

2012

TTE FAQ Spotlight – October



Top 5 Support Questions Last Month

[Table of Contents Links](#)

1. [When should employees use the "Meals-Actual Meal Allowance" expense types?](#)
2. [What is the procedure if an employee needs to cancel an airfare reservation?](#)
3. [What should employees do if the Government rate for a hotel is not showing up in the TTE system?](#)
4. [How do I enter Meals Per Diem \(Travel Allowance\) for Day Trips?](#)
5. [How do I find out who my Local Travel Administrator is?](#)
6. [How do I rent a car from Enterprise for one day and one way?](#)
7. New in TTE: [How do I attach multiple receipts to an expense item?](#)



FAQ Spotlight

October 2012

Click on the Spotlight at the top of any page to return to the Table of Contents!

Table of Contents

1. <i>When should employees use the "Meals-Actual Meal Allowance" expense types?</i> -----	3
2. <i>What is the procedure if an employee needs to cancel an airfare reservation that was made in the TTE system?</i> -----	3
3. <i>What should employees do if the Government rate for a hotel is not showing in the TTE system?</i> -----	4
4. <i>How do I enter Meals per Diem (Travel Allowance) for Day Trips?</i> -----	4
A. When opening a NEW Expense Report -----	4
B. To an EXISTING Expense Report -----	7
5. <i>How do I find out who my Local Travel Administrator is?</i> -----	10
6. <i>What do I do if I need to rent a car from Enterprise for one day and one way?</i> -----	10
7. <i>How do I attach multiple receipts to an expense item?</i> -----	11



FAQ Spotlight

October 2012

1. When should employees use the “Meals-Actual Meal Allowance” expense types?

The *Meals-Actual Meals Allowance-Domestic* or *Meals-Actual Meals Allowance-International* should only be used on an exception basis.

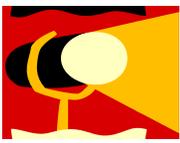
In the normal course of business meals are reimbursed utilizing Travel Allowance to calculate the reimbursement. However, when an exception occurs (*such as a security officer traveling with the Governor with no other option but to eat at designated locations which may be higher than the normal per diem allowance*) then the employee is eligible to be reimbursed for the “actual” meal cost.

2. What is the procedure if an employee needs to 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 only the airline 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.*



FAQ Spotlight

October 2012

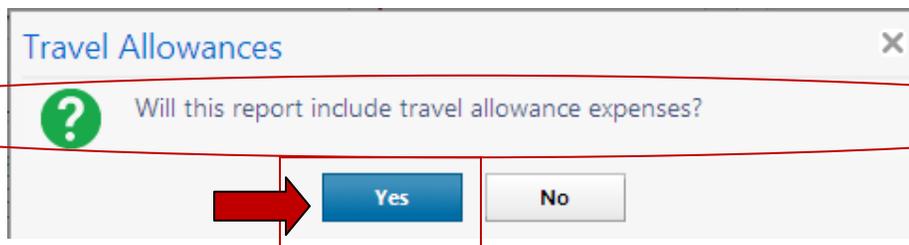
3. What should employees do if the Government rate for a hotel is not showing in the TTE system?

Hotels allot a specific number of rooms to be available at a certain rate. When that capacity has been reached, the rate is no longer available online. When this occurs, travelers have the option of contacting the hotel directly to try to get the hotel at the Government rate.

4. How do I enter Meals per Diem (Travel Allowance) for Day Trips?

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**



✓ **Note:** Travel Allowance Expenses = Meals Per Diem

- The **Travel Allowances** dialogue box opens to the Standard Itinerary format by default. In **Selection** choose **Regular In State** (meals) or **GSA Out of State** (meals) from the drop down
- Click on **Go To Single Day Itineraries**.



