2013

TTE FAQ Spotlight – January

Top 5 Support Questions Last Month

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1. **If a new traveler is having difficulty creating a Vendor ID in ESS, who should they contact?**

   From the Home page of the SAO website (sao.georgia.gov) select Systems, select Financials; Select **Vendor Payment Management**; then under **Employee Expense Reimbursement Resources and Training Tools** at the bottom of the page click on the **ESS Employee Expense Reimbursement Job Aid** to view complete instructions.

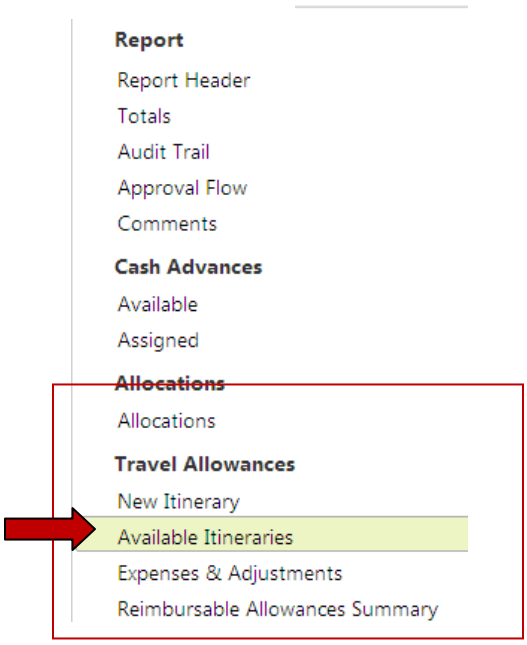
   If you are still having difficulty, contact the Vendor Group at SAO.

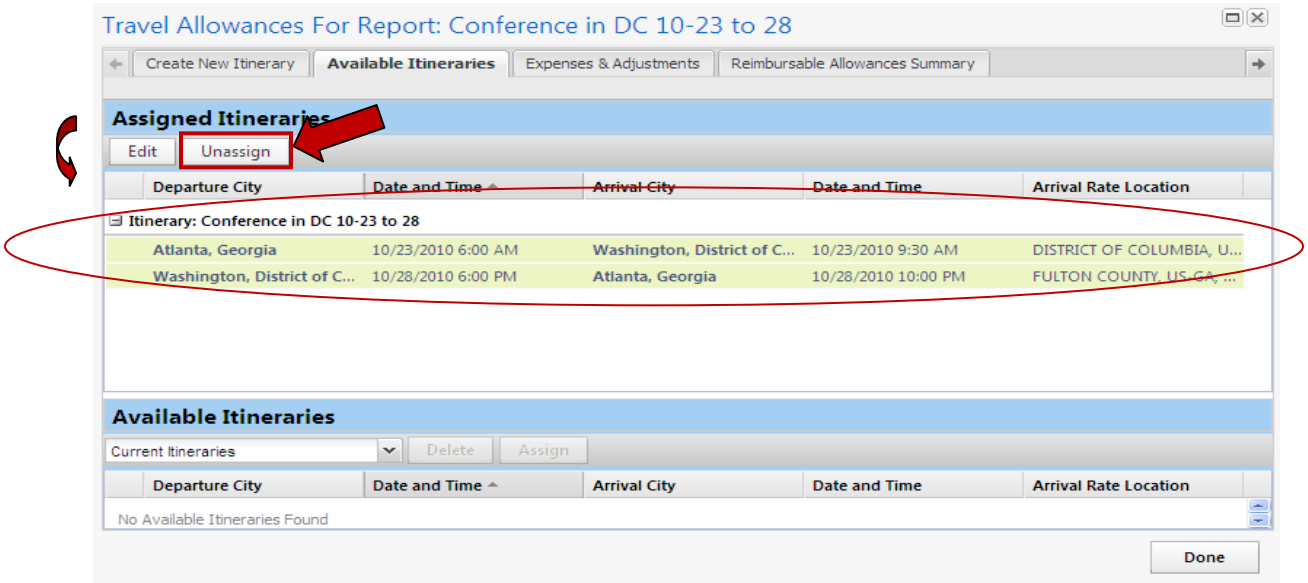
2. **When did the new mileage rate become effective?**

   By law, the State Accounting Office follows GSA guidelines in regards to mileage rate increases. The following rates are applicable to travel on or after January 1, 2013. The TTE system has been updated with these new mileage rates.

