

2012

FAQ Spotlight – January



GA Travel & Expense System

Most Frequently Asked Support
Questions

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1. How long before I receive my travel expense reimbursement?

- A. **Reimbursement via ACH (direct deposit):** The funds will appear in your bank account 2 days after the expense report has been approved and processed for payment.
- B. **Reimbursement via check:** Checks will be mailed 3 days after the expense report has been approved and processed for payment.

2. 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**

The screenshot shows the Concur Expense Report interface. The 'Receipts' dropdown menu is open, showing options like 'Attach Receipt Images', 'View Receipts in current window', and 'View Receipts in new window'. A red arrow points to the 'Attach Receipt Images' option. Another red arrow points to the 'Receipts' tab in the top navigation bar.

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

The screenshot shows the 'Receipt Upload and Attach' dialog box. It contains instructions for attaching receipts and a table with columns for Expense Type, Date, and Amount. A red arrow points to the 'Browse...' button.

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

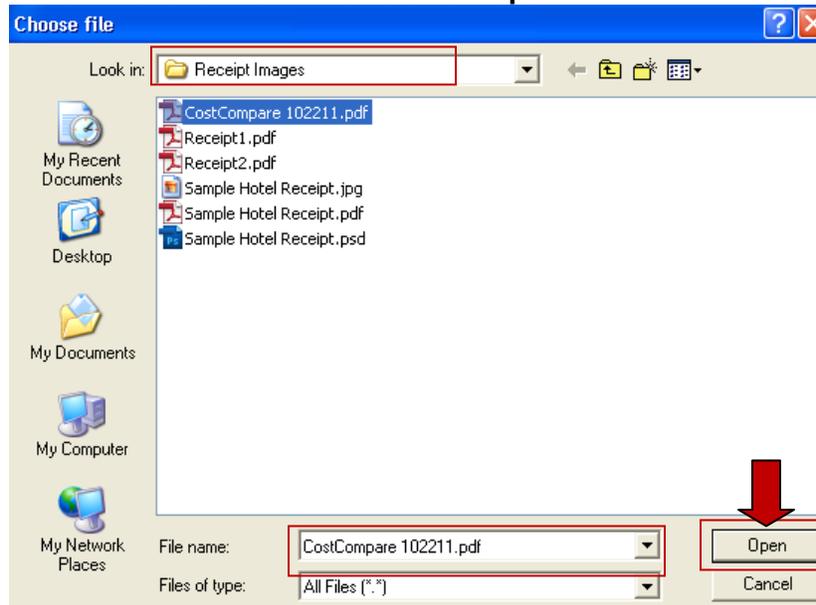




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- o Click on the form and then click on **Open**.



- o 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:
- o Open the Expense Report
 - o 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 Detail Form:
Expense Type: Copy Charges
Transaction Date: 10/20/2011
Purpose of Trip: Field Visits
Vendor Name: Staples
City: [blank]
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: Browse... **Attach**

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 Delete Report Submit Report

New Expense 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: []

Save Itemize Cancel

- 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 Delete Report Submit Report

New Expense Details Receipts Print / Email Hide Exceptions

Exceptions

Expense Type	Date	Amount	Excep
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: []

Save Itemize **Attach Receipt** Cancel





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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.

3. How do I enter Meals Per Diem?

A. When opening a NEW Expense Report

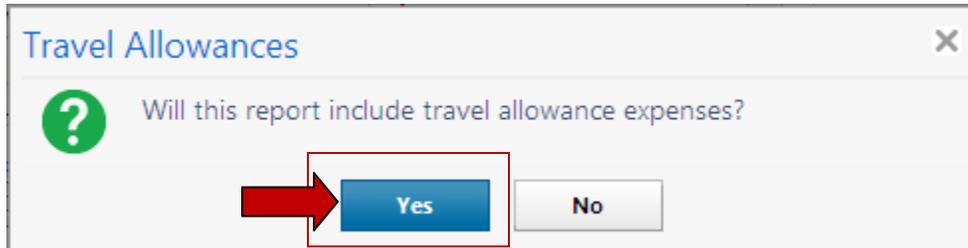
- On the My Concur in the Expense Report or Active Work section click on **New Expense Report**
- Complete the required **Report Header** information
- If required, link any **Travel Requests** to the Expense Report
 - Click **Add** under **Travel Request** and select the appropriate Travel Request(s) to link to the Expense Report
- Click **Save** and the **Travel Allowances** dialogue box will appear.
- Click **Yes**



