type: none"> Vendor Payment Management Vendor Maintenance/Conversion Vendor Management Related Policies Forms 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 	<p>Reports/Queries</p> <ul style="list-style-type: none"> • Listing of All Vendors Currently ACH Enabled - (PS Query OVN_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) <p style="text-align: center;"></p> <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> ◦ Establishment of a new vendor record ◦ Changes to tax identification number ◦ Changes to address ◦ Changes to company name <p>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.</p>
--	--

- 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)



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- 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





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- 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: <input type="text"/>	* Employee ID: <input type="text"/>
* Employee Phone Number: <input type="text"/>	* Employee Email Address: <input type="text"/>
* Agency: <input type="text"/>	* Manager: <input type="text"/>
* Vendor ID: <input type="text"/>	

* Indicates Response Required

- 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!!



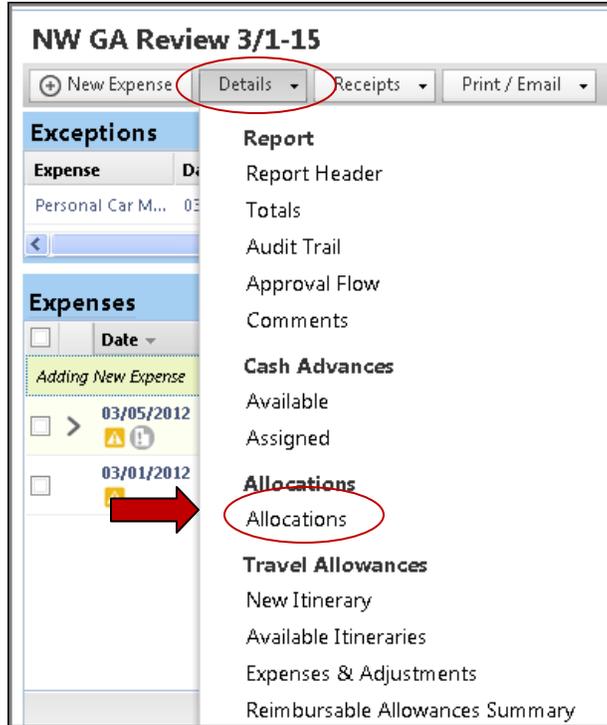
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6. What's new in GTE!!

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**.





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

Allocations Total:\$360.00 Allocated:\$360.00 (100%) Remaining:\$0.00 (0%)

Allocate By: ▾ Add New Allocation Delete Selected Allocations Favorites **Add to Favorites**

<input type="checkbox"/>	Percentage	* Department	* Program	* Fund Source	* Fund	* Project	Class	Code
<input type="checkbox"/>	50	(4042010600) ST...	(0850201) State...	(01000) STATE G...	(10100) Operati...	(01) STATE BASE...	301	-4042010600-08...
<input checked="" type="checkbox"/>	50	(4042010600) ST...	(0850206) Inter...	(01000) STATE G...	(10100) Operati...	(CNV) Conversi...	301	-4042010600-08...

- 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.

Add to Favorites

Enter Allocation Favorite Name:

Save **Cancel**

- 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**.

NW GA Review 3/1-15

+ New Expense **Details** Receipts Print / Email

Exceptions

Expense	Date
Personal Car M...	03/05/2012

Expenses

Adding New Expense

<input type="checkbox"/>	>	03/05/2012	[Warning Icon]
<input type="checkbox"/>		03/01/2012	[Warning Icon]

Report

- Report Header
- Totals
- Audit Trail
- Approval Flow
- Comments

Cash Advances

- Available
- Assigned

Allocations

- Allocations**

Travel Allowances

- New Itinerary
- Available Itineraries
- Expenses & Adjustments
- Reimbursable Allowances Summary





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

Date	Expense	Group	Amount
03/01/2012	Personal C...		\$55.59
Hotel			
03/01/2012	Hotel Tax		\$10.00
03/01/2012	Hotel		\$75.00
03/01/2012	Internet Ch...		\$5.00
03/02/2012	Hotel Tax		\$10.00
03/02/2012	Hotel		\$75.00
03/02/2012	Internet Ch...		\$5.00
03/03/2012	Hotel Tax		\$10.00
03/03/2012	Hotel		\$75.00
03/03/2012	Internet Ch...		\$5.00
03/04/2012	Hotel Tax		\$10.00
03/04/2012	Hotel		\$75.00
03/04/2012	Internet Ch...		\$5.00

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

Total:\$360.00 Allocated:\$360.00 (100%) Remaining:\$0.00 (0%)

Allocate By: Add New Allocation Delete Selected Allocation Favorites Add to Favorites

Percentage	* Department	* Program	* Fund S...
100	(4042010600) ST...		(0000) STATE G...

- Test Allocation - Use a name that is meaningful
- Test Allocation
- 60/40 allocation ssssssss
- Allocation Favorites Example
- IT Alloc

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

Please Confirm

Replace existing allocations with allocations in "Test Allocation - Use a name that is meaningful"

Yes No

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