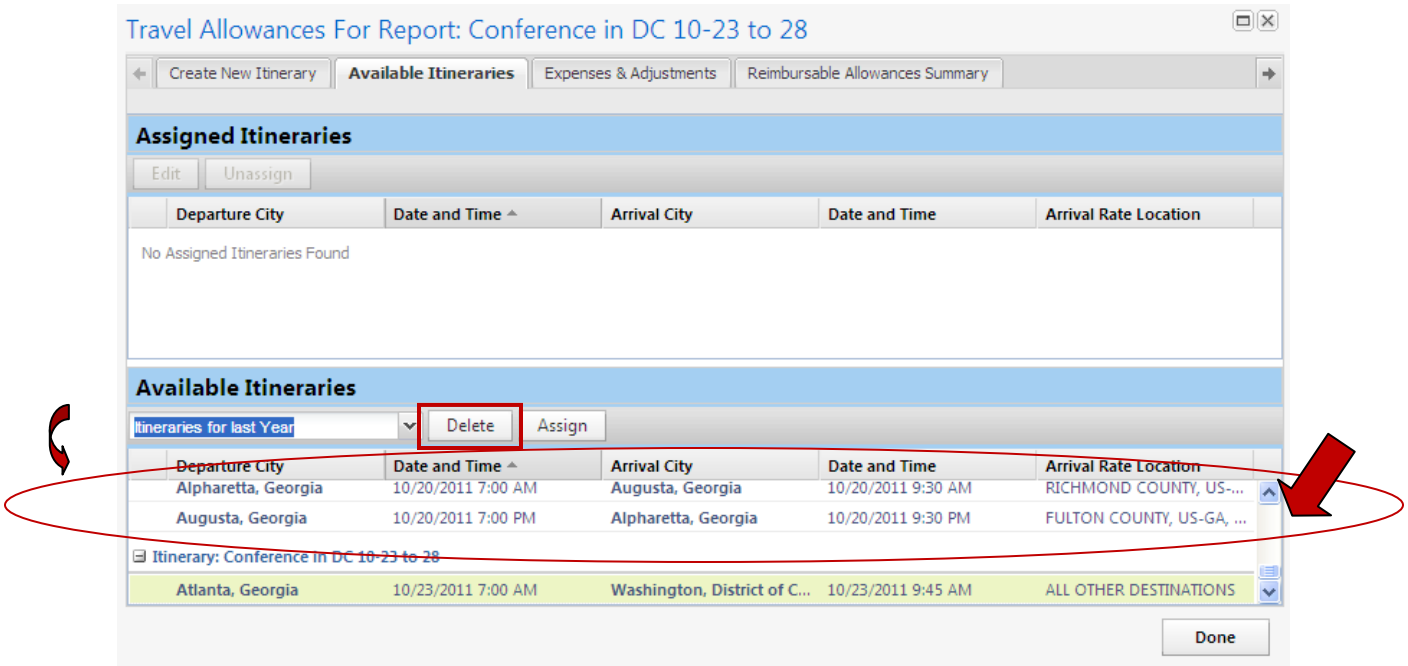
   - Tier I – Personal Vehicle $.565 per mile
   - Tier II – Personal Vehicle $.24 per mile
     - (Government Vehicle Available or Personal Vehicle not most economical)
   - Personal Motorcycle $.535 per mile
   - Personal Aircraft $1.33 per mile

3. **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.