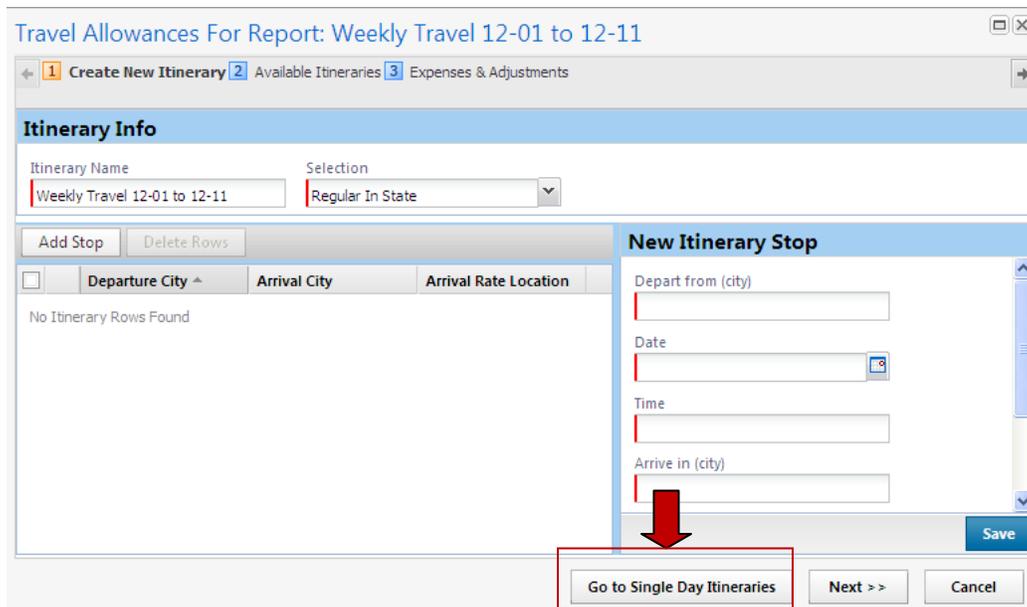


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- ✓ **Note:** Travel Allowance Expenses = Meals Per Diem
- The **Travel Allowances** dialogue box opens to the Standard Itinerary by default. Click on **Go To Single Day Itineraries**.



- ✓ **Note:** You can make the Single Day Itinerary your default in **Profile**. Select **Expense Preferences** and under Display, check the box next to "Make Single Day Itineraries page my default in the Travel Allowance wizard."
- Enter the date you want to begin entering information for in **Choose Start Date**.
- Click **Go** to open the data entry screen.





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Exclude	Date	Start Location	Depart	End Location	Arrive	Depart	Back...	Hours
<input type="checkbox"/>	12/01/2011 T...							
<input type="checkbox"/>	12/02/2011 ...							
<input type="checkbox"/>	12/03/2011 ...							
<input type="checkbox"/>	12/04/2011 ...							
<input type="checkbox"/>	12/05/2011 ...							
<input type="checkbox"/>	12/06/2011 T...							
<input type="checkbox"/>	12/07/2011 ...							

- For each day you want to claim a Travel (Meal Per Diem) Allowance enter your starting location for that day in **Start Location** and click the **Tab** key.
 - ✓ **Note:** This will usually be your home. (i.e. Roswell, Ga)
- Enter the time (using am or pm) you left in **Depart** and click the **Tab** key.
- Enter your last business location of the day in **End Location** and click the **Tab** key.
- Enter the time you arrived at this final location in **Arrive** and click the **Tab** key.
- Enter the time you left this location in **Depart** and click the **Tab** key.
- Enter the time you arrived home in **Back** and click the **Tab** key.
 - ✓ **Note:** The system will calculate your travel status hours in **Hours**.
- When you have entered all the days you are claiming click **Save Itineraries**.
 - ✓ **Note:** You can go back in and add additional days in a different week later.

Save Itineraries

Go to Standard Itinerary Next >> Cancel

- Click **Next**.