FAQ Spotlight

October 2012

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

1 Create New Itinerary 2 Available Itineraries 3 Expenses & Adjustments

Itinerary Info

Itinerary Name: Weekly Travel 12-01 to 12-11

Selection: Regular In State

Add Stop Delete Rows

Departure City	Arrival City	Arrival Rate Location
No Itinerary Rows Found		

New Itinerary Stop

Depart from (city):

Date:

Time:

Arrive in (city):

Save

Go to Single Day Itineraries Next >> Cancel

✓ **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.

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

1 Single Day Itinerary 2 Available Itineraries 3 Expenses & Adjustments

Choose start date: 12/01/2011 Go

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 ...							

Save Itineraries

Go to Standard Itinerary Next >> Cancel

- 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.



FAQ Spotlight

October 2012

- 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 time under **Hours**.
- After 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**.

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.



FAQ Spotlight

October 2012

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.

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.

Concur® Georgia

My Concur Request Expense Profile

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

Site Visits 12/1/2011 **Delete Report** **Submit Report**

New Expense **Details** Receipts Print / Email

Expenses	Date	Expense Type	Amount	Requested
Adding New Expense				
<input type="checkbox"/>	12/02/2011	Fixed Meals Augusta, Georgia	\$27.00	\$27.00

New Expense Receipt Store

Expense Type

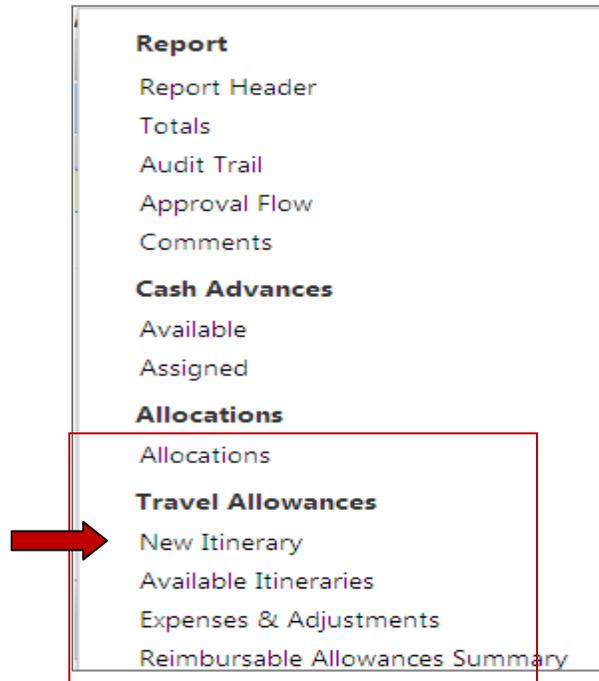
To create a new expense, click the appropriate expense type below or type the expense type in the field above. To edit an existing expense, click the