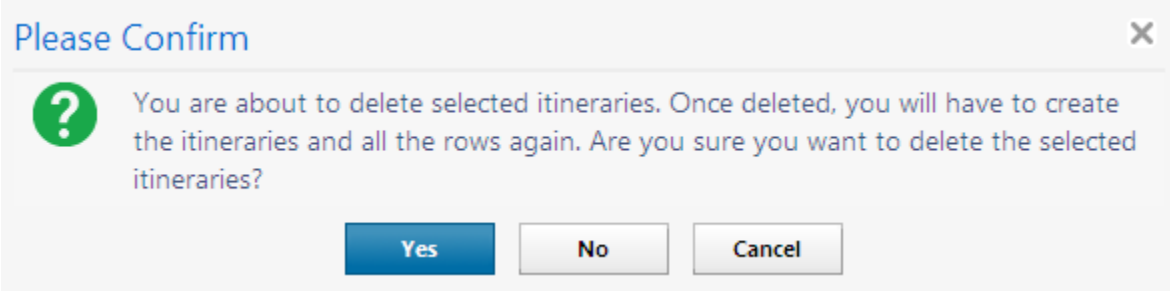




- Click on the Itinerary you want to adjust in the **Assigned Itineraries** section.
- Click on **Unassign**
- The Itinerary clears from the **Assigned Itineraries** section
  - The Itinerary in no longer assigned to this **Expense Report**
  - The itinerary now appears in **Available Itineraries**
- If you wish to <u>delete</u> the **Travel Allowance Itinerary** from the system.
  - If you do NOT delete the itinerary the days used on that itinerary will not be able to be used on another Travel Allowance.
  - 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.



- The itinerary has now been deleted from the system and any days linked on the Travel Allowance Itinerary are now available for use on another Travel Allowance.

4. This is my first time traveling what is my log in and password?

- Please contact your Local Travel Administrator for your TTE login credentials.

5. How do I cancel an airfare reservation that was made in the TTE system?

Employees that have unused airline tickets have two options:

a. Call Travel Inc. directly to cancel the existing flight reservation and apply towards new reservation.
b. The employee can cancel the flight reservation TTE system:

- Navigate to the trip in **Upcoming Trips** or **Trip Library** located in the **Travel** tab
- Right click on the trip to display the options menu
  - Select **Cancel Entire Trip** to completely cancel all reservations attached to the trip or select **Change Trip** to change a portion of the reservation.
    - The next time the employee makes an airline reservation, the system will review the unused" reservation and automatically apply that unused ticket to the new reservation as long as all fare rules still apply.
    - Employees have 1 year to apply unused tickets from the original date it was purchased.

✓ **NOTE**: *Even if the reservation is cancelled, the employee incurs the travel agency fee which will need to be imported to the next expense report.*

6. Special Notes of Interest:

Approvers: If you are a Travel Cash Advance Approver, Travel Request Approver or an Expense Report Approver the Approver Handbook and Approver Checklists are available on the SAO website. Go to http://sao.georgia.gov/teamworks-travel-and-expense-training and select the checklists from the How To section or the Approver Handboook from the Manuals section!

Travelers: When creating a Travel Authorization Request you will now see a white button labeled Allocate. This is not currently being used. Nothing will hapoen if you accidentally click it.

Travelers: Webinars covering different aspects of the TTE system are now being offered each month. These webinars are open to all TTE System Users.

- **Personal Car Mileage & Importing Smart Expenses**
  - January 18, 2013 10-11am
  - Register Now: https://www3.gotomeeting.com/register/887346886
- **Creating Expense Reports in TTE**
  - January 23, 2013 1-2:30 pm
  - Register Now: https://www3.gotomeeting.com/register/616750534
- **Booking Travel in TTE**
  - January 30, 2013 10-11 am
  - Register Now: https://www3.gotomeeting.com/register/530905390
- **Personal Car Mileage & Importing Smart Expenses**
  - February 13, 2013 1-2 pm
  - Register Now: https://www3.gotomeeting.com/register/154750766