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Travel Allowances For Report: Weekly Travel 12-01 to 12-11

1 Single Day Itineraries 2 Available Itineraries 3 Expenses & Adjustments

Assigned Itineraries

Edit Unassign

Departure City	Date and Time ^	Arrival City	Date and Time	Arrival Rate Location
Itinerary: 12/01/2011 Macon				
Roswell, Georgia	12/01/2011 7:00 AM	Macon, Georgia	12/01/2011 9:15 AM	US-GA, UNITED STATES
Macon, Georgia	12/01/2011 7:30 PM	Roswell, Georgia	12/01/2011 9:00 PM	FULTON COUNTY, US-GA...

Available Itineraries

Current itineraries [v] Delete Assign

Departure City	Date and Time ^	Arrival City	Date and Time	Arrival Rate Location
Itinerary: Visits 10-1 to 11				

<< Previous **Next >>**

- Click **Next** again.
- Click on any meal period that was provided to you for any days you reported. The system will adjust your reimbursement amount for that meal period.

Travel Allowances For Report: Weekly Travel 12-01 to 12-11

1 Single Day Itineraries 2 Available Itineraries 3 Expenses & Adjustments

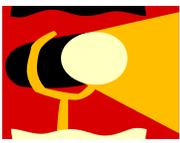
Show dates from [] to [] Go

Exclude All <input type="checkbox"/>	Date/Location ^	Breakfast Provided	Lunch Provided	Dinner Provided	Allowance
<input type="checkbox"/>	12/01/2011 Macon, Georgia	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	\$14.00

<< Previous **Create Expenses** Cancel

- Click on **Create Expenses**.
- An Expense Entry called Fixed Meals will be created in your expense report for each day you claimed for any eligible amounts.





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B. To an EXISTING Expense Report

- On the My Concur page in the Expense Report or Active Work section click on an existing Expense Report to open it.
- Click on the **Details** tab.

The screenshot shows the Concur web application interface. At the top, there are navigation tabs: 'My Concur', 'Request', 'Expense', and 'Profile'. Below these are links for 'View Reports', 'New Expense Report', 'View Receipt Store', and 'View Cash Advances'. The main content area shows a report titled 'Site Visits 12/1/11' with a 'Details' tab selected and highlighted by a red box and a red arrow. Below the tabs is a table of expenses:

Date	Expense Type	Amount	Requested
12/02/2011	Fixed Meals Augusta, Georgia	\$27.00	\$27.00

- Select **New Itinerary** under the Travel Allowances section

The screenshot shows a sidebar menu with the following sections:

- Report**
 - Report Header
 - Totals
 - Audit Trail
 - Approval Flow
 - Comments
- Cash Advances**
 - Available
 - Assigned
- Allocations**
 - Allocations
- Travel Allowances** (highlighted with a red box)
 - New Itinerary** (highlighted with a red arrow)
 - Available Itineraries
 - Expenses & Adjustments
 - Reimbursable Allowances Summary

- Enter the date you want to enter Travel (Meals Per Diem) allowances for in **Choose Start Date** and click on **Go** to open the data entry screen.





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Exclude	Date	Start Location	Depart	End Location	Arrive	Depart	Back...	Hours
<input type="checkbox"/>	12/08/2011 T...							
<input type="checkbox"/>	12/09/2011 ...							
<input type="checkbox"/>	12/10/2011 ...							
<input type="checkbox"/>	12/11/2011 ...							
<input type="checkbox"/>	12/12/2011 ...							
<input type="checkbox"/>	12/13/2011 T...							
<input type="checkbox"/>	12/14/2011 ...							

- For each day you want to claim a Travel (Meal Per Diem) Allowance enter your starting location for that day in **Start Location** and click the **Tab** key.
 - ✓ **Note:** This will usually be your home. (i.e. Roswell, GA)
- Enter the time (using am or pm) you left in **Depart** and click the **Tab** key.
- Enter your last business location of the day in **End Location** and click the **Tab** key.
- Enter the time you arrived at this final location in **Arrive** and click the **Tab** key.
- Enter the time you left this location in **Depart** and click the **Tab** key.
- Enter the time you arrived home in **Back** and click the **Tab** key.
 - ✓ **Note:** The system will calculate your travel status hours in **Hours**.
- When you have entered all the days you are claiming click **Save Itineraries**.
- Click on the **Expenses & Adjustments** tab.