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

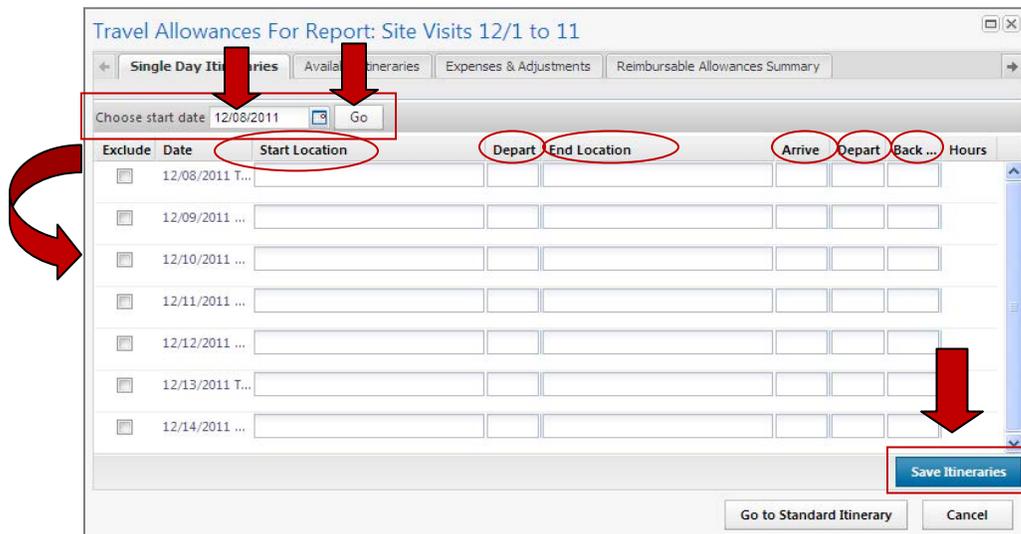


FAQ Spotlight

October 2012



- o 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.
 - ✓ **Note:** If the Standard Itinerary opens, click on **Go To Single Day Itineraries** at the bottom of the box.



- o 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.
- o Enter the time (using am or pm) you left in **Depart** and click the **Tab** key.



FAQ Spotlight

October 2012

- 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 time under **Hours**.
- When you have entered all the days you are claiming click **Save Itineraries**.
- Click on the **Expenses & Adjustments** tab.

Travel Allowances For Report: Site Visits 12/1 to 11

Single Day Itineraries Available Itineraries **Expenses & Adjustments** Reimbursable Allowances Summary

Choose start date 12/08/2011 Go

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 ...							

Save Itineraries

Go to Standard Itinerary Cancel

- Click on **Update Expenses**.

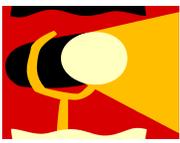
Travel Allowances For Report: Site Visits 12/1 to 11

Single Day Itineraries Available Itineraries **Expenses & Adjustments** Reimbursable Allowances Summary

Show dates from to Go

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

Update Expenses Cancel



FAQ Spotlight

October 2012

- 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.

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

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

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State Accounting Office

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Stay Connected

6. What do I do if I need to rent a car from Enterprise for one day and one way?

This has been an Enterprise issue. Rent the car for one day. When you pick up the car, advise the Enterprise location where you will be returning the car. An example of this would be renting a vehicle for one way to an airport for an extended trip. If you need another car for one day one way on your return to the airport make a separate reservation for airport pick up and advise that location when you pick it up where you will be returning it.



FAQ Spotlight

October 2012

7. How do I attach multiple receipts to an expense item?

Appending an additional image works exactly the same as attaching the initial (first) image, except that the system will ask if you want to append an additional image along with the existing image(s). Note that you must add each receipt image separately.

The employee creates the expense report or opens an existing one and, with the line item entry open, attaches the initial image using the **Attach Receipt** button:

The screenshot shows a web-based expense form with the following fields and values:

- Expense Type:** Hotel
- Transaction Date:** 09/04/2012
- Purpose of Trip:** normal travel
- Vendor:** Ocean HUse
- City:** Savannah, Georgia
- Payment Type:** Out of Pocket
- Amount:** 375.00 USD
- Trip Type:** In-State Travel
- Comment:** (empty text box)

At the top right, there are tabs for "Expense", "Nightly Lodging Expenses", "ReceiptImage", and "Receipt Store". Below the tabs, the summary shows: "Total Amount: \$375.00 | Remized: \$375.00 | Remaining: \$0.00". At the bottom of the form, there are four buttons: "Save", "Add Remization", "Attach Receipt", and "Cancel". A red arrow points to the "Attach Receipt" button, which is also enclosed in a red rectangular box.

When the user elects to add a second image, the **Attach Receipt** button is again used; however, the following message appears, allowing the user to decide if they wish to add an additional receipt image (Yes), or cancel the action (No) andn continue to add the image just as they did the existing image for the item.

The dialog box has a title bar that says "Please Confirm" and a close button (X) in the top right corner. The main content area contains a question mark icon followed by the text: "There is already an image associated with this expense. Choose Yes to append a new image or No to cancel." At the bottom of the dialog, there are two buttons: "Yes" and "No".



FAQ Spotlight

October 2012

Once the image is appended to the existing image(s) all images for that expense item are merged together and cannot be accessed separately. To remove one of the images and replace it with another you would have to detach the image and then attach all the images for that expense item again.