Exclude	Date	Start Location	Depart	End Location	Arrive	Depart	Back...	Hours
	12/08/2011 T...	Itinerary has been created						
<input type="checkbox"/>	12/09/2011 ...							
<input type="checkbox"/>	12/10/2011 ...							
<input type="checkbox"/>	12/11/2011 ...							
<input type="checkbox"/>	12/12/2011 ...							
<input type="checkbox"/>	12/13/2011 T...							
<input type="checkbox"/>	12/14/2011 ...							





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- Click on **Update Expenses**.

Exclude	All	Date/Location	Breakfast Provided	Lunch Provided	Dinner Provided	Allowance
<input type="checkbox"/>	<input type="checkbox"/>	12/02/2011 Augusta, Georgia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$27.00
<input type="checkbox"/>	<input type="checkbox"/>	12/08/2011 Augusta, Georgia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$27.00

- An Expense Entry called Fixed Meals will be added to your expense report for each day you claimed for any amounts eligible according to the Travel Policy.

4. How do I delete a Travel Allowance I entered incorrectly?

- Open the Expense Report you need to correct.
- Click on the **Details** tab
 - Click on **Available Itineraries** under the **Travel Allowances** section.

- 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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- Click on the Itinerary you want to adjust in the **Assigned Itineraries** section.
- Click on **Unassign**

Travel Allowances For Report: Conference in DC 10-23 to 28

Create New Itinerary Available Itineraries Expenses & Adjustments Reimbursable Allowances Summary

Assigned Itineraries

Edit Unassign

Departure City	Date and Time	Arrival City	Date and Time	Arrival Rate Location
Itinerary: Conference in DC 10-23 to 28				
Atlanta, Georgia	10/23/2010 6:00 AM	Washington, District of C...	10/23/2010 9:30 AM	DISTRICT OF COLUMBIA, U...
Washington, District of C...	10/28/2010 6:00 PM	Atlanta, Georgia	10/28/2010 10:00 PM	FULTON COUNTY, US-GA, ...

Available Itineraries

Current Itineraries Delete Assign

Departure City	Date and Time	Arrival City	Date and Time	Arrival Rate Location
No Available Itineraries Found				

Done

- The Itinerary clears from the **Assigned Itineraries** section
 - ❖ The Itinerary is no longer assigned to this **Expense Report**

Travel Allowances For Report: Conference in DC 10-23 to 28

Create New Itinerary Available Itineraries Expenses & Adjustments Reimbursable Allowances Summary

Assigned Itineraries

Edit Unassign

Departure City	Date and Time	Arrival City	Date and Time	Arrival Rate Location
No Assigned Itineraries Found				

Available Itineraries

Itineraries for last Year Delete Assign

Departure City	Date and Time	Arrival City	Date and Time	Arrival Rate Location
Alpharetta, Georgia	10/20/2011 7:00 AM	Augusta, Georgia	10/20/2011 9:30 AM	RICHMOND COUNTY, US-...
Augusta, Georgia	10/20/2011 7:00 PM	Alpharetta, Georgia	10/20/2011 9:30 PM	FULTON COUNTY, US-GA, ...
Itinerary: Conference in DC 10-23 to 28				
Atlanta, Georgia	10/23/2011 7:00 AM	Washington, District of C...	10/23/2011 9:45 AM	ALL OTHER DESTINATIONS

Done

- ❖ Continue to the next step if you wish to delete the **Travel Allowance Itinerary** from the system.





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- Using the scroll bars on the right, scroll to locate the Itinerary in the **Available Itineraries** section.
- Select the itinerary and click on **Delete**.

- Click on **Yes** in the Confirmation dialogue box.

5. 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 before that normal level of approval.
 - Clicking a down arrow will insert an additional approver after that normal level of approval.
 - Examples:
 - **#1** Clicking on the blue up arrow in #1 will add an approver *before* #1.
 - **#2** Clicking on the blue up arrow in #2 will add an approver *after* #1 but *before* #2.
 - ❖ In our example we have clicked on the up arrow in #2





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- #3 Clicking on the blue up arrow in #3 will add an approver *after* #2 but *before* #3.
- #4 Clicking on the down arrow in #3 will 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

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

- 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**.

